

# Daisy Chain Nursery School Perth LTD

## Day Care of Children

4 West Mains Avenue  
Perth  
PH1 1QZ

Telephone: 01738718775

**Type of inspection:**  
Unannounced

**Completed on:**  
24 January 2023

**Service provided by:**  
Daisy Chain Nursery School Perth LTD

**Service provider number:**  
SP2021000112

**Service no:**  
CS2021000185

## About the service

Daisy Chain Nursery School Perth LTD is a day care of children service situated in a residential area of Perth. The service is registered to provide care for a maximum of 50 children not yet attending primary school. The building is located next to a row of shops and has designated parking for parents and carers. The single storey detached building consists of two playrooms both of which have access to enclosed gardens. Children also have access to a separate sleep room.

## About the inspection

This was a follow up inspection which took place on 19 January 2023 between 08:45 and 16:50. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with children using the service
- spoke with six families
- spoke with staff and management
- observed practice and children's experiences
- reviewed documents.

## Key messages

- Children experienced improvements in the quality and consistency of interactions to support them to facilitate and extend their play.
- Effective personal planning supported children's needs to be met. Staff used this information well to support children to feel safe and nurtured.
- Aspects of quality assurance processes had been developed and implemented. As a result, children experienced higher quality of care. Some elements such as self-evaluation were in the early stages and further development would support a continuous culture of improvement.
- Concerns were effectively managed to inform improvements and minimise risks to children.

## How good is our leadership?

A requirement regarding effective quality assurance was made at the inspection on 13 May 2022. The manager had put in place some aspects of the requirement such as clear and effective plans to improve the service. This had a positive impact on children's outcomes (see 'what the service has done to meet any requirement we made at or since the last inspection').

Some elements of the requirement had been fully met. However, regular and effective support and supervision and self evaluation processes needed to be further developed to have a positive impact on children's experiences. As risks to children were minimised, areas for improvements have been made around the outstanding elements to support improvement (see area for improvement 1 and 2).

### Areas for improvement

1. To ensure children receive high quality experiences, regular and effective support and supervision should be implemented to enable staff to reflect on and improve their practice. Staff performance should be constructively reviewed, and effective support planned and evaluated.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

2. To ensure that children and families experience high quality care and support tailored to their needs and choices, staff should be supported to develop their knowledge and understanding around self-evaluation processes. Staff should be involved in self-evaluation of the service and reflect together to bring about positive change to outcomes for children and families.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 6 September 2022, the provider must ensure improved outcomes for children and practice by implementing effective systems of quality assurance. To do this the provider must, at a minimum, ensure:

- a) regular and effective support and supervision for all staff is implemented.
- b) staff are supported to develop their knowledge and understanding around self-evaluation processes and are involved in the systematic evaluation of their work and the work of the service.
- c) clear and effective plans are in place for maintaining and improving the service.
- d) the management team effectively monitors the work of each member of staff and the service as a whole.

This is to comply with: Regulation 3 Principles and Regulation 15 (a) and (b) Staffing of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This requirement was made on 13 May 2022.**

#### Action taken on previous requirement

Quality assurance processes were being developed and were beginning to have a positive impact on children's outcomes. Elements of the requirement needed further development to ensure children experienced consistently positive experiences which were maintained and sustained.

Support and supervision was in the very early stages of development. Staff had begun to reflect on their practice, however, had not yet participated in support and supervision with the manager. As a result, staff did not have regular opportunities to enable their learning needs to be identified, with a focus on improving outcomes for children (see area for improvement 1 under key question 3).

A culture of self-evaluation for improvement was being developed. Staff had begun to participate in self-evaluation, however limited progress had been made to assure quality and support improvement. One quality indicator had been reviewed since the last inspection in September 2022 to identify what was working well and areas for improvement. We saw some evidence of improvements made, for example, children experienced sociable, relaxed mealtimes with opportunities to be independent. However, no evaluation had been carried out by staff to demonstrate if the changes made had led to improvements and if further action was needed to continue improving children's outcomes (see area for improvement 2 under key question 3).

Clear and effective plans were in place for maintaining and improving the service. For example, a key focus had been on improving the quality of interactions between staff and children. We saw significant improvements which meant that children experienced interactions which were sensitive, nurturing and caring and supported them to achieve.

Monitoring took place across the service for each staff member which supported improvements in the quality of interactions. Peer observation informed the development of a team goal, such as, getting down to children's level when interacting. As a result, staff had improved their practice and the experiences for children. Where areas for development were identified, these were not always followed up. Further monitoring around areas for development would support the continuous cycle of improvement and ensure children experience consistently high quality care.

## Met - outwith timescales

## What the service has done to meet any areas for improvement we made at or since the last inspection

## Areas for improvement

### Previous area for improvement 1

To ensure that children receive care and support which meets their needs, the provider should, at a minimum ensure:

- a) personal plans set out children's current needs and how they will be met, including strategies of support.
- b) all staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs.
- c) personal plans are regularly reviewed and updated in partnership with parents.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This area for improvement was made on 13 May 2022.**

### Action taken since then

Personal plans had been reviewed and updated to ensure children's current needs were met. Families were central to this process ensuring effective information sharing which was used well by staff. Children were supported by staff who understood and were attuned to their individual needs. For example, staff offered babies their preferred way to be comforted to help them settle to sleep.

Some strategies of support were recorded within the personal plans. Whilst staff were knowledgeable about children's individual needs and how to support them, we suggested that children may benefit from strategies being more clearly recorded to ensure all staff were consistent in their approach. This would support children to experience continuity of care.

This area for improvement has been met.

### Previous area for improvement 2

To enable children to experience play and learning that is right for them, the manager and staff should improve play opportunities on offer to stimulate, support and challenge all children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

**This area for improvement was made on 13 May 2022.**

#### Action taken since then

Children experienced improvements in the quality of play opportunities which offered them stimulation and challenge. Babies experienced sensory play opportunities which encouraged them to explore, be curious and investigate. Opportunities to challenge children were integrated throughout the day, for example, young children were encouraged to be independent at mealtimes. Older children explored different mathematical concepts around size and shape when playing with playdough. They were effectively supported to recall their previous learning and extend this through open ended questions. As a result, children were supported to achieve their potential.

This area for improvement has been met.

### Previous area for improvement 3

To ensure children receive high quality experiences, the manager should support staff to develop their skills in quality interactions and to effectively facilitate and extend children's play and learning.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 13 May 2022.**

#### Action taken since then

Children were effectively supported to facilitate and extend their play through quality interactions. Improvements in the quality of interactions encouraged babies to develop their language and communication skills, for example, as staff sang songs throughout the day. Older children followed their interests through play and were experimenting with ice. Effective support from staff enabled children to wonder, problem solve and begin to explore scientific concepts around solids and liquids. This support and facilitation enabled children to extend their interests and be effectively challenged in their play and learning.

This area for improvement has been met.

## Previous area for improvement 4

To support good complaint handling and communication with complainants the provider should access training for staff appropriate to their role and support them to apply the training in practice. The complaints policy and procedure should also be reviewed to ensure it is underpinned by best practice guidance and procedures are a clear and concise guide for good complaint handling.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 13 May 2022.**

### Action taken since then

Effective complaint handling supported children and families to experience improved outcomes. The manager applied learning from training into practice and had updated the complaints policy to ensure clear procedures were in place. As a result, concerns and complaints were effectively managed to ensure improvements were made.

This area for improvement has been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.