

Annie's Nursery Day Care of Children

1 Rannes Street
Insch
AB52 6JJ

Telephone: 01464 820517

Type of inspection: Unannounced
Inspection completed on: 17 May 2018

Service provided by:
Alford Day Care Nursery Ltd

Service provider number:
SP2014012297

Care service number:
CS2014325795

About the service

Annie's Nursery was registered with the Care Inspectorate on 21 July 2014 to care for 25 children from birth to those not yet attending primary school. It is situated in the centre of the village of Insch, close to local amenities. The service operates Monday to Friday between 07:00 and 18:15.

The nursery has two playrooms, the first is for children aged 0-2 years which has an outdoor area that children can directly access. The other playroom is for children aged 2-5 years. There are two good-sized outdoor areas.

Annie's Nursery aims to "provide a welcoming environment where each child is valued as an individual. We will provide a safe, hygienic, happy and stimulating environment where parents/carers feel confident that their child is cared for and secure".

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

During the inspection we found children were happy and confident. They had clearly formed good relationships with the staff. Children readily approached staff who responded in a nurturing and caring manner. Some of the older children told us what activities they enjoyed doing at the nursery.

We sent out 10 Care Standards Questionnaires; seven parents completed and returned the questionnaires to us. When asked about the overall quality of care their child received at the nursery:

- five parents indicated they were very satisfied
- two parents indicated they were satisfied.

Overall the parent questionnaires and discussions with parents indicated parents were pleased with the service provided. They particularly liked the improvements to the service and the very good access children had to the outdoor area. Parents also commented they found staff had grown in confidence and there was a more positive atmosphere in the nursery. They felt the manager had made significant improvements to the nursery. Comments from parents included:

"My son started at Annie's 18 months ago and the difference in his confidence, knowledge and general mannerism has changed. I cannot give enough credit to the staff at Annie's for all they have done and continue to do for my son and all the children there."

"Annie's is such a wonderful nursery. My son has developed so much with his walking and now even manages a couple of words with the encouragement from the staff at Annie's. He eats so well with his friends all of the home cooked meals. I receive lots of pictures and a full rundown everyday of all the indoor and outdoor activities he has been up to. This is extremely important to me."

"The Annie's team take lots of care to ensure that children are happy at the nursery."

"My two children are very happy in attending Annie's Nursery. They enjoy the activities both inside and out. The staff have encouraged their individual interests. An excellent facility which we are very lucky to have."

"The appointment of the manager has made a significant and very positive improvement to the day-to-day routine in the nursery in the following areas:

- the range and diversity of the activities planned and presented to the children
- the understanding of individual needs and careful plans to meet these needs
- the training and development to develop further the skills of staff to enhance their understanding, develop their strengths and improve the service for the children
- the regular contact with parents and establishing of working partnerships
- the open, friendly and positive approach taken."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service improvement plans and quality assurance processes. The improvement plans demonstrated the priorities for development and provided detailed guidance to support the service with this

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Staff had built trusting relationships that supported children to feel safe and secure. They interacted in a compassionate and nurturing manner, providing children with appropriate comfort when they were unsettled. The positive relationships staff had developed with parents supported them to effectively meet children's wellbeing needs.

Staff knew individual children's needs well. They talked confidently about the strategies they had developed to ensure children were appropriately supported. The experienced staff in the nursery implemented these strategies consistently. As a result children who required additional support were getting the right support they need to enable them to progress when in the care of the experienced staff. We suggested the personal plans should be further developed to provide clearer information. This would support all staff to implement these strategies consistently and ensure these children were well supported.

Procedures were in place to safeguard children. The child protection policy provided guidance for staff in the event of any concerns. Staff had a good understanding of child protection issues and were confident with the procedure to follow in the event of any concerns. Chronologies were in place to support staff to assess children's

wellbeing needs and ensure they received the right support at the right time. We asked the manager to ensure all the relevant information was recorded to effectively support staff with their assessments.

Children were supported to be healthy with nutritious home cooked snacks and lunches. There were some opportunities for children to be independent, they served their own food and some children were involved in helping to prepare snack. In the 0-2 room staff sat with the children and encouraged language and social skills. However, in the 2-5 room staff did not consistently sit with children. As a result there were missed opportunities to support children's learning.

Children in the 0-2 room were being well supported to progress and achieve their potential. Observations detailed significant learning for individual children with clear next steps to support learning. For older children observations were often not focussed on important areas of development for individuals. As a result next steps were not meaningful. However, staff were starting to use their learning from recent training to support them to identify significant learning to support children to progress.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The 0-2 room was bright and airy with a range of interesting and engaging activities that supported children's development and encouraged them to explore. They were being supported to develop their skills in investigating and problem solving, as well as building their confidence, self-esteem and creativity. The young children confidently explored the natural resources and sensory experiences around the room. Additional resources to extend their play were readily accessible, promoting children's independence.

There were attractively presented soft areas for the young children to relax in. The separate sleep room with cots supported children's wellbeing and ensured they slept comfortably and safely. Children were supported to be healthy and active with good use made of the outdoor area, which children could access directly from the playroom.

Older children in the 2-5 room had good opportunities to select areas and activities of interest for themselves. They particularly enjoyed the appealing selection of dressing up items; this supported children's self-help skills and encouraged imaginative play. Children explored sensory activities such as play dough and foam with enthusiasm, developing their creativity and problem solving. The manager was aware of the need to develop this room to include more real life resources and opportunities for active learning to better support children's numeracy and literacy development.

Children spent a good amount of time outdoors each day. We suggested this could be extended by allowing children more opportunities to choose when they wanted to play outdoors. Children enjoyed the wide selection of activities including digging and playing in the mud kitchen. In one of the areas there was an extensive range of open-ended resources. These supported children to play cooperatively and make connections as well as promoting skills in thinking and problem solving.

Staff were supporting children to develop a good understanding of personal hygiene. On the whole children washed their hands before eating and after toileting. However, before having snack outside children used wipes. We asked the manager to consider how children could wash their hands effectively before eating snack outside, to reduce the risk of spreading infection. We suggested looking at ways outdoor nurseries did this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff greeted children and their families warmly. Parents found staff helpful and approachable and were pleased with the very positive relationship their child had with their carers. Staff were nurturing and compassionate towards the children and were genuinely fond of them. The core staff team provided children with stability and continuity of care, helping them to form positive attachments and feel secure. Children readily approached staff for comfort and reassurance.

Since the last inspection the confidence of the staff team had grown. They had worked hard to develop their skills and knowledge and were encouraged to identify their own learning. Staff had accessed a wide range of development opportunities, including training and researching best practice, which had impacted positively on outcomes for children. For example, My World Outdoors had been used to develop the outdoor sensory experiences for children. The recent training in observations was starting to impact positively, with staff beginning to focus on significant learning to support children's development. Staff talked enthusiastically about the impact of training and how they were developing their practices.

Due to some recent changes in the team staff were not yet working consistently. As a result some children who required additional support were not always being effectively supported to enable them to progress and achieve. The manager was aware some staff needed support in this area. **(See recommendation 1.)**

Some staff were making effective use of question and comment to support and extend children's learning. This promoted curiosity and stimulated children's learning, providing good opportunities to support their progression. However, this was not consistent across the staff team. As a result there were missed opportunities to encourage children's thinking skills and understanding of concepts. **(See recommendation 1.)**

Staff had been appropriately recruited, this contributed to keeping children safe. One member of staff had not registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training. Staff have six months from starting in employment to become registered with a professional body. The manager and member of staff agreed to ensure this was addressed immediately. **(See recommendation 2.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children are provided with the right support and are fully supported to achieve their potential the manager and staff should ensure staff:

- are effectively supported to work consistently
- develop their skills and knowledge of effective interaction to support and extend learning.

This ensures 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).

2. To ensure children are safeguarded the manager should ensure all staff are appropriately registered with a professional body with the required timescales.

This ensures 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).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager had created an inclusive environment where families felt welcomed and staff felt valued and motivated. The manager's vision for the service was aspirational and had a clear focus on improving outcomes for children. She had worked hard with the staff to develop a shared understanding and support them to achieve the vision. Clear leadership and direction was provided by the manager and room leaders. As a result the quality of children's experiences had improved and the staff team were motivated to improve these further.

The manager had a very good understanding of the level at which the service was performing. Effective quality assurance systems for assessing the quality of children's experiences were in place. In-depth monitoring enabled the manager to identify where improvements had made a positive difference to children and aspects that still needed further development. Appropriate improvement plans were in place; these provided clear direction to

support staff to develop aspects of the service. The plans were regularly reviewed to support the continued improvement of the service.

There was a strong ethos of commitment by the manager and staff to the ongoing development of the service. We suggested better use of nationally recognised indicators by the staff team would support ambitious and challenging improvements that would make a difference to children. Staff would benefit from support on how to critically reflect to make these in-depth changes.

A robust training needs analysis had been undertaken. This was regularly reviewed by the manager and used to ensure staff were developing their skills and knowledge. Regular one-to-one and team meeting supported staff to reflect on their practice and the work of the service. This contributed to building a shared understanding of planned improvements.

We suggested the room leaders should consider the deployment of staff to ensure this was always effective. There were occasions when children wanted to play outside but were unable to due to the deployment of staff. The manager agreed to ensure this was addressed.

Parents were recognised as partners; there were a wide range of opportunities for them to be involved in the nursery. They were kept well informed about their child's care and progress and were consulted about the individual care of their child. There were opportunities for parents to give their feedback about the service, ensuring the service provided met their needs. Parents found the manager helpful and approachable. They commented very positively about the improvements she had implemented.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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 each child receives appropriate care and support and their needs are met, the provider must ensure that the additional support needs of the children are provided for. In order to achieve this they must:

a. Develop and implement personal plans for children with additional support needs, including behavioural needs. The plans must reflect children's current needs and provide clear guidance to staff on how they will meet

each child's needs.

- b. The plans must be drawn up and reviewed in consultation with parents/carers and other professionals, where appropriate.
- c. The plans must be regularly reviewed to ensure they are effective and are meeting children's needs.

This is in order to comply with:

The Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 - regulations 4(1)(a)).

Timescale: within four weeks of receipt of this report.

This requirement was made on 10 August 2017.

Action taken on previous requirement

Detailed personal plans had been developed in consultation with parents and carers. These were regularly reviewed to ensure they reflected children's current needs. We suggested the plans could be further developed to provide clearer, more concise information, this would support staff to work consistently with children.

Met - within timescales

Requirement 2

In order to ensure children's health needs are met the provider must ensure:

- a. Clear and sufficiently detailed information to enable staff to meet children's health needs is recorded for children with allergies or requiring medication.
- b. Effective systems are implemented to ensure medication is in the service for children who require medication.
- c. Children's allergy and medical needs are reviewed with parents, in line with legislation and when there are any changes, to ensure the recorded information reflects children's current needs.

This is in order to comply with:

The Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 - regulations 4(1)(a)).

Timescale: within one week of receipt of this report.

This requirement was made on 10 August 2017.

Action taken on previous requirement

Effective systems were in place to ensure the health needs of children with allergies or medication were met. The detailed information recorded provided clear guidance for staff and this was regularly reviewed by parents. Medication that was required to be was in the service and readily available.

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 and improve staff practice in relation to observation, recording and assessing children's developmental progress.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children and Standard 12: Confidence in Staff

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. Staff had undertaken training in observation, assessment and planning. As a result there was an improvement in some of the observations and next steps in children's learning. However, we found this was not yet consistent across the staff team. We have made a new recommendation about supporting consistency in staff practice.

Recommendation 2

The manager and staff should further develop strategies which ensure that children participate in assessing and improving the overall quality of the service.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience and Standard 13: Improving the Service

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. Staff were observing young children to gain their views on the service. Older children contributed through discussions and mind maps.

Recommendation 3

The manager and staff should ensure the activities and experiences available in the 2-5 room are sufficiently motivating and challenging in order for children to be engaged in their play and support them to achieve their potential.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. The activities in the 2-5 room were sufficiently motivating and challenging. We suggested there was scope to develop this further to enhance children's experiences.

Recommendation 4

The manager with staff should continue to support children in making safe choices by involving them in risk assessing activities.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing and Standard 6: Support and Development

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. There were opportunities for children to learn how to keep themselves safe through discussions and involvement in risk assessments.

Recommendation 5

Staff should develop their skills and knowledge to ensure they interact effectively to support children to progress and achieve.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

Some progress had been made towards this recommendation. However interactions to effectively support children to progress and achieve were not yet consistent across the staff team. We have made a new recommendation.

Recommendation 6

To provide good quality experiences staff should ensure they are accountable for the quality of their work

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children and Standard 5: Quality of Experiences

Scottish Social Services Council Codes of Practice: Social Service Workers 6

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. Staff were fulfilling their roles and responsibilities and ensured key tasks were appropriately completed.

Recommendation 7

The service recruitment and induction procedures need to be more robust. The procedures should:

- a. include two written references for each new recruit
- b. have a more detailed recruitment policy and procedure, to include staff's induction details
- c. identify the training and development needs of staff

- d. ensure that staff are provided with the necessary training and support for the work they are to perform
- e. ensure a detailed record of staff's induction is kept.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing, Standard 12: Confidence in Staff, and Standard 14: Well-managed Service

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. Staff had been safely recruited. An appropriate induction was undertaken and learning and development needs were identified.

Recommendation 8

To ensure children's care and health needs are met effective quality assurance systems should be developed and implemented.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 6: Support and Development and Standard 14: Well-managed Service

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. Effective quality assurance systems in relation to children's care and health needs were implemented in the service.

Recommendation 9

To provide good quality experiences room leaders should ensure clear direction is given to staff.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 14: Well-managed Service

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. Room leaders gave clear direction and guidance to staff, supporting the effective running of each room.

Recommendation 10

To support children to achieve their potential staff should undertake a meaningful evaluation of children's learning.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience and Standard 14: Well-managed Service

This recommendation was made on 10 August 2017.

Action taken on previous recommendation

This recommendation had been met. Meaningful evaluations of children's learning were undertaken.

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
10 May 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
27 Oct 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
30 Aug 2016	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 1 - Unsatisfactory
21 Apr 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
22 Apr 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

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