

Cranley Nursery Lanark Road Day Care of Children

438 Lanark Road
Edinburgh
EH13 0NJ

Telephone: 01314 412 200

Type of inspection:
Unannounced

Completed on:
16 June 2023

Service provided by:
Cranley Nurseries Limited

Service provider number:
SP2013012215

Service no:
CS2015340044

About the service

Cranley Nursery Lanark Road is registered to provide a service to a maximum of 69 children at any one time aged from three months to not yet attending primary school of whom no more than 16 are under two years.

The service is located in the South West area of Edinburgh with local amenities and transport links nearby. The accommodation is provided over two buildings. One building has three floors. On the ground floor, there are playrooms and nappy changing facilities for children under two years of age. One of those rooms has direct access to the garden at the rear of the property. The second floor consists of playrooms, nappy changing facilities and toilets for children over two years of age. Staff facilities were located on the third floor. A separate one level building is located within the garden to the rear of the property for children over three years of age.

About the inspection

This was an unannounced inspection which took place on Thursday 8 June 2023 between the hours of 09:15 and 16:20. We returned on Friday 9 June 2023 between the hours of 09:15 and 16:00. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, complaint information and information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke to and interacted with children using the service
- spoke with staff, the manager and the area manager
- observed practice, daily routines and children's experiences
- reviewed documents in the service and information sent to us by email
- took into account feedback we received from 12 families.

We provided feedback on Friday 16 June 2023 to the management team, one company director and the quality improvement education officer from the local authority.

Key messages

- The service was welcoming and the majority of children were confident in their environment and were engaged in their play and learning experiences.
- Children's personal plans had been developed. Further work was needed to ensure that these were kept up to date and reviewed in line with legislation. Children's individual strategies for support must also be consistently and effectively followed by staff.
- Mealtime routines had improved and these were to continue to be enhanced to enable older children to be more independent.
- Outdoor play experiences throughout the day for children meant that they had the opportunity to experience active play in the fresh air.
- To ensure children's safety and wellbeing, progress had been made to improve upon the maintenance and risk assessment of the environment. Further action must now be taken to ensure that these and infection prevention and control measures are robustly and consistently monitored.
- Further action was needed to ensure that all staff were clear about their roles and responsibilities and were deployed effectively to secure positive outcomes for children.

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, play and learning?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 1.1: Nurturing care and support.

Children generally experienced caring and nurturing approaches from staff and this resulted in positive relationships being established. Most staff knew the children in their care well and when children were unsettled or needed additional help, they were sensitively supported. This helped children to be confident in their environment and during the routines of the day. Feedback from families included "My child enjoys attending and has made great friends. The staff are friendly and welcoming" and "No basis for comparison but seems like they know our child well, and cater to his needs".

Not all staff knew the children in their care well as they were new to the service or covering staff absences. There were also missed opportunities and a lack of understanding by some other staff to identify and respond to children's cues or their individual strategies of support. As a result, there was the potential for some children not to get the support they needed at the right time. Further action was needed by the management team to ensure that all staff were familiar with children's strategies of support. This would help ensure that children's individual needs were planned for, supported and responded to effectively throughout the day. The area for improvement made in the previous report is no longer in place and is incorporated into a new requirement (see requirement 1).

Children's personal plan information had been developed since the previous inspection. This included outlining how children's individual care needs would be supported. For example, strategies of support for children with any additional support needs, dietary requirements, allergies and any medical needs. At this stage, not all children's personal plan information had been reviewed with families or in line with legislation. Some information was limited and did not outline recent events or communications. Some strategies for support for medication or dietary needs had not yet been reviewed with families. We discussed that further action must be made to ensure that this was progressed. This would help ensure that information was kept up to date and enable staff to effectively support children's care and support needs. Following our feedback, the management team updated some children's personal plans information with staff and additional training was planned to assist staff with these processes. Further work was needed to ensure an ongoing and consistent approach to reviewing and updating the different types of personal plan information held. The area for improvement made in the previous report is no longer in place and is incorporated into a new requirement (see requirement 1).

Mealtime routines had been improved and were generally sociable and unhurried experiences for children. Staff were knowledgeable about how to keep children safe at mealtimes. This included providing and preparing foods to minimise the potential of choking and also supporting dietary requirements. We discussed that mealtime routines should continue to be developed to enable older children to be involved in the preparation of mealtimes and to be able to self serve foods and drinks as appropriate. This would facilitate children to have more opportunities to be independent. Feedback we received from families included "More snacks" and "Sometimes I like lunch but sometimes I don't".

Quality indicator 1.3: Play and Learning

Children were able to have fun and experience a variety of play and learning experiences throughout the

day. Some children were supported to be fully involved in their experiences and problem solve through the skilled interactions of some staff. This included extending trajectory schematic play experiences with different balls and finding items that would blow away high in the wind and the reason why. Feedback we received from families included "I like playing outside", "I like doing activities in the learning hut", "Activities for our children seem to be really varied and the outdoor space is used to its full benefit" and "They respond / tailor activities to what the children are interested in. The nursery has brilliant outdoor space, which my child loves".

Some staff acknowledged what children were doing and asked what they could do to help. However, this was not a consistent approach by all staff to support or extend some individual children's play experiences. For example, to ask if they needed any assistance or by providing further resources to enhance their play. This approach would enable children to lead their own play and learning and reach their full potential. As a result, the area for improvement made in the previous inspection report has been restated (see area for improvement 1).

Children's skills in literacy and numeracy was developed through some play experiences including pouring, measuring, songs, matching and patterns. However, further progress was needed with the consistency of some resources provided to ensure these were routinely sustained into practice. For example, having items attractively set up in the water play areas and further supporting storytelling (see area for improvement 1).

Planning approaches were in the process of being developed. Planning was responsive taking into account children's interests and observations carried out by staff. Further progress was needed to evaluate children's learning and development as a result of the planned activities and opportunities. Online learning journals and reports were used to share information and photographs with families about their child's experiences, including achievements and next steps for learning. Feedback we received from families included 'I was very impressed with my child's recent report from the nursery for their transition to P1. It was extremely accurate and contained some lovely detail, and demonstrated just how well the staff knew my child'. However, there was not a consistent approach to the sharing of information online and some profiles had not been updated for several months. Feedback we received from families included "There is a lack of feedback about children, we do not receive learning journals very often" and "Much of our experience with nursery in terms of handover information etc depends on which staff member we interact with".

Action was to be taken by the management team to ensure consistent feedback processes were in place and that the online learning journals were regularly updated and monitored.

Requirements

1.

By 31 August 2023, to ensure children's health and wellbeing, the provider must ensure children's care and support needs are met.

The provider must at a minimum:

- review children's personal plan information with families at least once in every six months. This would ensure that information is kept up to date
- clearly outline when reviews have been carried out along with a record of any updates or changes made as a result.

All staff involved in children's care and support, must be familiar with their personal plan information including any strategies of support. This would help ensure that children's individual needs were planned for, supported and responded to effectively throughout the day.

This is to comply with Regulation 5 (2) (a) and (b) Personal Plans of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

Areas for improvement

1. To support children to be able to lead their own play and learning, the provider should ensure that staff are skilled and effective in the planning of developmentally appropriate experiences. This should include how they respond to children's engagement, interests and choices and ensure their access to appropriate resources and activities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable to my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 2.27) and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 2.2: Children experience high quality facilities

Children benefitted from a bright, welcoming environment with natural light and ventilation available in the rooms. Some improvements to the environment had been made since the previous inspection and this included the painting and maintenance of some areas of the nursery. Whilst risk assessment information as well as health and safety checks had been implemented, these were not consistently carried out by all staff. This meant that these changes had not been sustained or embedded into practice. As a result, this had an impact on children's experiences and a potential impact on their health. For example, the paper towels for drying hands were not replenished and the cleanliness of some parts of the nursery and equipment needed to improve. Therefore, further action was needed to improve upon the infection, prevention and control measures. The area for improvement made in the previous inspection report is no longer in place and we have incorporated this into a new requirement (see requirement 1).

Staff understood the importance of children accessing the outdoor garden area for fresh air and active play. The outdoor area provided children with a variety of experiences. Opportunities in the garden were available for some older children to explore and lead their own play including balancing, sliding, climbing, arts and crafts. We discussed that to empower children to more extensively lead their own play, further loose parts resources should be provided. Further staff engagement during outdoor play would also help extend children's use of the equipment and help identify additional resources that may be needed to enhance their curiosity and provide challenge. Due to the varied age range of children in the garden, particularly for younger children, this area should also be further enhanced to ensure it is developmentally appropriate. For example, furnishings to support children to experience cosy areas and to be able to climb safely as appropriate. This would contribute to children making developmental progress. As further

progress was needed, the area for improvement in the previous inspection report has been restated (see area for improvement 1).

Progress had been made to enhance the layout of the indoor environment and further resources for children to enjoy cosy and comfortable spaces. For example, new floor mats were in place and soft furnishings. We discussed that not all indoor areas were used and therefore some resources were not accessible to children. Some areas were untidy with resources not ready to use or to entice children's curiosity or imagination. We discussed that if some areas are not used or if children are outdoors, some resources may need to be moved or duplicated to ensure children have access to a balance of activities to support their interests. This would provide greater depth and breath to children's play experiences. As further progress was needed, the area for improvement in the previous inspection report has been restated (see area for improvement 1).

Requirements

1. By 31 August 2023, the provider must ensure children's health and safety is supported through a clean and well maintained environment. This must include having effective infection, prevention and control systems to monitor and maintain the environment.

This is to comply with Regulation 4 (1)(a) and (d) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'My environment is safe and secure' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

Areas for improvement

1. To support children's experiences, interests and choices, the provider should ensure that the open plan playrooms, spaces and resources are effectively planned for, monitored and maintained throughout the day. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and recourses suitable for my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 2.27) and 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 3.1: Quality assurance and improvement are led well

Since the previous inspection, the management team had reviewed and updated the nursery's vision and values with staff. This was to ensure that there was a shared commitment from all staff for the ongoing improvements and expectations of staff practice. However, at this stage, the nursery was still in a period of transition with varied staff supporting the service. Therefore, further work was needed to ensure that all staff understood the importance of the shared vision and values and consistently delivered these to secure positive outcomes for children. The management team agreed to continue to monitor this and identify

ongoing areas for improvement as part of their quality assurance processes. For example, audits of the environment and observations of staff engagement with children.

An improvement plan was in place and this was shared with families. The management team had begun to gather feedback from parents to support their journey for improvement. For example, during parent consultations. Further progress was to continue to seek views from families about specific aspects for the service and to share the action taken as a result. This would help demonstrate that families' views were valued and led to meaningful change. Feedback we received from families about what they liked included "Opening hours, family app which is kept very up to date with regular postings so we can see what our children are learning/doing that day, specific staff are excellent, any issues or queries I have had have been dealt with promptly and fully".

Quality assurance processes had been developed and were supporting the management team to progress with improvements to the service. This included the management team sharing best practice guidance with staff and supporting their practice through role modelling. Audits were carried out by both the internal and external management team. We discussed that at this stage, the quality assurance systems were not yet effective in identifying where further action was needed. For example, as outlined under Key question 1: How good is our play, care and learning? and under Key question 2: How good is our setting? Therefore, we have restated the area for improvement made in the previous inspection report (see area for improvement 1).

Some improvements had been made to the recording of staff recruitment information. This was carried out by external staff and shared with the nursery management team. Further changes were needed to clearly outline the stepped approaches taken as part of the assessment of the information gathered. The inhouse induction processes should also be completed with staff within a set timescale to ensure their knowledge and skills for supporting children's health and safety. To support further improvements, we directed the management team to the best practice documents 'Safer Recruitment Through Better Recruitment' (Scottish Government 2016) and Early Learning and Childcare - National Induction Resource (Scottish Government 2023).

To further support a culture of improvement and self-evaluation, we directed the management team to the Care Inspectorate's website and the 'The Hub' for ongoing access to the Early Learning and Childcare Improvement programme. For example, the bitesize sessions on Personal Planning and Quality Improvement. To support their reflective and consistent practice, the management team should record the impact on outcomes for children as a result of any training attended, documents read or publications used.

Areas for improvement

1. Children should experience a service which promotes their health and wellbeing through high quality care, play and learning experiences. The provider should ensure that there is a culture of continuous improvement. This should include the development and implementation of robust quality assurance processes to help assess and highlight areas for improvement in line with best practice and national guidance.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

How good is our staff team?**3 - Adequate**

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 4.3: Staff deployment

The management team recognised the importance of ensuring that the service was appropriately staffed to support children's experiences throughout the day. Recruitment processes were ongoing and staff absences were currently covered by the management team, inhouse bank staff and agency staff. To help maintain staffing levels, staff rotas were planned for in advance and outlined the deployment of staff for the different playrooms. Feedback from families included "Lovely, caring, enthusiastic staff".

We acknowledged that some staff were new or not permanently based in the nursery. In addition, some staff also moved between different playrooms throughout the day. This meant, that at times the quality of experiences and interactions for children were not consistently maintained. As a result, there was a potential for children's needs to be overlooked within busy spaces and during the routines of the day. Feedback from families included "More consistent staffing. The key staff are very consistent, however, there seems to be a high use of agency staff meaning there is a lot of chopping and changing which can be unsettling for the children and for the parents sometimes".

Further planning was needed by the management team to identify any gaps in staff skills to ensure the impact of staff absences was minimised. All staff including those covering absences must be suitably skilled and deployed effectively to secure positive outcomes for children. More effective staff support and supervision and clear information for staff would help clarify their roles and expectations. We have updated the wording of the requirement made in the previous inspection report and made a new requirement to address the outstanding issues (see requirement 1).

Some staffing changes were shared with families online. However, feedback from families included "There does seem at times to be a high staff turnover. Often new staff are present we were not aware of". We discussed that more detailed information about who was supporting children within individual playrooms throughout the day needed to be shared with families. We discussed the importance of this to ensure that families knew who to contact to discuss any queries or seek support when required. This would help minimise the potential for children's individual care and support needs to be overlooked and ensure accurate information is shared with parents in a timely manner.

Requirements

1. By 31 August 2023, the provider must support children's health, welfare and safety needs by maintaining suitable staffing at all times. Staff must be suitably trained, skilled and deployed effectively to secure positive outcomes for children.

To do this, the provider must, at a minimum:

- a) plan rotas to ensure children's needs are met
- b) ensure that staff deployment takes into account the mix of skills, experiences and qualifications of the team
- c) ensure staff skills and knowledge are appropriate for their role.

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

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'My needs are met by the right number of people' (HSCS 3.15) and 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

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

Requirements

Requirement 1

By 31 January 2023, the provider must support children's health, welfare and safety needs by maintaining appropriate staffing levels at all times. Staff must be suitably trained, qualified and deployed effectively to secure positive outcomes for children.

To do this, the provider must, at a minimum:

- a) plan staff rotas to ensure children's needs are met
- b) be aware of, actively plan and record where staff will be deployed within the service
- c) staff deployment must take account of the mix of the skills, experiences and qualifications of the team.

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

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'My needs are met by the right number of people' (HSCS 3.15) and 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

This requirement was made on 28 November 2022.

Action taken on previous requirement

Progress had been made since the previous inspection.

To help maintain staffing levels, staff rotas were planned for in advance and outlined the deployment of staff for the different playrooms. The management team further assessed this information to take into account any staff absences and recorded any changes to outline the updated deployment of staff.

We acknowledged that staff recruitment was ongoing and some staff were new to the nursery. Staff absences were covered by inhouse bank staff, external agency staff, staff from different playrooms and the management team. At times, this affected the consistency of staff practice and their engagement with children.

We discussed that further planning of the roles and responsibilities of staff who are covering staff absences or rotating throughout the rooms would further support staff practice. Clearer information should be provided to those staff to ensure they are suitably skilled and deployed effectively to secure positive outcomes for children.

We have updated this requirement to reflect the progress made and to outline the further action required. Therefore, we have made a new requirement outlined under Key question 4 - How good is our staff team?

Met - outwith timescales

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

Areas for improvement

Previous area for improvement 1

To support the wellbeing and nurture of children, the provider should ensure that all children's needs are effectively planned for, supported and responded to by staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support' (HSCS 3.11) and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This area for improvement was made on 28 November 2022.

Action taken since then

Progress had been made since the previous inspection.

Strategies of support were in place for children with additional care and support needs. However, at times, children did not experience an effective or consistent approach by staff in line with their strategies of support.

Further action was needed by the management team to ensure that all staff consistently support and respond to children's individual care and support needs. We discussed that further staff training and clarity of their roles and expectations would further facilitate this. All staff should be clear of the strategies of support in place for children and how these are to be supported and sustained.

This area for improvement is no longer in place and has been incorporated into a new requirement under key question 1: How good is our play, care and learning?

Previous area for improvement 2

To ensure children's safety, health and wellbeing, the provider should ensure that children's personal plan information continues to be developed. Information should clearly outline when reviews have been carried out with parents along with a record of any updates or changes to their child's care and support

needs. Personal plans should also clearly outline how children's care and support needs will be met and planned for effectively.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 28 November 2022.

Action taken since then

Some progress had been made since the previous inspection.

Children's learning profiles had been introduced to support the recording of key information including reviews, events and communications. However, at this stage not all of these had been completed or had limited information documented.

For children with medication or dietary requirements, strategies of support outlined how their needs would be met. However, not all of this information had been reviewed with families.

We acknowledged that some personal plan information was able to be reviewed by families via an online app. However, a consistent approach is needed to ensure that all relevant information is documented and reviewed with families in line with legislation.

During the inspection process, the management team took action to support staff knowledge and understanding of the recording of information in child learning profiles and the review processes.

This area for improvement is no longer in place and has been incorporated into a new requirement under key question 1: How good is our play, care and learning?

Previous area for improvement 3

To support children's health, safety and wellbeing, the provider should ensure that mealtime experiences are improved to provide a caring and positive social experience. This is to ensure that mealtimes are effectively planned for and supported by consistent staff practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'If I need help with eating and drinking, this is carried out in a dignified way and my personal preference are respected (HSCS 1.34) and 'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible (HSCS 1.35).

This area for improvement was made on 28 November 2022.

Action taken since then

Progress had been made since the previous inspection.

Mealtimes were generally unhurried and social experiences for children. Staff supporting mealtimes sat with children to provide the support they needed. We discussed that further opportunities for independence could be provided for older children to be able to self serve their drinks and foods as appropriate.

Due to the number of children in attendance, there was only one sitting for lunch for younger children. This meant that the transition after the lunchtime routine had improved with children supported to either take part in play opportunities or sleep routines.

This area for improvement has been met.

Previous area for improvement 4

To support children to be able to lead their own play and learning, the provider should ensure that staff are skilled and effective in the planning of developmentally appropriate experiences. This should include how they respond to children's engagement, interests and choices and ensure their access to appropriate resources and activities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable to my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 2.27) and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This area for improvement was made on 28 November 2022.

Action taken since then

Progress had been made since the previous inspection.

Children's play and learning experiences were planned for taking into account their stages of development and interests. Staff also extended experiences for children based on their responses or interests.

We acknowledged that the planning approaches were in the process of being developed with staff. This included how staff evaluated children's experiences, learning and progress.

The layout of the indoor playrooms had been improved to provide children with opportunities for choices. Further action was needed to ensure that children were supported to lead their own play and learning through effective staff engagement. Resources should also be set up effectively both indoors and outdoors to support and extend children's experiences.

This area for improvement is not met and remains in place. We have restated this under Key question 1: How good is our care, play and learning?

Previous area for improvement 5

To support a safe, clean and well maintained environment for children, the provider should develop effective risk assessments and prompt information for staff. This would support staff to identify and document any issues or potential risks and take the necessary action. This should include effective infection control processes for the cleaning of frequently touched areas in the nursery.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My environment is safe and secure' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

This area for improvement was made on 28 November 2022.

Action taken since then

Some progress had been made since the previous inspection.

This included the development of risk assessment as well as health and safety checklists. However, at this stage the systems in place were not effective or embedded into practice. Further action was required to ensure infection prevention and control measures were maintained.

This area for improvement is no longer in place and has been incorporated into a new requirement under key question 2: How good is our setting?

Previous area for improvement 6

To support children's experiences, interests and choices, the provider should ensure that the open plan playrooms, spaces and resources are effectively planned for, monitored and maintained throughout the day.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 2.27) and 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

This area for improvement was made on 28 November 2022.

Action taken since then

Progress had been made since the previous inspection.

Some changes made to the playrooms included further furnishings and resources to provide children with choices. We discussed that children's experiences should be further enhanced as some resources were not well presented or set up ready for use.

Due to the number of children located in the main building and outdoor play experiences taking place, the effect of the changes to support free flow play between the different playrooms was not fully observed. At times, children were located in one room with staff. This meant children did not have access to some play opportunities as these were located in a different space.

Children enjoyed time outdoors and this meant that they did not have access to some resources and activities located indoors. We discussed that some resources may need to be relocated or extended to support children to lead their play and extend their experiences. Further progress was also needed to enhance the garden for younger children to support their varied stages of development.

This area for improvement is not met and remains in place. We have restated this under Key question 2: How good is our setting?

Previous area for improvement 7

Children should experience a service which promotes their health and wellbeing through high quality care, play and learning experiences. The provider should ensure that there is a culture of continuous improvement. This should include the development and implementation of robust quality assurance processes to help assess and highlight areas for improvement in line with best practice and national guidance.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 28 November 2022.

Action taken since then

Progress had been made since the previous inspection to develop quality assurance processes. We discussed that these processes were not yet effective in identifying and when auditing aspects of the service. For example, personal plan information, the consistency of staff engagement with children and the maintenance of the environment including infection, prevention and control measures.

This area for improvement is not met and remains in place. We have restated this under Key question 3 : How good is our leadership?

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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