

# Perth College Nursery Day Care of Children

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**Type of inspection:**

Unannounced

**Completed on:**

20 February 2020

**Service provided by:**

Perth College

**Service provider number:**

SP2003002197

**Service no:**

CS2003010152



## About the service

Perth College Nursery is registered to care for a maximum of 56 children aged one year to those not yet attending primary school, which includes ten children aged one to two years, no more than 17 children aged two to three years and no more than 29 children aged three to five years.

The nursery operates from a detached, single storey, purpose-built premises located in the grounds of Perth College UHI. Internally, the accommodation provides separate areas for children aged one to two years, those aged two to three years and those aged three to not yet attending primary school. There is a cloakroom, toilets and changing facilities available for children's use. Externally, there is a fully enclosed and well resourced outdoor play area which is easily accessible from all nursery rooms.

The nursery holds partner provider status with Perth & Kinross Council's Education and Children's Services.

We check services are meeting the principles of 'Getting it Right for Every Child' (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children, by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of 'Getting it Right for Every Child:' safe, healthy, achieving, nurtured, active, respected, responsible and included.

The service has been registered since 1 April 2002.

## What people told us

We provided the service with 16 Care Standards Questionnaires (CSQs) for parents and carers of children using the service. Nine completed CSQs were returned to us before the inspection. Of those who completed our CSQs, one provided no response, six strongly agreed and two agreed that they were happy with the quality of care and support their child received while in the service.

Parents comments from the CSQs included:

"Very happy with Perth College Nursery. My child has made very good progress in developing her skills."

"I have felt fully supported by all of the staff at the nursery. The nursery staff have worked with my child's occupational therapist and myself to put simple tools in place to help my child. I have had and continue to receive plenty of feedback. The improvement in my child is vast and is truly a credit to the nursery staff."

"I am really happy with the staff and thank them because our son is more confident to play and speak with others."

"I wish that the nursery would be properly informed about different cultural needs as I'm not 100% certain my child is getting their needs met when it comes to food. The staff try their best but it would be good to see an improvement."

"My daughter has settled in very well at nursery and has a great range of activities. All staff members are helpful and friendly. They are always happy to keep me updated with my child's progress."

"In general, very happy with the service, however there is one area for improvement. Sometimes when I pick my

child up she is not with the staff member who has been looking after her all day and there isn't always the handover or written summary of what she has done. This communication should be improved."

We discussed the continuity of staff across the nursery and how information was communicated to parents and carers. The nursery agreed to review this.

During the inspection we observed the children playing. The children appeared to be relaxed and happy during their time at nursery and told us about some of the activities they enjoyed.

Some of their comments included:

"Here is our art area, we paint here."

"Too much paint."

"These are the cushions we sit on, and this is the calendar."

"I like the yoghurt song. I like the banana song."

"Green is on the orange."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. We made some suggestions as to how these could be further developed to demonstrate their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

From the evidence gathered during the inspection, we found that the service was performing to a good standard in this area.

We found that children were happy and settled at nursery and engaged in their play and learning. The children were confident and took ownership of their nursery. We saw children developing friendships and were skilfully supported by staff to build relationships with each other and work through problems together.

Children were very much leaders of their own play and learning and we saw that they were given choices, listened to and respected by staff. Children had developed strong, positive attachments with staff. Staff were caring towards the children and offered them comfort and reassurance where needed. We found staff to be very responsive to the children, promoting choice and following the children's cues and interests.

Children's personal plans were in place, however we found that these did not consistently include sufficiently detailed information to enable staff to meet children's needs effectively. We would ask that these are reviewed to ensure all staff have a clear understanding of children's health care and medical needs (**see recommendation 1**).

Staff should be mindful of interruptions to children's play and learning. We suggested ways for this to be minimised during specific periods of the day. To improve the children's experiences, we would also ask staff to consider how to minimise the amount of time children are waiting whilst staff are carrying out tasks.

Children's floorbooks were of a high quality. They captured children's interests, views, ideas and learning and clearly showed how children took ownership of their experiences and time at nursery. Regular observations were recorded in children's learning journals. Staff should improve these to ensure they capture children's individual progress and learning and are not descriptions of activities. Next steps, where identified, should be measurable, achievable and reviewed.

The snack and lunchtime experience was positive for children across the nursery. We found these to be sociable experiences which were unhurried and relaxed. Children had opportunities to be independent and responsible, helping with the snack preparation. Staff had a good awareness of children's dietary needs.

Sleeping arrangements had been reviewed following the last inspection. We would encourage staff to continue to review this on a regular basis to ensure it meets the needs of all children.

We found that medication was stored appropriately, and permission and administration forms were in place. The paperwork should be organised in a more systematic way to ensure it is easily accessible and relevant to the children in the room. This should be reviewed as part of the quality assurance processes (**see requirement 1 under quality of management and leadership**).

Staff should be mindful of children's privacy and dignity when nappy changing. The manager agreed to make a change to improve this.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Children's personal plans should contain sufficiently detailed information to enable staff to meet their needs. Staff should work in partnership with families to ensure children's personal plans include all relevant information required.

**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 a 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).**

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

From the evidence gathered during the inspection, we found that the service was performing to a good standard in this area. We looked at the physical environment, resources and opportunities for children.

Following the last inspection, a number of improvements had been made to the environment to improve the experiences for children. The entrance hallway was a bright, welcoming and inviting space which provided key information to families.

The staff had developed opportunities for children to be curious, solve problems and be creative in their play through an increased range of loose parts and open-ended materials. We found that children had more opportunities to be independent in their play. Staff had considered how to make areas more accessible to children, for example, creating a creation station art area to promote children's choice.

The room for the youngest children had been reviewed to enable children to have more space to explore and practice their gross motor skills. They had also developed a cosy den area for children to rest and relax. Action had been taken to improve the kitchen area and prevent the spread of infection.

Children had good opportunities to be active, explore and investigate outside. We would encourage the staff to continue to explore ways to provide children with free flow outdoor opportunities to promote children's choice. We suggested that they consider developing the garden area for the youngest children, to offer them more exciting experiences which promote curiosity and problem solving.

Children were involved in risk assessing the environment which supported them to develop their understanding about safety. Following the last inspection, we found that risk assessments were in place, however these were due to be reviewed.

We identified a small number of infection control issues which we discussed with the service. They agreed to address these following the inspection.

A recommendation was made at the last inspection in relation to a member of the management team monitoring the door area to strengthen the security of access to the nursery and to welcome children and families. We found this happened on occasion and would encourage the service to ensure this is carried out consistently **(see recommendation 1)**.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. To maximise security to the building and keep children safe, a member of the management team should monitor the door area to welcome parents as they arrive.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area.

Staff worked well together as a team, providing support to each other across the playrooms. We found that the staff team and deputy manager were passionate and committed to their roles with many of them having worked at the service for a number of years. They were all committed to delivering a high quality service.

Generally, we found staff interactions to be of a good quality which enhanced and promoted children's wellbeing. Most staff were skilled in supporting children's development and learning. We saw lots of experiences where staff skilfully extended and supported children in developing their vocabulary. On a few occasions, we identified that staff interactions could be improved to ensure children are consistently included, respected and acknowledged. We also discussed how staff could become less task orientated at times to improve children's experiences.

Staff told us about recent training they had attended, and we saw the positive impact this had on the environment and children's experiences. Staff were very reflective during the discussions we had. We suggested that they now begin to record their written reflections and learning which should be supported through effective regular supervision with their manager.

The deputy manager effectively supported new staff during their induction period. The staff told us about the induction resource and how this had supported them in their practice.

Whilst team meetings and informal staff supervision took place, no written records of staff supervision were recorded to reflect the two-way discussion between the staff and their manager. The manager should ensure an effective system for staff support and development is in place **(see recommendation 1)**.

We looked at the recruitment process and found this to be inconsistent. The service should ensure rigorous procedures are in place to monitor this and ensure current best practice is followed consistently **(see recommendation 2)**.

### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1. In order to effectively support staff, the manager should carry out regular team meetings, supervisions and annual appraisals, providing staff with the opportunity to reflect on their practice and continuous professional development.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).**

2. Children should be confident that they are supported by staff who have been safely recruited. Procedures should be put in place to ensure safer recruitment guidance is followed consistently.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).**

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a weak standard in this area.

We found that the deputy manager was very supportive of the staff team and effectively carried out her role providing leadership across the nursery. However, we identified significant concerns in relation to other aspects of management which require improvement as a matter of priority.

Robust quality assurance processes were not in place to monitor the standard of practice within the service. These must be developed and implemented effectively by the manager to ensure that systems and processes are audited, areas for improvement are identified and outcomes for children are improved **(see requirement 1)**.

We found that an improvement plan was in place for the service. However, staff should be included and consulted in this process and a regular review of progress should be recorded. The improvement plan should be relevant to the current priorities of the service and should address the issues identified during this inspection **(see requirement 1)**.

Whilst a self-evaluation document had been completed, we found that this had not been shared with all staff and therefore staff had a limited awareness of this. The manager should give all staff opportunities to be meaningfully involved and included in the self-evaluation process to enable them to be involved in the development of the service **(see recommendation 1)**.

We found that staff had a good awareness and understanding of their role in protecting and safeguarding children. However, we identified significant issues with the reporting and recording of child protection concerns by the child protection officer. The senior management team took action to address this during the inspection.

Child protection procedures must be implemented effectively to ensure children are protected from harm and their safety and welfare needs are met **(see requirement 2)**.

Policies had very recently begun to be reviewed. However, this was in the early stages and very limited progress had been made following the last inspection. The manager should review the policies more efficiently to ensure they reflect current best practice guidance **(see recommendation 2)**.

Following the last inspection, we recommended that the roles of the whole staff team, including the management team, were reviewed to provide clarity around responsibilities. Some action had been taken to address this and we found that the staff team and deputy manager had a clearer understanding of responsibilities. However, we did not find that the roles and responsibilities of the manager were clearly defined or undertaken effectively. Therefore, this recommendation has been continued to ensure all staff, including the manager, clearly understand the manager's role and responsibilities **(see recommendation 3)**.

We found that no progress had been made by the manager following the last inspection in relation to developing questionnaires for families. The manager should provide opportunities for meaningful consultation for families to be actively involved in improving the service **(see recommendation 4)**.

## Requirements

### Number of requirements: 2

1. In order to ensure that the service develops and improves outcomes for children attending the service, the provider must ensure robust quality assurance processes are in place and demonstrated through the improvement plan by 13 March 2020.

**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).**

**It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 (1)(a) - A provider must make proper provision for the health, welfare and safety of service users.**

2. In order to ensure children are protected from harm, the provider must ensure that child protection procedures are implemented effectively and child protection concerns are reported and recorded appropriately by 6 March 2020.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).**

**It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) - Welfare of users.**



## Recommendations

**Number of recommendations:** 4

1. Staff should be meaningfully included in the self-evaluation of the nursery. This would enable them to be involved in the development of the service. The manager should ensure all staff have regular opportunities for self-evaluation.

**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).**

2. Service policies and risk assessments must be reviewed to ensure these are current and reflect best practice guidance, reviewing these regularly with the staff team.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).**

3. In order to best meet the needs of the nursery, roles and responsibilities across the management and staff team should be reviewed to clarify and define these clearly.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).**

4. Families should have regular opportunities to be involved in meaningful consultation. The manager should explore ways to engage effectively with families about their views of the nursery.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership" (HSCS 4.7).**

**Grade:** 2 - weak

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

## Previous requirements

### Requirement 1

In order to ensure staff have the appropriate skills and knowledge to safely and effectively care for children, the provider must ensure that staff training is monitored and refresher training is provided to maintain staff knowledge and skills. This must be achieved by 21 January 2019.

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).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) - A provider must make proper provision for the health, welfare and safety of service users.

This requirement was made on 14 January 2019.

### Action taken on previous requirement

Staff had undertaken a range of training and we saw the positive impact this had on children's experiences and outcomes.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

The manager should review the playroom environments, with particular consideration given to sleeping arrangements for young children, to provide a more nurturing and positive sleep experience.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "The premises have been adapted, equipped and furnished to meet my needs and wishes" (HSCS 5.16).**

This recommendation was made on 14 January 2019.

#### Action taken on previous recommendation

The playroom environments and sleeping arrangements had been reviewed. The service should continue to review these on an ongoing basis to ensure they continue to meet the needs of the children. This recommendation has been met.

#### Recommendation 2

To maximise security to the building and keep children safe, a member of the management team should monitor the door area to welcome parents as they arrive.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).**

This recommendation was made on 14 January 2019.

**Action taken on previous recommendation**

A member of the management team did not consistently monitor the door area to welcome parents and maximise security. This recommendation has been continued within the report.

**Recommendation 3**

In order to ensure that resources meet the needs, wishes and choices of children, the manager should review all resources, further developing the use of loose parts and open-ended materials.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices" (HSCS 5.21).**

**This recommendation was made on 14 January 2019.**

**Action taken on previous recommendation**

Staff had reviewed the environment and increased the range of loose parts and open-ended materials. This recommendation has been met.

**Recommendation 4**

In order to effectively support staff, the manager should carry out regular team meetings, supervisions and annual appraisals, providing staff with the opportunity to reflect on their practice and continuous professional development.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).**

**This recommendation was made on 14 January 2019.**

**Action taken on previous recommendation**

Although team meetings, supervisions and annual appraisals took place, the manager had not implemented an effective system for staff support and development. This recommendation has been continued within the report.

**Recommendation 5**

In order to best meet the needs of the nursery, roles and responsibilities across the management and staff team should be reviewed to clarify and define these clearly.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).**

**This recommendation was made on 14 January 2019.**

**Action taken on previous recommendation**

Further review of the management role and responsibilities is required to provide clarity. This recommendation has been continued within the report.

**Recommendation 6**

Service policies and risk assessments must be reviewed to ensure these are current and reflect best practice guidance, reviewing these regularly with the staff team.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).

This recommendation was made on 14 January 2019.

## Action taken on previous recommendation

Very limited progress had been made to reviewing the service policies. Risk assessments had been updated, however they were due to be reviewed again. This recommendation has been continued within the report.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
18 Dec 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
22 Sep 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
22 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
27 Aug 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
16 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
18 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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