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Council Building
2 High Street
Perth
PH1 5PH

21/10/2021

A meeting of the **Executive Sub-Committee of Lifelong Learning Committee** will be held virtually on **Monday, 01 November 2021 at 10:00.**

If you have any queries please contact Committee Services on (01738) 475000 or email Committee@pkc.gov.uk.

BARBARA RENTON
Interim Chief Executive

Those attending the meeting are requested to ensure that all notifications are silent on their device and other devices are in silent mode.

Please note that the meeting will be broadcast online and recorded. The recording will be publicly available on the Council's website following the meeting.

Members:

Councillor Caroline Shiers (Convener)
Councillor John Duff (Vice-Convener)
Councillor John Rebbeck
Councillor Fiona Sarwar
Councillor Lewis Simpson

Executive Sub-Committee of Lifelong Learning Committee

Monday, 01 November 2021

AGENDA

MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.

PLEASE NOTE THAT ALTHOUGH THE PRE-AGENDA MEETING IS NOT SUBJECT TO THE TERMS OF THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973 IT IS RECOMMENDED THAT THE CONTENTS OF REPORTS AND DISCUSSIONS AT THE MEETING CONSTITUTE INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THAT ACT, AND THEREFORE, YOU SHOULD NOT DISCLOSE TO OR DISCUSS WITH ANY MEMBER OF THE PRESS OR PUBLIC ANYTHING CONTAINED IN REPORTS OR DISCLOSED DURING DISCUSSIONS.

- 1 WELCOME AND APOLOGIES/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE EXECUTIVE SUB-COMMITTEE OF LIFELONG LEARNING COMMITTEE OF 2 NOVEMBER 2020 BE APPROVED 5 - 8**
(copy herewith)
- 4 STANDARDS AND QUALITY IN SCHOOLS, LEARNING COMMUNITIES AND PRE-SCHOOL CENTRES/DAY CARE OF CHILDREN 9 - 18**
Report by Executive Director (Education and Children's Services)
(copy herewith 21/200)
- APPENDIX 1 - SUMMARY OF CARE INSPECTORATE DAY CARE OF CHILDREN INSPECTIONS 19 - 22**
- APPENDIX 2 - THRIVE CHILDCARE AND EDUCATION CORNER HOUSE 23 - 34**
- APPENDIX 3 - PERTH COLLEGE NURSERY 35 - 48**

APPENDIX 4 - MILNATHORT PRIMARY SCHOOL NURSERY 49 - 58

APPENDIX 5 - MORRISON'S ACADEMY NURSERY 59 - 68

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EXECUTIVE SUB-COMMITTEE OF THE LIFELONG LEARNING COMMITTEE

Minute of Meeting of the Executive Sub-Committee of the Lifelong Learning Committee held virtually on Monday 2 November 2020 at 9.30am.

Present: Councillors C Shiers, J Duff, X McDade, J Rebbeck and F Sarwar.

In Attendance: S Johnston, Head of Education and Learning, J Chiles, G Doogan, B Martin-Scott; L Richards, A Carr, D Henderson, G Knox, A Lemon, F Mackay, D MacLeod, D Macluskey, K Ramsay, S Ross, F Robertson, N Thomson, L Verdot, A Burns, J Campbell, J Savage and R Monro (all Education and Children's Services) and C Irons (Corporate and Democratic Services).

Also in Attendance: A Brown, M Pasternak, L McGuigan and B Parker (all Corporate and Democratic Services)

Councillor C Shiers, Convener, Presiding.

1. WELCOME AND APOLOGIES

The Convener welcomed all those present to the meeting. There were no apologies for absence.

2. DECLARATIONS OF INTEREST

There were no declarations of interest made in terms of the Councillors' Code of Conduct.

3. MINUTE OF PREVIOUS MEETING

The minute of meeting of the Executive Sub-Committee of the Lifelong Learning Committee of 27 January 2020 was submitted, approved as a correct record and authorised for signature.

S Johnston advised the new senior officer from Education Scotland had been invited to attend a future meeting of the sub-committee.

4. STANDARDS AND QUALITY IN SCHOOLS, LEARNING COMMUNITIES AND PRE-SCHOOL CENTRES/DAY CARE OF CHILDREN

There was submitted a report by the Executive Director (Education and Children's Services) (20/205), setting out the key findings following inspections of pre-school centres and schools undertaken by Education Scotland and, by exception, Care Inspectorate inspections on the day care of children since the Executive Sub-Committee of Lifelong Learning Committee on 27 January 2020.

It was noted that appendices 3 and 4 to Report 20/205 had been updated by appendices 6 and 7 to Report 20/206.

It was noted the Service Manager, Quality Improvement Officer and Head Teacher for both schools were in attendance.

Resolved:

Having heard from the relevant officers on the key findings of the inspection and following consideration and questions from the sub-committee the reports as appended to Report 20/205 be noted as follows:

- (a) Braco Primary School and Nursery Class (Appendix 1)
- (b) Perth Grammar School (Appendix 2)

5. STANDARDS AND QUALITY IN SCHOOLS, LEARNING COMMUNITIES AND PRE-SCHOOL CENTRES/DAY CARE OF CHILDREN

There was submitted a report by the Executive Director (Education and Children's Services) (20/206) setting out the key findings following inspections of early learning and childcare settings and schools undertaken by Education Scotland and, by exception, Care Inspectorate inspections on the day care of children since the previous report (Report 20/205) which covered inspections up to March 2020.

It was noted the Service Manager, Quality Improvement Officer and Head Teacher for each school were in attendance.

THERE WAS A RECESS DURING CONSIDERATION OF THIS ITEM AND THE MEETING RECONVENED AT 11.00AM.

Resolved:

- (i) Having heard from the relevant officers on the key findings of the inspection and following consideration and questions from the sub-committee, the reports as appended to Report 20/206 be noted as follows:
 - (a) Letham Primary School and Nursery Class (known as Early Childhood Centre) (Appendix 1)
 - (b) Fairview School and Nursery Class (Appendix 2)
 - (c) North Muirton Primary School and Nursery Class (Appendix 3)
 - (d) St Madoes Primary School and Nursery Class (Appendix 4)
 - (e) Inchtute Primary School and Nursery Class (Appendix 5)
 - (f) Summary of Education Scotland Inspections (Appendix 6)
 - (g) Summary of Care Inspectorate Day Care of Children Inspections (Appendix 7)
- (ii) It be noted that the Care Inspectorate Senior representative for Perth and Kinross had been invited to a future meeting to give a presentation on the National Care Standard.

6. INSPECTION OF SERVICES FOR CHILDREN AND YOUNG PEOPLE BY THE CARE INSPECTORATE

There was submitted a report by the Executive Director (Education and Children's Services) (20/207) on the key findings following the unannounced inspection of the Council's Woodlea Cottage which was carried out and published in March 2020 by the Care Inspectorate.

It was noted the Service Manager and Senior Practitioner were in attendance.

Resolved:

Having heard from the relevant officers on the key findings of the inspection and following consideration and questions from the sub-committee, the report as appended to Report 20/207, be noted.

DRAFT

PERTH AND KINROSS COUNCIL

Executive Sub-Committee of Lifelong Learning Committee

1 November 2021

**STANDARDS AND QUALITY IN SCHOOLS, LEARNING COMMUNITIES AND
PRE-SCHOOL CENTRES/DAY CARE OF CHILDREN**

**Report by Executive Director (Education and Children's Services)
(Report No. 21/200)**

PURPOSE OF REPORT

This report sets out the key findings following inspections and evaluations of early learning and childcare settings undertaken by Care Inspectorate on the day care of children since the Executive Sub-Committee of Lifelong Learning Committee on 2 November 2020.

1. BACKGROUND/MAIN ISSUES

- 1.1 This report sets out the key findings and areas for improvement following inspections or evaluations of Perth and Kinross Council (PKC) Early Learning and Childcare (ELC) settings (including partner providers) by the Care Inspectorate.
- 1.2 Specifically, the report sets out the findings of inspections which have been published by the Care Inspectorate since the Executive Sub-Committee of Lifelong Learning Committee on 2 November 2020.
- 1.3 **Early learning and childcare inspections**
- 1.3.1 ELC settings are subject to inspections from the Care Inspectorate and, Education Scotland and can experience joint inspections where both scrutiny bodies evaluate the quality of the provision. However, since March 2020, Education Scotland have not undertaken inspections due to the pandemic and therefore this report sets out only inspections carried out by the Care Inspectorate.
- 1.3.2 Regulated care services in Scotland have been inspected using a framework of quality themes, quality statements and the Health and Social Care Standards. Services are visited on an unannounced basis at least every 3 years. Services are given evaluations based on the findings at each inspection and these are made public via the Care Inspectorate's website.
- 1.3.3 Services are measured against the [National Care Standards](#) and quality themes:
- Quality of Care and Support;
 - Quality of Environment or Information;
 - Quality of Staffing; and
 - Quality of Management and Leadership.

- 1.3.4 Each quality theme is graded on a 6-point scale in which 1 = unsatisfactory, 2 = weak, 3 = adequate, 4 = good, 5 = very good and 6 = excellent.
- 1.3.5 Following the publication of Funding Follows the Child and the National Standard for Early Learning and Childcare Providers: Principles and Practice, all ELC setting must gain evaluations of good or better to be able to provide funded ELC in partnership with the Local Authority.
- 1.3.6 Following an evaluation or inspection, the Care Inspectorate may set out a series of:
- **Recommendations:** statements that set out actions the care service provider should take to improve or develop the quality of the service; and
 - **Requirements:** statements which set out what is required of the care service provider to comply with relevant legislation.
- 1.3.7 Care service providers must submit an action plan to the Care Inspectorate addressing any requirements and recommendations identified. Progress against the action plan is monitored by the Care Inspectorate through annual return and self-assessment forms submitted by the care service provider, and through subsequent inspection.

2. RECENTLY PUBLISHED REPORTS

2.1 Education Scotland Inspections

- 2.1.1 Since the Executive Sub-Committee of Lifelong Learning Committee on 2 November 2020, there have been no reports published by Education Scotland.¹
- 2.1.2 In September 2021 Education Scotland announced that they will adopt a phased approach to resuming scrutiny activity during this academic year.

Their initial focus will be on establishments that were due to have further inspection, with these visits taking place before the end of 2021. From January 2022, they will undertake a programme of individual early learning and childcare settings and school inspections.

Thematic inspections will also be carried out with a focus on supporting children's and young people's wellbeing, local approaches to recovery and outdoor learning.

2.2 Care Inspectorate Inspections

- 2.2.1 A total of 4 inspections have been undertaken and published² by the Care Inspectorate since the Executive Sub-Committee of Lifelong Learning Committee on 4 November 2020.

¹ As at 3 September 2021

² As at 3 September 2021

- 2.2.2 Of these reports, 2 required to be reported as an exception (where any grading has been awarded an evaluation of unsatisfactory, weak, or excellent). Thrive Childcare and Education, Corner House, Perth was awarded 4 weak evaluations and Perth College Nursery was awarded 1 weak evaluation. Copies of the reports are included as Appendix 2 and 3.
- 2.2.3 Both now have new managers in place to take forward the improvements through a detailed action plan. Supported by the Early Years Team, this will ensure recommendations and requirements are met within the agreed timescales.
- 2.2.4 For the 4 inspections in total, of the 16 indicators inspected, 5 received a 'weak' grading, 5 received 'good' evaluations and 6 received 'very good' evaluations.

2.3 Care Inspectorate Evaluations: Key Question 5

- 2.3.1 During the period July 2020 to July 2021, the Care Inspectorate introduced 'Key question 5: How good is our care and support during the COVID-19 pandemic?', a self-evaluation resource and tool which asks settings to evaluate how well they are supporting children and families during COVID-19. It should be noted that during this period full inspections would continue to be undertaken where necessary.
- 2.3.2 Services are evaluated against the guidance [Operating an early learning and childcare setting \(including out of school care and childminders\) during COVID-19](#) which outlines key areas:
- 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19.
 - 5.2: Infection prevention and control practices support a safe environment for children and staff.
 - 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19. (Not applicable to childminding services who do not employ assistants).
- 2.3.3 Services have been given grades based on the findings at each evaluation and the written reports and grades are made public via the Care Inspectorate's website. It should be noted that these grades are not linked to the National Standard for Early Learning and Childcare.

3. PERFORMANCE SUMMARY

3.1 Inspections: Day Care of Children

- 3.1.1 This section provides a summary of the performance of ELC settings in inspections carried out by the Care Inspectorate. A total of 45 Day Care services across Perth and Kinross have been inspected by the Care Inspectorate since the beginning of the financial year 2019/20.

3.1.2 Table 1 below gives a summary of the evaluations for each quality theme. A summary list of inspections as well as benchmarking over a longer time period (since financial year 2017/18) against national and comparator data can be found in Appendix 1. This also includes an analysis of overall evaluation statistics.

Table 1: Number of Day Care of Children evaluations received in PKC from 2019/20 to date.

QI Grading	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	All QIs
Excellent	0	0	0	0	0
Very Good	21	7	6	7	41
Good	17	18	10	7	52
Satisfactory	5	3	4	8	20
Weak	1	1	1	4	7
Unsatisfactory	0	0	0	0	0
Total	44	29	21	26	120

3.1.3 There is an expectation that ELC providers meet “good” evaluations in all quality indicators. Therefore, where an ELC provider receives less than a “good” evaluation, the Quality Improvement Officer for the ELC establishment works with the Headteacher/Manager/Leader to develop an action plan which will secure improvement in the areas of identified need.

3.2 Key Question 5 Evaluations: How good is our care and support during the COVID-19 pandemic?

3.2.1 Within Perth and Kinross, a total of 8 evaluations have been undertaken and published³ by the Care Inspectorate since July 2020. Five funded providers and three local authority nurseries have been evaluated since the beginning of academic session 2020/21. From an overall total of 24 individual indicators evaluated, 2 were deemed ‘weak’, 5 were deemed ‘adequate’, 8 received ‘good’ evaluations and 9 received ‘very good’ evaluations.

3.2.2 Of the reports, two require to be reported as an exception (where any grading has been awarded an overall evaluation of unsatisfactory, weak or excellent). Milnathort Primary School Nursery and Morrison’s Academy Nursery were awarded an overall ‘weak’ evaluation and copies of the Care Inspectorate reports are included in Appendix 4 and Appendix 5 respectively.

3.2.3 Table 2 below gives a summary of the grades for each focus area for all funded providers and nursery evaluations.

³ As at 3 September 2021

Table 2: Number of Perth and Kinross Key Question 5 evaluations received from July 2020 to date

Evaluation	5.1 Children's health and well-being are supported and safeguarded during COVID-19	5.2 Infection prevention and control practices support a safe environment for children and staff	5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	All	%
Excellent	-	-	-	-	-
Very Good	4	2	3	9	38%
Good	2	4	2	8	33%
Adequate	2	2	1	5	21%
Weak	-	-	2	2	8%
Unsatisfactory	-	-	-	-	-
Total	8	8	8	24	

3.2.4 Since July 2020, across Scotland, a total of 207 childminding and daycare of childcare services have been evaluated and reports published⁴ under Key Question 5 by the Care Inspectorate. Evaluation statistics are shown in Table 3.

Table 3: Number of evaluations published from July 2020 to date for Key Question 5 across Scotland

Evaluation	Overall	%
Excellent	0	-
Very Good	43	21%
Good	69	33%
Adequate	70	34%
Weak	21	10%
Unsatisfactory	4	2%
Total	207	

3.2.5 For Perth and Kinross inspections of Key Question 5 evaluated to date, 71% were graded as Good or better. This compares favourably with the national average figure of 54% for all of this type across Scotland. The smaller sample in Perth and Kinross means that some caution is required in making this comparison.

3.2.6 Where Nurseries have not received grades of good or better, the Early Years Team support the setting's management to create an action plan to ensure that any recommendations and requirements that have been identified within the report are fully considered. Central Early Years staff visit each setting to meet and discuss progress towards to these targets ensuring the appropriate support is offered.

⁴ As at 3 September 2021

3.2.7 For Milnathort Primary School Nursery, two requirements were set out by the Care Inspectorate. An update on each is provided below:

Requirement and Timescale	Response/Update
<p>1. To ensure that children's care and wellbeing needs are met, and they get the right support at the right time, the provider must ensure that staff are deployed effectively throughout the day. This must be achieved by: 31 May 2021.</p> <p>This requirement was put in place because the Care Inspectorate did not deem that sufficient staff were in place over the lunchtime period.</p>	<p>Staff now have a clear process and procedures in place with a priority over lunchtime. This was actioned immediately and before the required timescale.</p>
<p>2. To ensure improvements are made that have a positive impact on the outcomes for children, the provider must ensure effective and robust quality assurance processes are developed and implemented. This must be achieved by: 15 June 2021.</p> <p>This requirement was put in place as there was a need for consistent application of a more robust quality assurance programme within the Nursery.</p>	<p>A quality assurance calendar has been further developed and implemented and will continue to be supported by the Early Years Team during session 2021/22 in collaboration with the new Headteacher. The required timescale was met.</p>

3.2.8 For Morrison's Academy Nursery, two requirements were set out by the Care Inspectorate. An update on each is provided below:

Requirement and Timescale	Response/Update
<p>1. In order to keep children safe and benefit from a culture of continuous improvement, the provider must ensure effective and robust quality assurance processes are developed and implemented. To be achieved by: 30 September 2021.</p> <p>This requirement was put in place to ensure that the quality assurance programme was specific to the Nursery.</p>	<p>A quality assurance programme has been further developed and will be implemented during session 2021/22 by the new head of Nursery. This will be progressed with the support of the Early Years Team.</p>

2. In order to ensure children are kept safe, the provider must ensure that only staff who are appropriately registered with a professional body carry out work in the service in a post for which registration is required. To be achieved by:
25 June 2021.

This requirement was put in place as one member of staff's registration had lapsed.

Staff were all registered within the agreed timescale and a process is in place to ensure this is checked regularly.

4. CONCLUSION AND RECOMMENDATION

- 4.1 Inspection reports provide further information on the standards and quality in our nurseries. This report sets out the outcomes of Care Inspectorate reports of ELC settings inspected and published since 4 November 2020.
- 4.2 It is recommended that the Executive Sub-Committee of Lifelong Learning Committee:
- (i) Considers and comments as appropriate on the contents of the report.

Author

Name	Designation	Contact Details
Sharon Johnston	Head of Education and Learning	ECSCCommittee@pkc.gov.uk 01738 475000

Approved

Name	Designation	Date
Sheena Devlin	Executive Director (Education and Children Services)	21 October 2021

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	None
Communication	
Communications Plan	Yes

1. Strategic Implications

Community Plan/Single Outcome Agreement

1.1 This section sets out how the proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to Objective No (ii).

Corporate Plan

1.2 This section sets out how the proposals relate to the achievement of the Council's Corporate Plan Objectives.

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to Objective No (ii).

1.3 The report also links to the Education & Children's Services Vision, Values and Priorities in respect of the following key Priority area:

- Best Start

2. Resource Implications

Financial

2.1 Not applicable (n/a)

Workforce

2.2 Not applicable (n/a)

Asset Management (land, property, IT)

2.3 Not applicable (n/a)

3. Assessments

Equality Impact Assessment

3.1 This section reflects that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **not relevant** for the purposes of EqIA

Strategic Environmental Assessment

3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

This section reflects that the proposals have been considered under the Act and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

Sustainability

3.3 Not applicable (n/a)

Legal and Governance

3.4 Not applicable (n/a)

3.5 Not applicable (n/a)

Risk

3.6 Not applicable (n/a)

4. Consultation

Internal

4.1 Relevant Heads of Service and Service Managers within Education and Children's Services have been consulted in the preparation of this report.

External

4.2 Not applicable (n/a)

5. Communication

5.1 ELC settings communicate the findings of the inspection reports with their parents and stakeholders using their own communication channels. Other continuing engagement activities undertaken by Care Inspectorate or Perth and Kinross Council will also be reported to parents and stakeholders via the settings own reporting processes.

2. BACKGROUND PAPERS

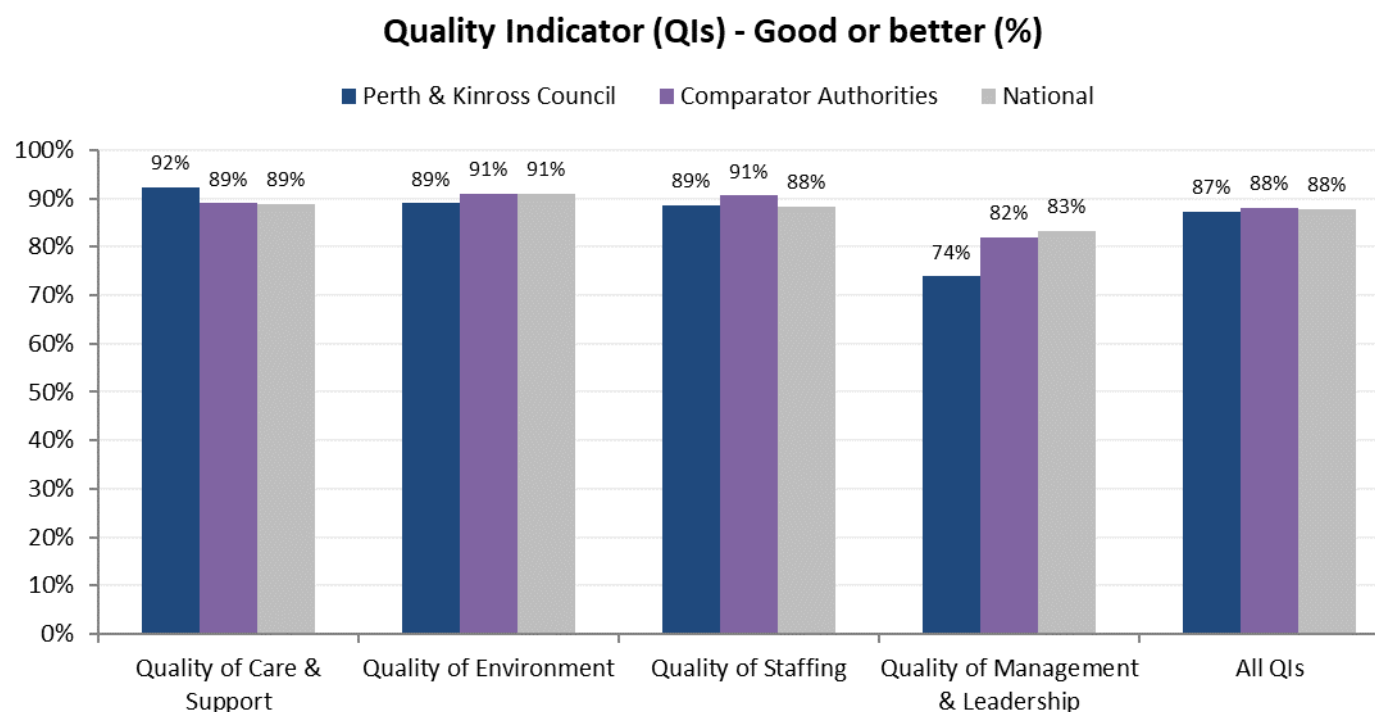
No following background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (and not containing confidential or exempt information) were relied on to a material extent in preparing the above report.

3. APPENDICES

3.1 Appendix 1 - Summary of Care Inspectorate Day Care of Children Inspections
Appendix 2 – Thrive Childcare and Education Corner House
Appendix 3 - Perth College Nursery
Appendix 4 - Milnathort Primary School Nursery
Appendix 5 - Morrison's Academy Nursery

Appendix 1: Summary of Care Inspectorate Day Care of Children Inspections

National and Comparator Authority Benchmarking 2017/18 to date (Comparator and National Data as of 3 September 2021)



Overall, most ELC settings perform well. PKC perform consistently better than comparator authorities, and at national level when inspected by Care Inspectorate for the 'Quality of Care and Support'. Almost all inspections show that settings are strong in ensuring wellbeing, equality and inclusion. Most inspections are good or better for the 'Quality of Environment' and 'Quality of Staffing'.

The 'Quality of Environment' had fallen slightly below our comparators and at national level and as a result there was a renewed focus on staff learning and development regarding quality environments. Due to the rapid increase of staff to meet the demands of the expansion of ELC, a number of initiatives are now in place to improve quality, for example, a new induction programme for staff. The majority of inspections are good or better for the 'Quality of Management and Leadership', however, due to staff changes, these indicators fell below our comparators and at national level. A new ELC leadership programme was developed to address this.

Overall, whilst most ELC settings perform well, analysis indicates that improvements were required in some settings in three areas: 'Quality of Environment', 'Quality of Staffing' and 'Quality of Management and Leadership'. The Early Years Team are currently working with a number of settings to take forward action plans to address the outcomes of these inspections. Where evaluations are satisfactory or weak, a 'team around the setting' approach is taken in order to secure improvements. Currently, action plans are in for 4 settings which are supported by relevant officers. These are regularly monitored and reviewed with a final report on improvements being presented to parents.

Inspections in Financial Year 2019/20 and Later

*New inspections since the last Executive Sub-Committee of Lifelong Learning Committee

Local Authority

Service Name	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
Arngask Primary School	10/12/2019	Very Good	Very Good	-	-
Balbeggie Primary School	05/02/2020	Good	-	Good	-
Balhouses Primary School	27/08/2019	Very Good	Good	-	-
Blair Atholl Primary School	16/09/2019	Very Good	Very Good	-	-
Braco Primary School	30/10/2019	Very Good	-	-	Good
Breadalbane Academy	29/10/2019	Good	Good	-	-
City of Perth Early Childhood Centre	11/11/2019	Adequate	Good	Adequate	Adequate
Dunbarney Primary School	11/02/2020	Good	Good	-	-
Fossway Primary School	05/06/2019	Very Good	Very Good	-	-
Goodlyburn Primary School	02/05/2019	Good	-	-	Good
Kinnoull Kids Club	19/12/2019	Good	-	-	Good
Kinross Primary School	25/11/2019	Very Good	Very Good	-	-
Letham Kids Club	14/05/2019	Good	-	-	Good
Letham Primary School	04/03/2020	Very Good	Good	Very Good	Very Good

Service Name	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
Milnathort Primary School	09/05/2019	Very Good	Good	-	-
Moncreiffe Primary School	21/01/2020	Good	Good	-	-
*Newhill Primary School Nursery	10/03/2020	Very Good	Very Good	Good	Good
North Muirton Kids Club	01/05/2019	Very Good	-	-	Good
North Muirton Primary School	24/03/2020	Good	Good	Adequate	Adequate
Oakbank Primary School	20/11/2019	Very Good	-	-	Very Good
Pitlochry High School	31/01/2020	Very Good	-	Very Good	-
Ratray Primary School	09/12/2019	-	-	-	-
Ratray Primary School	24/06/2019	Good	Good	Good	Weak
Robert Douglas Memorial Primary School	24/02/2020	Very Good	-	-	Very Good
Stanley Primary School	06/09/2019	Good	Good	-	-
Village Kids Club	07/05/2019	Good	Good	-	-

Partner Providers

Service Name	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
Apple Tree Nursery	23/07/2019	Good	Good	-	-
Cheeky Monkeys	05/04/2019	Very Good	-	Very Good	-
Cornerstones Nursery	30/07/2019	Adequate	Good	Good	Adequate
Craigie Park Nursery [#]	17/04/2019	Good	Adequate	Good	Adequate
Dunning Stepping Stones [#]	24/02/2020	Very Good	-	-	Very Good
Fair City Munchkins	06/03/2020	Very Good	-	Very Good	-
Four Seasons Nursery [#]	30/08/2019	Adequate	Adequate	Adequate	Adequate
*Honey Pot Children's Nursery - Luncarty	17/02/2020	Very Good	Very Good	Very Good	Very Good
Humpty Dumpty Community Nursery - Scone	12/09/2019	Very Good	-	-	Very Good
Little Scallywags Nursery	24/10/2019	Adequate	Good	Good	Good

Service Name	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
Little Steps Childcare	08/08/2019	Good	Very Good	Good	Adequate
Muirton Community Nursery	04/09/2019	Adequate	Adequate	Adequate	Adequate
Netherton Montessori Nursery [#]	31/01/2019	Very Good	Very Good	-	-
Paint Pots Nursery ^{**}	11/02/2020	Very Good	Good	-	-
*Perth College Nursery	20/02/2020	Good	Good	Good	Weak
Rosemount Nursery School Ltd	16/08/2019	Good	Good	Good	Adequate
The Red Squirrel Children's Nursery	20/06/2019	Very Good	-	-	Very Good
The Wendy House	24/09/2019	Very Good	-	Very Good	-
*Thrive Childcare and Education Corner House Perth	03/06/2021	Weak	Weak	Weak	Weak

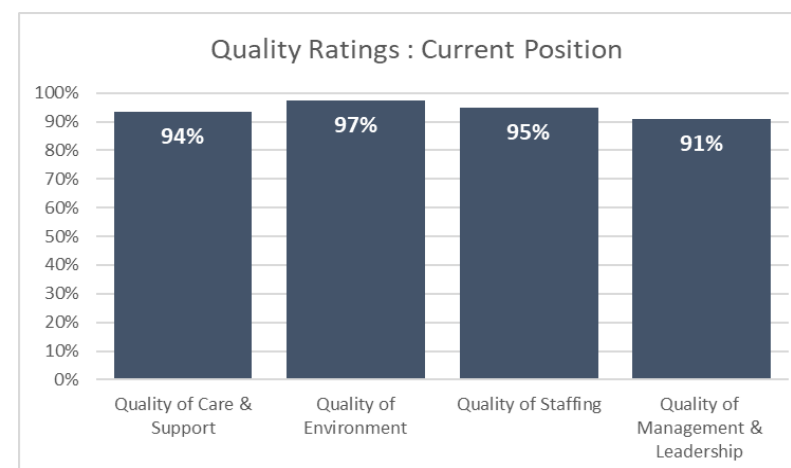
- Setting now closed.

** - Paint Pots Nursery now operating as Thrive Childcare and Education.

Current Position

The chart above illustrates the individual results of inspections over a five-year period. Some settings will be inspected more than once during this period, and some Quality Indicators are not covered in every inspection. The accumulated result of all these inspections is the position of all Early Learning and Childcare services in Perth & Kinross.

This chart summarises the proportion of settings that have a Good or better rating, based on the latest inspection for each indicator, and therefore reflects the current gradings of Early Learning and Childcare services in PKC, which is significantly improved.



Thrive Childcare and Education Corner House Perth Day Care of Children

7 Strathview Terrace
Perth
PH2 7HY

Telephone: 07866 387 229

Type of inspection:
Unannounced

Completed on:
3 June 2021

Service provided by:
Paint Pots Nursery (Scotland) Limited

Service provider number:
SP2003002195

Service no:
CS2003010149

About the service

Thrive Childcare and Education Corner House Perth is registered to provide a care service to a maximum of 80 children at any one time. The age range is from birth to 12 years of age. This includes a maximum of 12 children aged birth to under two years to be cared for in the designated room for children under two years on the ground floor; a maximum number of 48 children aged over three years in the remaining rooms on the ground floor and; 20 children aged over two years on the upper floor.

The aims of the service includes to promote learning and development through play and creating a warm and nurturing environment.

The service registered with the Care Inspectorate on 1 April 2011.

What people told us

Two inspectors undertook this inspection by carrying out an onsite visit on 24 May 2021 and 27 May 2021 to inspect the premises and observe practice.

We concluded the inspection with virtual methodology which includes the use of technology to inspect services. As part of this process we undertook the following;

- virtual meetings with the company director, management team and staff team,
- telephone and email feedback from parents,
- reviewed documentation emailed by the service.

We found most children to be settled during our visits to the nursery. Some children were too young to share their views, however some older children were keen to chat to inspectors. They shared some of their experiences by talking about past events - such as world book day and nursery snacks.

We left our contact details to share with the parents. Eight parents made contact prior to writing this report. The feedback contained the following points:

"My child currently attends this childcare setting and within the last few months especially, the level of care falls below a basic standard, my child is continually having 'accidents' and when collected they are unclean beyond what is reasonable"

"I think the staff at Corner House have done exceptionally well as they have not only had to contend with the Covid-19 pandemic but also a number of changes within the nursery, staffing including at management level. During the second lockdown I thought it was lovely that the nursery staff posted a video on Seesaw for everyone to watch at home featuring a different story every day helping keep those who were not able to attend nursery stay connected... I would have no hesitation in recommending Corner House Nursery to anyone with children in the Perth area. I feel it is a friendly, safe, nurturing environment where the focus is on the needs of the child as an individual and the staff are doing a fantastic job"

"No introduction or transition for my child when attending nursery. My child arrived back into a new room. It took a long time to have a written handover with key worker asked on numerous occasions, no one could give me an answer about who was the key worker for a good few weeks. Staff changed every day to who it would be, some staff thought it was them then an email communication came out to who it actually was".

"The staff are always engaged, and friendly. They keep parents well informed on what their child has been involved in, any incidents, trips etc and we have really started to see development progress in a short period. My only question would be around the ability to provide lunch?".

"I feel the nursery have done well with signage regarding social distancing, prompt emails, use of face masks, bubbles and letting us know when they're changing along with making everything still feel normal for the children".

"Staff seem to change regularly, with agency staff as well. I believe that in the past few weeks the bubbles have been rearranged so my child is now in with different children and different staff, but we weren't told this would be happening... We have other minor concerns about the day-to-day procedures at the nursery, which I have mentioned to the nursery staff. We also have a concern about the standard of the outside play areas. In the wetter months, certain areas get extremely muddy. We feel the outside areas are not adequate for the number of children using them, and are tired and dirty and require some investment, including improving ground coverings, particularly in the area with the climbing apparatus and seesaw, and also the areas that turn to mud".

"They do so much with the kids which is great! It would be good to have a bit more pictures/updates on what they have been doing throughout the day as if it hasn't been put on Seesaw and me and my husband forget to ask then my child can't tell us... As we can't come in the building it would be good to have something with the staff names and photos on that we can see... It would be great if lunch could be provided at the nursery. My child loves going to nursery they smile in the morning when I tell them where they are going. Staff are all so approachable and lovely"

"We can't sing the praises of the nursery and their staff highly enough".

Self assessment

The service was not asked to submit a self-assessment prior to inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found the service to be operating to a weak level in this area.

During our visits children appeared familiar with the setting and had built familiar relationships with staff. We observed some positive interactions where staff were involved with children's interests, play and learning.

Children were aligned to set cohorts and at times had opportunities to shape their experiences both indoors and outdoors. At times we saw missed opportunities to better support and stimulate children's play and learning. For example, some children appeared energetic and active, however had limited outdoor access during our initial visit.

Staff had limited child protection and whistle blowing understanding. We did not have confidence around staff's child protection knowledge and understanding of safeguarding. We discussed this with the management team and emphasised the importance of all staff completing child protection training. Staff should be confident in how to respond to concerns about the safety and welfare of children and know who to report these to (see requirement 1).

We sampled personal plans which contained information for the children attending the service. The management team were aware of the importance of reviewing this information at least every six months. We discussed the need for systems to be implemented to ensure care needs are delivered consistently by all staff.

Staff must be aware of children's individual needs which should be recorded and planned for. This will help to improve outcomes for children. Strategies of support should be clear and effective, and staff should have an understanding how to implement these. Staff should be supported to gain the skills and knowledge to work effectively with individual children. This will ensure the care and support delivered is provided by trained, competent and skilled practitioners who follow their organisational procedures (see requirement 2).

We found staff knew children's medical needs. Some paperwork was in place to support staff to administer medication to children. However information recorded should be expanded and reviewed. We highlighted the importance of reviewing medication and paperwork termly in line with best practice guidance (see requirement 3).

Requirements

Number of requirements: 3

1. To help protect children from harm, the provider must ensure that:

- i) child protection procedures are implemented in accordance with the nursery's child protection policy. This must be completed by 30 July 2021; and
- ii) all staff should undertake child protection training and demonstrate they have a clear understanding of their responsibilities to keep children safe. This must be completed by 30 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards 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); and

In order 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.

2.

To fully meet the needs of children who require additional support, the provider must ensure each child's needs are fully assessed during the enrolment process. Strategies should be in place to enable effective individualised support. Sufficient information as to how individual needs will be met by trained and knowledgeable individuals should form part of this process. This must be completed by 30 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'My care and support meets my needs and is right for me.' (HSCS 1.19);

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24); and

In order 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.

3. To promote the health, wellbeing and safety of children, the provider must ensure that medication procedures are consistent with best practice guidance. Quality assurance processes must be introduced to monitor information and ensure checks and reviews are carried out. This must be completed by 30 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24); and

In order 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.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

During Covid-19, the application of strict infection control procedures is important to keep people safe. We found the service to be operating to a weak level in this area.

Staff working with children in childcare settings have a 'duty of care' to provide a safe environment for children. We observed some cleaning of high touch points which included handrails, door handles and light switches. We found toilets and handwashing facilities which were available within the playrooms to be clean and stocked on items like soap and paper towels. However staff and children were not fully accessing

or using the available soap and water during the inspection. Within the baby room there was no accessible facility for the youngest children to wash their hands. This had not been identified by the service risk assessment. The management team addressed this issue during the inspection.

Some cleaning schedules were available but lacked consistent detail to reflect what cleaning and monitoring had been undertaken, meaning cleaning did not consistently promote safety in relation to Covid-19. We asked the service to consider how sufficient checks and audits of the environment can be put in place to ensure play equipment and resources are cleaned and stored appropriately. We recognised that some concerns had been addressed prior to the completion of the inspection to minimise the risks to children and staff in relation to cross infection (see requirement 1).

Resources within some playrooms supported curiosity, problem solving and provocation. Resources included books, construction toys, arts and crafts and a range of active, natural objects and loose part materials. To better support experiences we discussed with staff and management the consideration of room layouts, resources, and activities for children within some playrooms.

Accidents and incident records were in place, however we found inconsistencies in the completion of these. We encouraged management to review and develop their auditing of accidents and incidents to further support their quality assurance processes.

Requirements

Number of requirements: 1

1. Children should receive care and support in an environment that is compliant with up to date government guidance on infection prevention and control practices. The provider must put in place environmental monitoring and auditing to ensure guidance is being followed. This must be completed by 30 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'My environment is secure and safe.' (HSCS 5.17); and
In order 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.(d) where necessary, have appropriate procedures for the prevention and control of infection.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of staffing

Findings from the inspection

We found the service to be operating to a weak level in this area.

Some staff spoke passionately about the nursery and highlighted the positive relationships they had formed with their families and each other. This supported children to feel comfortable with the adults providing their care.

Through our observations, staff feedback and parent feedback, we identified staffing skills, knowledge and experience did not meet the needs of all children. To enable staff to consistently pick up on children's cues and needs, we discussed with management their role in monitoring and observing staff practice.

To promote safety, respect, and consistency of care we outlined the importance of reviewing and highlighting service procedures to all staff. We found children who required additional support were not sensitively and effectively supported. Some strategies used were not effective or in line with best practice, when children required support to regulate their actions and emotions. Management recognised the importance of this and had put in place initial training and awareness raising of service policies (see requirement 1).

To allow structured opportunities to share information, support staff wellbeing and practice. We discussed how the service should develop systems to allow staff opportunities to share learning, concerns and general practice.

We reviewed staff's recent training which had been undertaken. To ensure a positive impact on outcomes for children, staff must start to demonstrate an embedded understanding of training and how this has changed their practice. Management recognised the need to address staff competency, ensuring training undertaken by staff impacted practice to improve outcomes for children.

Requirements

Number of requirements: 1

1. Children should experience high quality care and support that protects, respects and values them as individuals. The provider must ensure that no child is subject to restraint unless it is the only practicable means of securing the welfare and safety of that or any other child. Management should ensure staff participate in training, reflecting on their practice to improve outcomes for children. This must be completed by 30 July 2021.

This is in order to ensure the quality of care and support is consistent with the Health and Social Care Standards 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); and
In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4 - Welfare of Users (1)(a) A provider must make proper provision for the health, welfare and safety of service users. (c) ensure that no service user is subject to restraint, unless it is the only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We found the service to be operating to a weak level in this area.

During the inspection, the service provided information in a timely manner and the management shared information in regards to a recent incident. The management team were available to lead and support the service throughout the inspection. We recognised the nursery had various support readily available from the service's early years team, regional manager, and director of the nursery group.

We highlighted the importance of reporting concerns and following procedures to safeguard and improve outcomes for children. The management recognised the importance around this and were taking action with regards to the recent incident. We reminded management to submit information to the Care Inspectorate in accordance with guidance.

Various issues about the environment and staff practice were identified in relation to Covid-19 guidance. We recognised action was taken by management during the inspection and the action taken improved wellbeing, social skills, independence, and experiences for children.

Quality assurance systems were not effective and therefore had not identified and addressed areas such as staff practice, poor ventilation, and the lack of handwashing facilities within certain playrooms. This meant the service was not fully following Covid-19 guidance. Management acknowledged this and has started reflecting on current quality assurance systems.

To support understanding and reduce the potential risks to children and staff in relation to cross infection. We encouraged the management team to put in place regular communications to guide staff through changes and expectations around Covid-19 guidance.

Parents and carers provided varied feedback around their experience of the service. We encouraged the management to regularly involve staff, parents, and children in evaluating the quality of the service in a spirit of genuine partnership to support expectations and share information.

In order that the service develops and improves outcomes for children attending the service, the provider must ensure that there are effective and robust quality assurance processes in place. Systems need implemented to evaluate the practice and the work of the staff. Monitoring and supporting staff practice will ensure better outcomes and experiences for all children (see requirement 1).

Requirements

Number of requirements: 1

1. To fully support children, the provider must ensure:

- i) the manager of the service is fit and proper, competent and skilled to follow their professional and organisational codes; and
- ii) to implement a robust quality assurance system to support and identify areas of weakness and strengths within the service. This must be completed by 2 August 2021.

This is in order to ensure the quality of care and support is consistent with the Health and Social Care Standard 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); and
 In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4 - Welfare of Users (1) (a)
 A provider must make proper provision for the health, welfare and safety of service users.
 7 - Fitness of managers (1) A person must not act as a manager in relation to a care service unless the person is fit to do so.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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								
11 Feb 2020	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	Not assessed	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	4 - Good									
Staffing	Not assessed									
Management and leadership	Not assessed									
8 Apr 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
24 Mar 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	6 - Excellent	Staffing	6 - Excellent	Management and leadership	6 - Excellent
Care and support	6 - Excellent									
Environment	6 - Excellent									
Staffing	6 - Excellent									
Management and leadership	6 - Excellent									

Date	Type	Gradings	
8 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
18 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
17 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
20 May 2008	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent

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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।

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

Perth College Nursery Day Care of Children

Perth College
Crieff Road
Perth
PH1 2NX

Telephone: 01738 877376

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.

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

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Milnathort Primary School Nursery Day Care of Children

Milnathort Primary School
Bridgefauld Road
Milnathort
Kinross
KY13 9XP

Telephone: 01577 867 260

Type of inspection:
Unannounced

Completed on:
27 April 2021

Service provided by:
Perth & Kinross Council

Service provider number:
SP2003003370

Service no:
CS2003017338

About the service

The nursery operates from a separate building within the grounds of Milnathort Primary School. The playroom is open plan with an area dedicated for Strong Start 2's. The children have free flow access to the nursery garden.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011. The service is registered to provide a care service to a maximum of 53 children aged two years to those not yet attending primary school.

We wrote this report following an unannounced, focussed inspection which evaluated how well children were being supported during the Covid-19 pandemic. We carried out the inspection using a blended approach of virtual and onsite scrutiny. We started the inspection on 20 April 2021 and gave feedback to the management team on 27 April 2021.

The nursery aims include:

- I want to learn skills for life and work now and in the future.
- I am excited by new experiences and challenges.
- I care for myself, others and the world I live in.
- I have a sense of belonging and a part to play in an ever-changing world.

A full list of aims are available from the service.

What people told us

We spoke with three parents by telephone call. Overall parents were happy with the quality of care provided and welcomed the communication the service had with them during the lockdown period.

Comments made included:

'(Child) never stops, full rundown of events and very fond of the staff 'take a photo of this and send it to (staff), she will be so proud of me!' all the time.'

'Best bit is the approachability of the staff, great bunch of kids. (Child) is happy in that environment, clearly enjoys being there, never any negatives.'

'(Child) tells me on the way home likes being outside and loving the mud kitchen, does tend to play with one friend and will play with others, kittens and cats and the dinosaurs.'

'It's mostly circumstance but it would be lovely to see (child) go in and help in the cloakroom, nobody's fault. It will be lovely when they can show us around again and we can see what (child) plays with.'

We saw that children had fun and were engaged in their play. Children spoke with us during the inspection and told us:

'It's a pirate ship- it has two ladders.'

'We have to beat the timer.'

'We're trying to water the plants.'

'This pump is easy.'

'We wash them (hands) before we eat.'

'Love monsters help me with feelings.'

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	2 - Weak
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

2 - Weak

5.1: Children's health and wellbeing are supported and safeguarded during COVID-19

- Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.
- Effective communication with families enables responsive care to support children through changing circumstances.

Children experienced nurturing and caring interactions from staff which supported them to form positive relationships. The play areas enabled children to make choices and promoted opportunities for risky play in the outdoor area. Children were confident and happy in the service with many children happy to talk with us about their nursery.

Children were supported to understand the need for change within the nursery, this helped them feel safe upon their return from periods of time away from the nursery. The nursery used various methods to support this including videos and staff contact during lockdown periods.

Cohorts had been carefully considered to allow friendships of children and for children to remain with their key workers. This promoted continuity of care and supported their return to the service, particularly for those children requiring additional support.

Children had settled well into the setting after periods of time away. The introduction of 'see-saw' had provided increased opportunities for communication between children and families with the nursery. Parents commented that this had strengthened the communication between themselves and the nursery, ensuring children and families felt included.

We recognised that staff had spoken with families to gain up to date information on children's needs during Covid-19 lockdowns. However, the information gathered was not formally recorded. Information should be recorded in children's personal plans to ensure that all staff have the correct information about children's current needs and can meet them effectively. **(See area for improvement 1).**

Effective systems were not in place to ensure medication was safely managed. On the day of inspection, the staff were unable to provide us any written consents for medication. The deputy headteacher advised that medication had been accepted into nursery with only verbal consent which does not follow current best practice guidance. **(See area for improvement 2).** There was no effective quality assurance in place regarding medication. As a result, we found out of date medication and medication that was no longer required. **(See requirement 2).**

5.2: Infection prevention and control practices support a safe environment for children and staff.

- Children are protected as staff take all necessary precautions to prevent the spread of infection.

The playrooms were visibly clean and tidy and we saw staff carrying out regular cleaning of high touch points whilst onsite. The nursery was maximising the use of the outdoor area throughout the day minimising the risk of transmission of Covid-19.

The nursery had taken account of children's arrival and departure times and access routes. This supported parents social distancing and limited the crossover of children within their bubbles. This minimised the risk of infection across the cohorts of children.

Through discussion staff demonstrated knowledge of the guidance that they should follow to reduce the risk of infection. However, this was not consistently reflected in their practice, increasing the risk of transmission of Covid-19. We noted issues in relation to children and staff's handwashing practices. For example, staff did not wash their hands in line with guidance or frequently enough, children did not always wash their hands for the appropriate time or when they should be. Staff wore face coverings but were not following guidance on the donning and doffing of these to prevent transmission of Covid-19. For example, staff touched their masks, pulling them to one side to talk and wearing them below their chin. **(See area for improvement 3).**

Effective systems were not in place to monitor consistency in infection prevention and control practice. As a result, this led to inconsistencies in practice which were not identified and addressed, this increased the risk of spreading infection. **(See requirement 2).**

5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.

- Staffing arrangements meet the needs of children and families.
- Staff are well supported and confident.

Staff were dedicated and keen to provide quality care for the children. We saw positive interactions between staff and children that supported children to build trusting relationships. The management team had provided opportunities to support staff throughout the pandemic such as, creating wellbeing check ins and offering supportive discussions. The majority of staff we spoke with felt supported by management, this contributed to a positive ethos in the service.

During some periods of the session staff were not effectively deployed and at times there were insufficient staff to meet the needs of the children. As a result, we saw some children were not effectively supported over the lunchtime experience and the period following lunch. Staff were required to undertake additional infection control practice to reduce the risk of transmission. Staff told us that the additional tasks being asked of them meant that the time spent with children was compromised. As a result, this impacted negatively on the quality of children's experiences. **(See requirement 1).**

Effective quality assurance systems were not in place. The management team confirmed with us that no formal audits had been undertaken of staff's practice and compliance with Covid-19 guidance. This resulted in the areas identified throughout the inspection not being recognised and addressed by the management team. All staff had undertaken infection prevention and control training. However, systems were not in place to ensure staff had a shared understanding and implemented their learning into practice. The lack of quality assurance had resulted in the issues with the deployment of staff not being identified and actioned. **(See requirement 2).**

Requirements

1. To ensure that children's care and wellbeing needs are met and they get the right support at the right time, the provider must ensure that staff are deployed effectively throughout the day.

This must be achieved by: 31 May 2021.

This is to ensure that care and support is consistent with Health and Social Care Standards, which state that: 'My needs are met by the right number of people.' (HSCS 3.15).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(a)(b) Welfare of Users.

2. To ensure improvements are made that have a positive impact on the outcomes for children, the provider must ensure effective and robust quality assurance processes are developed and implemented.

This must include:

- (a) Monitoring staff practice to ensure infection prevention and control measures are carried out in line with current government guidance.
- (b) Monitoring staffing arrangements to ensure that children's individual needs are met.
- (c) Audits of records and medication stored on the premises.

This must be achieved by: 15 June 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, 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 in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(a)(b) Welfare of Users.

Areas for improvement

1. To ensure each child receives appropriate care and support and their needs are met the manager and staff should:

- a) Ensure personal plans set out children's current needs and how they will be met
- b) Ensure all staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards, 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).

2. In order to ensure that medication is safely managed, the provider and the manager should review best practice guidance; 'Management of medication in day care of children and childminding services' and ensure:

- a) Medication is stored appropriately.
- b) Recording formats contain all essential information to support staff to safely administer medication.
- c) Written permission is in place for all children's medication in the service.

This is to ensure that care and support is consistent with Health and Social Care Standards, which state that: 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24).

3. In order to reduce the risk of the spread of infection during the pandemic, staff must ensure they are consistently complying with Scottish government guidance.

This should include:

- a) Staff work with children to improve handwashing practice.
- b) Ensuring children and staff hand washing is carried out at appropriate times.
- c) Staff wearing masks appropriately.

This is to ensure that care and support is consistent with Health and Social Care Standards, which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	2 - Weak
5.1 Children's health and well being are supported and safeguarded during COVID-19	3 - Adequate
5.2 Infection prevention and control practices support a safe environment for children and staff	3 - Adequate
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	2 - Weak

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Morrison's Academy Nursery Day Care of Children

Ferntower Road
Crieff
PH7 3AN

Telephone: 01764 657 198

Type of inspection:
Unannounced

Completed on:
26 May 2021

Service provided by:
Morrison's Academy

Service provider number:
SP2003003588

Service no:
CS2003016199

About the service

Morrison's Academy Nursery operates from a large, purpose-built facility in the grounds of Morrison's Academy in the town of Crieff. Children have direct access to the nursery garden from the playrooms. The service works in partnership with Perth and Kinross Council to provide pre-school education.

Morrison's Academy Nursery registered with the Care Inspectorate on 01 April 2002. The nursery is registered to provide a care service to a maximum of 48 children aged 2 years including school children aged up to 16 years at any one time. Other conditions state that the adult:child ratios will be a minimum of: 2 years to under 3 years - 1:5, 3 years and over - 1:8 if the children attend more than 4 hours per day, or 1:10 if the children attend for less than 4 hours per day. If all children are over 8 years old and over - 1:10.

We wrote this report following an unannounced, focused inspection which evaluated how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. We carried out the inspection using a blended approach of virtual and onsite scrutiny. We started the inspection on 19 May 2021 and gave feedback to the management team on 26 May 2021.

What people told us

We spoke with three parents and carers during our inspection. They commented positively on the level and methods of communication between nursery and home. They told us that there had been an improvement since the beginning of the year and found the weekly newsletter informative. Their comments included:

'Outdoors, the learning is superb, they are out in all weathers. The fire pit where they can toast marshmallows is great.'

'The staff, they are just lovely to speak with. They are nurturing and really genuine'.

'I am happy with everything'.

'Lunches are good, very repetitive meals. (Child) loves the majority of them. Use of seasonal food is not reflected in the menus, missed learning opportunity for the children and opportunity to try new foods.'

'It's about how happy my children are and their progress with development. I always say it is a place full of opportunity where children can be who they are - not who their parents are. There is a range of activities and breadth of opportunity.'

We saw that children had fun during their time playing outside. Children spoke to us during the inspection and told us:

'I like the time when I can go outside and when I can have some alone time to myself.'

'They (staff) help us. They helped me when I fell down at the house and up the stairs at the house.'

'These are fossils from dinosaurs.'

'I can draw rainbows!'

'We're making fire for people.'

'Can you help me dig?'

'I'm so tired, I've been busy playing all day.'

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	2 - Weak
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

2 - Weak

5.1 Children's health and wellbeing are supported and safeguarded during Covid-19.

From the evidence gathered, we found that the strengths just outweighed the weaknesses. We evaluated this quality indicator as adequate.

Children and staff had positive relationships. We saw children experienced warmth, comfort and cuddles from staff who were respectful, nurturing and kind. Staff got down to children's level to engage with them in a playful manner and supported them to resolve challenges and conflicts in a sensitive way.

Staff recognised the impact of lockdown on children's experiences. They had supported children to understand the virus through discussions and activities. They also displayed photographs of children's families and involved them in reading virtual stories which helped children to settle back in.

Children were familiar with the daily nursery routines. However, we observed transitions between indoors and outdoors to be lengthy and disorganised. This resulted in interruptions to children's play and children becoming disengaged during transitions. Following the onsite visit, the service told us they had begun to review the transitions. They should continue to monitor and reflect on these to ensure they meet children's needs effectively.

Children spent most of their time playing outside which minimised the risk of spreading infection and had a positive impact on their wellbeing. The outdoor experiences promoted children's curiosity and enabled them to lead their own play.

Effective procedures were not in place to gather information to support children. Where information was recorded, staff did not always use this effectively to inform children's care. As a result, staff did not have sufficient knowledge to respond to and fully meet some children's needs. Staff had daily communication with families, and we found this worked well for some children in the service which enabled their needs to be met. To improve the recording of children's information and needs, the service had begun to issue new personal plans to families. **(See area for improvement 1).**

Staff had an awareness and understanding of their responsibilities to protect children from harm. We identified that the child protection policy should be reviewed and updated to ensure the information is accurate.

There was no effective quality assurance in place regarding medication. **(See requirement 1).** As a result, we found medication held within the service did not have appropriate permissions and records in place to ensure medication was safely managed. We also found that generalised medication permissions had been sought, however, these did not follow current guidance. This had the potential to cause children harm as staff did not have sufficient information to administer medication safely. **(See area for improvement 2).**

5.2 Infection prevention and control practices support a safe environment for children and staff.

We found that strengths just outweighed the weaknesses and practice under this quality indicator was evaluated as adequate.

The nursery was well ventilated and had doors and windows open to allow air to circulate. During the onsite visit, we found that whilst the environment was visibly clean, there were some cluttered surfaces. Following the onsite visit, the service informed us that areas of clutter had been removed. Staff should continue to ensure all surfaces are clear to enable them to be easily cleaned. Additional cleaning measures were in place with support from janitorial staff to minimise the impact of cleaning on children's experiences. We found that bins required to be emptied out with the times when the janitorial attended.

Staff had completed in house infection prevention and control training. However, we observed staff not to follow guidance effectively. Systems were not in place to monitor staff practice of infection, prevention and control measures. **(See requirement 1)**. As a result, we identified that staff did not wash their hands at appropriate times when putting on and taking off their face coverings, face coverings were worn incorrectly and were not stored in line with guidance. We found that children did not effectively wash their hands which increased the risk of spreading infection. **(See area for improvement 3)**. The management team told us that following the onsite visit they had reviewed how staff supervised and supported children during hand washing.

A risk assessment was in place and a Covid-19 policy was developed during the inspection in line with current guidance. However, we found that aspects of the risk assessment and policy were not adhered to during the inspection. For example, visitors were being shown around the setting when children were in attendance. This increased the number of contacts children had and therefore the potential risk of spreading infection. The service should ensure that all staff who work in the service are aware, understand and follow the procedures in place to keep everyone safe.

5.3 Staffing arrangements are responsive to the changing needs of children during Covid-19.

From the evidence gathered, important weaknesses were identified with priority action required. We evaluated this quality indicator as weak.

The management team took account of staff's individual circumstances. The staff told us they felt well supported by them.

We recognised that the service had changes in the staff team and had not had a consistent manager in place. As a result, there were minimal quality assurance processes in place to effectively monitor practice and support improvement. We identified areas of practice where auditing would support the service to improve children's outcomes. These included focused observations of practice of infection, prevention and control measures and auditing of medication and accident and incident records. The lack of quality assurance had resulted in the issues found on inspection not being identified and actioned by the service. **(See requirement 1).**

Staff observed physical distancing outside however, whilst we acknowledged that staff wore face coverings indoors, we found that they did not physically distance. As face coverings are only one measure to suppress Covid-19, these should not be used to substitute the other measures needed to contain the virus. When wearing a face covering, good hand and respiratory hygiene and physical distancing between adults are still required. Staff should also ensure that they follow signage displayed within the nursery to minimise the number of adults in each room. **(See area for improvement 3).**

During the inspection, we found that staff were focussed on serving lunch for the children. This resulted in a lunch experience which was not nurturing and supportive. The service told us they had reviewed the lunch time experience to improve the experience for children and to enable staff to maintain their distance from each other. We would encourage the service to continue to monitor and review this.

Effective systems were not in place to monitor staff's professional registrations and ensure children were kept safe. As a result, we identified two staff members professional registrations had lapsed and they had continued to work within the service. **(See requirement 2).**

As a matter of priority, action is required through planned and structured improvement to improve the outcomes and experiences of children.

Requirements

1. In order to keep children safe and benefit from a culture of continuous improvement, the provider must ensure effective and robust quality assurance processes are developed and implemented. This must include:

- a) Monitoring staff practice to ensure infection prevention and control practices are carried out in line with current Scottish Government guidance
- b) Audits of records including medication, accidents and incidents

To be achieved by: 30 September 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, 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 in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SS1 2011/10) Regulation 4 (1)(a) Welfare of Users.

2. In order to ensure children are kept safe, the provider must ensure that only staff who are appropriately registered with a professional body carry out work in the service in a post for which registration is required.

To be achieved by: 25 June 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, 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 in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SS1 2011/10) Regulation 9(c).

Areas for improvement

1. To ensure each child receives appropriate care and support and their needs are met. The manager and staff should ensure:

- a) Personal plans set out children's current needs, wishes and choices and how they will be met
- 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 reviewed and updated once every six months or sooner if children's needs change

This is to ensure care and support is consistent with the Health and Social Care Standards, 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).

2. In order to ensure that medication is safely managed the provider and manager should review best practice guidance 'Management of medication in day care and childminding services' and ensure:

- a) Records contain all essential information and are easily accessible to staff, ensuring children receive their medication safely
- b) Written permission is in place for children's medication within the service

This is to ensure that care and support is consistent with Health and Social Care Standards, which state: 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24).

3. In order to reduce the risk of the spread of infection during the pandemic, staff must ensure they are consistently complying with Scottish Government guidance. This should include:

- a) Staff working with children to improve hand washing practice
- b) Staff washing their hands at appropriate times
- c) Staff using and storing face coverings appropriately
- d) Adults maintaining physical distancing

This is to ensure that care and support is consistent with Health and Social Care Standards, which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	2 - Weak
5.1 Children's health and well being are supported and safeguarded during COVID-19	3 - Adequate
5.2 Infection prevention and control practices support a safe environment for children and staff	3 - Adequate
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	2 - Weak

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