

Care service inspection report

All Stars Nursery Day Care of Children

95 Don Street

Woodside

Aberdeen

AB24 2SA

Telephone: 01224 486417

Type of inspection: Unannounced

Inspection completed on: 10 December 2014



HAPPY TO TRANSLATE

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Service provided by:

All Stars Nursery a partnership

Service provider number:

SP2004005869

Care service number:

CS2004059952

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	1	Unsatisfactory
Quality of Environment	2	Weak
Quality of Staffing	1	Unsatisfactory
Quality of Management and Leadership	1	Unsatisfactory

What the service does well

Observations made when visiting the service since the last inspection identified consistent improvement in the following areas:

- * Staff interaction with the children and response to their needs.
- * More opportunities had been provided for children to develop their problem solving skills and language skills.
- * Children had access to outdoor play on a regular daily basis.
- * Children were encouraged and supported with hand washing.
- * The nappy changing area and toilet areas appeared cleaner.

What the service could do better

Further improvement is needed to the standards of care experienced by the children and the quality of the environment. This includes:

- * Improvement that ensures the health and wellbeing needs of children are consistently met.

The interaction between staff and children must be further improved so that children experience sensitive, kind and responsive care that meets their individual needs. Staff should know children well and encourage parental engagement so that children's needs can be identified and met.

- * Improvement that enables children to learn and reach their potential. Children's play experiences must be positive, child centered, interesting and enabling. Information should be shared with parents about their children's learning and development within the service to enable feedback and partnership working.
- * Improvement that ensures a safe and nurturing environment. The nursery environment including the furniture, furnishings and resources should reflect an ethos of respect and investment for children's care and learning.
- * Improvement that ensures able, knowledgeable and competent staff. Staff should receive support, training and leadership to enable change to take place in a planned and coordinated manner.
- * Conditions of registration must be met at all times.

What the service has done since the last inspection

- * Staff were observed playing with the children.
- * Staff had begun to develop group activities that provided children with learning experiences.
- * The outdoor play area had been painted to look more attractive and more resources had been introduced to support outdoor play.
- * Items of better quality toys and puzzles were used by the children in the play rooms and outdoors.
- * Key staff had updated the children's display boards so that parents and children could see what activities they had been doing.
- * Children's individual learning files had been made more accessible to parents and children.
- * Staff had begun to develop the children's files and had recorded some observations.
- * A cook had been employed.
- * The children had been allowed more independence at snack time.
- * The nappy changing and toileting area used by the children had been maintained to a satisfactory standard.
- * Staff had attended more regular staff meetings including an advisory visit from the Care Inspectorate Pharmacy Adviser.
- * Accident records had been completed and information shared with parents.

Conclusion

Since the last inspection was completed on 20 August 2014, the service has made some improvement to the care of the children. This improvement made must be maintained and continued to ensure children receive adequate care.

The provider and staff must focus on the quality of their interactions with the children. The involvement of the parents should be respected and encouraged. The quality of the resources, furnishings and environment must continue to be upgraded, kept clean, safe and organised. The service must meet the conditions of registration at all times.

These are the prioritised areas for improvement at present because of their impact on the children's health, wellbeing and safety.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 27 February 2013.

Requirements and recommendations

If we are concerned about some aspects of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

All Stars Nursery is located in the Woodside area of Aberdeen. The service is provided by a partnership called All Stars Nursery.

The nursery is registered with the following conditions:

1. To provide a care service to a maximum of 24 children at any one time aged from 0 to those not yet attending primary school as follows:-

A maximum of 15 children aged 2 to those not yet attending primary school shall be cared for in playroom 1.

A maximum of 9 children aged 0 to under 2½ years shall be cared for in playroom.

2. The care service will operate between the times of 7.00am to 6.00pm, Monday to Friday.

3. The service will comply with the following staffing ratios:

Age of children Ratio - Adults to children

Under 2 1:3

2 to under 3 1:5

3 and over 1:8

75% of the Manager's time shall be supernumerary to the staff ratios.

A minimum of two members of staff shall be on duty at any one time.

4. The Nursery shall not open on any day, unless staffed in accordance with the provisions of Para 1 of Annex A to the national care standards - early education and childcare up to the age of 16, including on a Wednesday, Thursday and Friday of each week at least one member of staff who is qualified so as to meet the criteria for registration as a "practitioner" by the Scottish Social Services Council and who shall be responsible for the supervision of other staff in the nursery.

5. No member of staff shall be employed in the nursery unless an enhanced Disclosure Scotland check has been obtained in respect of that staff member and there is in place for that staff member, a training and supervision plan, which training and supervision plan shall be kept in the nursery and shall at all times be available for inspection.

6. A record shall be kept in the nursery and shall at all times be available for inspection detailing the following in respect of each member of staff employed in the nursery:-

a) name and address;

b) qualifications and experience;

c) confirmation that references have been obtained, including a reference for the staff member's most recent employer, if any;

d) details of the staff member's registration with any relevant professional body;

e) confirmation of medical fitness (whether in the form of a declaration or a medical certificate);

f) dates of application for and receipt of, enhanced Disclosures from Disclosure Scotland;

g) dates and times when each staff member has been on duty.

7. A record shall be kept in the nursery and shall at all times be available for inspection detailing the following in respect of each child cared for in the nursery:-

- a) name and address;
- b) date of birth;
- c) details of any special medical, dietary or developmental needs;
- d) dates and times of attendance at the nursery.

8. No children under the age of three years in addition to those already enrolled shall be admitted to the nursery until the nursery has appointed an appropriately qualified manager who meets the criteria for registration as the manager of a day care of children service, with the Scottish Social Services Council.

9. The service provider shall without delay, use its best endeavours to recruit a member of staff qualified to at least SVQ Level 3 or equivalent or alternatively to seek to engage the services of a person so qualified, to work in the nursery on Monday and Tuesday of each week.

The Aims and Objectives of the service were as follows:

- to provide a safe and stimulating environment where the children feel happy and secure.
- to promote the welfare and well-being of children.
- to create a wide variety of opportunities to play.
- to encourage children to take an interest in self, others and build confidence and self-esteem.
- to promote equal opportunities and respect for all nationalities and religious customs.
- to promote inclusion.
- to provide opportunities to promote interest and imagination.
- to encourage children to care for and take interest in their environment.
- to extend children's abilities.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 1 - Unsatisfactory

Quality of Environment - Grade 2 - Weak

Quality of Staffing - Grade 1 - Unsatisfactory

Quality of Management and Leadership - Grade 1 - Unsatisfactory

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this inspection report following unannounced visits to the service on Monday 22 September 2014, 10 November 2014 and 19 November 2014. We visited the service on 2 October 2014 with the Care Inspectorate Pharmacy Adviser to provide guidance on good practice regarding the safe administration of medication. We visited the service on 10 December 2014 to give feedback. The provider and manager were present at this meeting.

The service was visited at times between 7:30am and 7:30pm.

We gathered evidence throughout the inspection from various sources to assess how well the service met the needs of the children attending.

We observed how the staff interacted with the children throughout the day.

We made observations of the indoor and outdoor areas of the nursery relevant to their care and development.

We observed children's routines and how appropriate they were to the children attending.

We looked at and asked about relevant sections of policies, procedures, records and other documents including:

- * displays of children's work
- * sample of children's files
- * children's daily attendance sheets
- * daily sheets for children
- * medication records
- * accident records
- * incident records
- * risk assessments
- * cleaning checklist
- * maintenance record and action taken

- * resources record
- * sample of staff files
- * staff CPD (continuing professional development)
- * staff meeting minutes
- * insurance certificate
- * Certificate of Registration.

We spoke with various people about the service, including the nursery provider, manager, staff members, parents and children.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

The requirement

The provider must continue to increase the range of indoor and outdoor resources available to children to ensure that there is a variety of suitable learning experiences available to them.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 3 - Principles and Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: by 30 September 2014.

What the service did to meet the requirement

The provider had purchased more resources for indoor and outdoor activities. The resources were used at the time of the inspection and the children were observed taking interest in the activities and learning from them.

The requirement is: Met - Outwith Timescales

The requirement

The provider must ensure that children using the service experience positive play and learning experiences. To do this the provider must:

1. Create a nurturing nursery environment that supports and enables children to play and learn confidently.
2. Develop and offer activities and experiences that respect children's choice, interests, creativity and innovation appropriately.
3. Monitor staff practice and performance with children to ensure it is supportive and enabling.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 3 -

Principles, Regulation 4(1)(a) - Welfare of users

Timescale for implementation: By 31 October 2014

What the service did to meet the requirement

We acknowledged that the provider and staff had taken some action towards meeting this requirement. However, all elements of the requirement had not been fully met.

Further work is required to ensure the approach towards the children is enabling, respectful and nurturing.

The requirement is: Not Met

The requirement

The provider must ensure that children's Individual Learning Plans are located in an area which is easily accessible to parents and children. The provider must ensure that parents know where to find their child's Individual Learning Plan and their contributions to the learning plans must be encouraged.

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

Timescale for implementation: within seven days of receipt of this report.

What the service did to meet the requirement

The children's individual learning plans had been relocated to enable parents easier access to the files. Some of the children's files we looked at had not been reviewed regularly to reflect a plan in place to support their learning and development. There was also little evidence in some files that parents had been involved or included in developing plans for their children. A further requirement has been made to reflect this under Quality Theme 1, statement 2

The requirement is: Not Met

The requirement

The provider must ensure that the children receive warm, responsive care from staff. Staff must have an understanding of children's emotional needs, which includes a clear knowledge and understanding of responsive care, relationships and respect for children attending the nursery. The provider and acting manager must monitor staff practice to ensure that they deliver a positive and nurturing experience for all children attending the nursery.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: By 31 December 2013.

What the service did to meet the requirement

The provider and staff had begun to address this requirement however more work was required to ensure interaction was consistent. Please refer to evidence under Quality Theme 1, statement 3 for this requirement.

The requirement is: Not Met

The requirement

The provider must maintain a system that records and reviews information about every child attending the service to ensure their health, wellbeing and safety. This information must include details about how children's health needs are to be met when attending the service. The information must be reviewed as often as needed but at least once every six months with parents or carers of the children using the service.

What the service did to meet the requirement

The provider had taken some action to review the children's information however we found that some of the children's files had not been reviewed and did not include all the information the service may need. Please see Quality Theme 1, statement 3 for more information.

The requirement is: Not Met

The requirement

The provider must ensure the system in place for the recording and administration of medication is followed at all times. This must include:

*'Permission to Administer Medication' forms to be completed fully and accurately and parents to sign the form after completion. The forms for ongoing medication must be reviewed in accordance with current good practice guidance.

*An accurate record of the assessment made by staff not to administer medication as requested.

*A record confirming that parents have received information of any medication given at nursery or the reasons why it had not been administered as requested.

*The medication review sheet must be completed fully by staff.

*All medicines and storage boxes kept in the nursery must be clearly labelled with the child's full name and details.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 3 - Principles and Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: By 31 October 2014

What the service did to meet the requirement

Staff failed to ensure that a child attending at the time of inspection received medication at the times stated by the parent and as instructed on the permission form.

The requirement is: Not Met

The requirement

The provider must ensure that staff have a demonstrable knowledge and understanding of medication procedures and protocols to minimise the potential risk to children's safety, health and wellbeing.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) - Welfare of users and Regulation 9(2)(b) Fitness of employees

Timescale for implementation: by 31 October 2014.

What the service did to meet the requirement

Please see the action taken on Requirement 6.

The requirement is: Not Met

The requirement

1. The provider must ensure that the service has an effective risk management system in place. To do this the provider must:

a. Ensure that the staff team understands how to identify, assess and manage risk appropriately for the children attending the service.

b. Ensure the children's stage of development and abilities are central to the management of risk

This is in order to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

Timescale for implementation: By 31 October 2014

What the service did to meet the requirement

Risk assessments had not been reviewed and checklists had not been used to reflect how the service consistently ensures that areas are assessed and managed to ensure children are safe.

The requirement is: Not Met

The requirement

The provider must ensure that parents receive information about their children regarding their health needs. This includes information about any accident their children have been involved in and the actions taken by staff in response to the accident. The service must maintain accurate accident reports for their records.

This is in order to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

Timescale for implementation: By 1 October 2014

What the service did to meet the requirement

The children's accident and incident records had been fully completed and signed by parents.

The requirement is: Met - Within Timescales

The requirement

The provider must ensure that areas used by the children are kept clean and maintained to a standard that minimises the risk of the spread of infection to children using the service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a)&(d) - Welfare of users.

Timescale for implementation: within seven days of receipt of this report.

Action taken on Requirement 10

The areas used by the children were observed as clean and maintained to a standard to minimise the risk of the spread of infection. This was observed throughout the days of the inspection.

MET - Within timescales

Requirement 11

The provider must put in place and implement a policy for the use of the CCTV camera system in the service which should include the following:-

- a. an assessment as to why CCTV is required;
- b. details of who will be responsible for the control and use of the images;
- c. procedures for the storage, viewing and destruction of the images;
- d. the security of any viewing areas;
- e. the display of appropriate notices;
- f. how requests for disclosure of the images will be dealt with; and
- g. obtaining the written permission of the parents (carers or guardians) of all children attending the service for images to be caught and recorded.

This is in order to comply with Regulations 4(1)(a)&(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

Timescale for implementation: by 31 October 2014.

Action taken on Requirement 11

The provider had a policy in place that described the use of the CCTV. We were presented with evidence that showed that parents had been informed of the use of the CCTV and slips signed by parents evidenced that they agreed to their children being recorded for the purposes stated within the policy.

MET - Outwith timescales

Requirement 12

The provider must ensure that staff understand their roles and responsibilities regarding the protection of children attending the nursery, including the procedures the nursery will follow when a child protection concern arises.

This is in order to comply with Regulations 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

Timescale: By 1 October 2014

Action taken on Requirement 12

We spoke to members of staff about child protection. Due to language barriers we were unable to assess how well the staff understood their roles and responsibilities regarding the protection of children attending the nursery.

NOT MET

Requirement 13

The provider must ensure that at all times suitably qualified and competent persons are working in the nursery in such numbers as are appropriate for the health, welfare and safety of children.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 15 (a) - Staffing.

Timescale for implementation: by 31 October 2014.

Action taken on Requirement 13

The nursery staff consisted of two qualified and registered staff members working together with three staff members who at the time of inspection were unqualified and had not registered with the Scottish Social Service Council or equivalent body. At times throughout our visits the number of children to adult ratios was not maintained. A further Requirement has been made under Quality Theme 3, statement 3.

NOT MET

Requirement 14

To ensure the safety, health and wellbeing of children using the service, the provider must ensure that the children experience care and support that meets their needs and enables them to reach their potential.

To do this the provider must:

- a. Ensure staff receives professional support, advice, guidance and training to carry out their roles.
- b. Ensure staff performance is monitored effectively
- c. Ensure they and the staff team are informed and comply with the Scottish Social Services Council's code of practice for Social Service Workers and their personal responsibility to meet that code.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 15(a)&(b)- Staffing.

Timescale for implementation: By 31 October 2014

Action taken on Requirement 14

The staff had not attended training since the last inspection. The provider told us that she had spent time observing staff practice and advising on improved practice. There were no written observations to evidence what had been identified, the actions taken and what improvements had been observed. A further requirement has been made under Quality Theme 3, statement 3 within the report.

NOT MET

Requirement 15

The provider must ensure that the manager of the service is registered with the Scottish Social Services Council.

This is in order to comply with regulation 7(2)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

Timescale for implementation: by 31 October 2014.

Action taken on Requirement 15

The provider had appointed a staff member to the position of manager. The staff member was registered with the Scottish Social Services Council as manager.

MET - Within timescales

What the service did to meet the requirement

Please see above for Requirement 10

The requirement is: Met - Within Timescales

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

Recommendation 1

It is recommended that the service develops and put in place a participation strategy that ensures the views of the children using the service and their parents form a meaningful and integral part of the service.

National Care Standards early education and childcare up to the age of 16.

Standard 13: Improving the service.

Standard 14: Well-managed service.

No participation strategy had been developed or put into place to ensure the views of the parents and children using the service were sought and used to ensure meaningful, consistent participation. This recommendation was not met and a further recommendation has been made under Quality Theme 1, statement 1 within the report.

Recommendation 2

It is recommended that the service continues to develop the displays for parents to keep them informed about the service their children receive.

National Care Standards early education and childcare up to the age of 16.

Standard 14: Well-managed service.

Not met. The displays of children's work within the rooms had been developed, this gave parents some insight into some of the activities their children had been involved in. However, information specific to the service provided was minimal. At the time of day one of the inspection, the area designated to parental information had not been updated and did not contain relevant and important information. For example, the service Certificate of Registration which contains information about the service manager, had not been replaced until after our first visit; staff information was not on display; and parents had not been informed about staff changes, for example to the management of the service and that one staff member had left and another had been hired; there was no information available to parents about the key worker system, policies and procedures or information about who to contact if they are unhappy with the service. A further recommendation has been made within the body of the report, please refer to Quality Theme 1, statement 1.

Recommendation 3

It is recommended that the key worker policy is followed and that the key worker system is re-introduced as soon as possible to ensure the children's individual care needs are identified and personal plans are developed. This should be done together with the children's parents.

National Care Standards early education and childcare up to the age of 16 Standard 5: Quality of experience

Not Met. The staff told us who the key workers were for each room, however, they told us they had no allocated time to assess the information they had about the children in their care and to speak to parents about the children and their needs. The system had been reintroduced but not fully implemented.

Recommendation 4

It is recommended that staff implement effective procedures to ensure children's choice is promoted in order to support children to achieve their potential and independence skills.

National care Standards early education and childcare up to the age of 16. Standard 5: Quality of experience

Not met. Although we observed the staff asking children for their views and responding to them at the time of inspection, we also observed the children as hesitant and unsure about making choices. They did not appear confident at making choices as seen on inspection to other services where choice and independence is promoted as part of the day-to-day life within the service. This indicated to us that the children were not used to making choices and that more work needed to be done to support the children to do this.

Recommendation 5

It is recommended that staff consistently complete the nursery cleaning checklist after each task is undertaken to evidence that cleaning has been carried out.

National Care Standards early education and childcare up to the age of 16. Standard 2: A safe environment.

Met. The cleaning checklists had been completed by the staff member responsible for the cleaning carried out.

Recommendation 6

It is recommended that staff along with children make the outdoor play area more attractive and interesting for children's play and learning.

The outdoor play area had been painted and was more appealing to look at. For example, the resources had been increased for outdoor play and this included activities such as using chalks for mark making and bubbles.

National Care Standards early education and childcare up to the age of 16.

Standard 3: Health and well-being.

Standard 5: Quality of experience.

Met.

Recommendation 7

It is recommended that the provider ensures staff complete the service induction programme and the associated induction checklist.

National Care Standards early education and childcare up to the age of 16. Standard 12: Confidence in staff.

Not met. New members of staff had not completed the service induction programme.

Recommendation 8

It is recommended that the provider holds monthly staff meetings to keep all staff up to date and involved in operational and practice matters.

National Care Standards early education and childcare up to the age of 16, Standard 13: Improving the service.

Standard 14: Well-managed service

Not met. Staff meetings did not place regularly.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

This was the second inspection this year. We had received a completed self-assessment from the service on 1 May 2014. The service self-assessment did not reflect the practice we found on the days of inspection. The service assessed that it was providing care at grades of three and four which are 'adequate' and 'good'. The provider and manager had not identified areas for improvement within the self-assessment that would impact positively on outcomes for the children.

Taking the views of people using the care service into account

The children were too young to give accurate verbal feedback about the service. We observed the children throughout the inspection to help us assess how confident, relaxed and happy they were attending the service. Observations have been included within the body of the report.

Taking carers' views into account

We sent twenty care standards questionnaires to the service to give to parents using the service. We received five completed questionnaires by the time of feedback. The parents who had returned questionnaires were mostly positive about the quality of the service provided. Three questionnaires indicated that they disagreed, strongly disagreed or were unsure about whether the service involved the parents/carers and children in developing the service.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 1 - Unsatisfactory

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The manager and provider had begun to take action to develop communication and information sharing between the service and the parents using the service. For example, the manager had just sent home a nursery newsletter with information about the kind of activities some of the children had been involved in. A suggestions box was placed in the entrance area at the time of the inspection which the manager hoped the parents would use.

Parents were greeted at the door by staff who gave them some verbal feedback about their children's session at nursery.

The children's lunch menu was displayed on the entrance door to the main playroom.

The children's display boards had been changed and so gave parents an insight into some of the activities their children had been involved in.

The staff talked to us about how they had involved the children. They said that they used mind maps to record children's ideas and develop topics and activities; we observed staff at times throughout the day ask children for their views. Staff and manager agreed that involvement was at very early stages and this needed to be developed and embedded for it to be more meaningful and natural.

Areas for improvement

The nursery's approach to involving children and their parents in assessing and improving the quality of care and support was found to be weak.

The information available to the parents about the service was minimal and not easily available. For example, parents had little information about the people looking after their children, their key workers, staff names, positions, qualifications and details of registration with appropriate bodies. In services that provide such information we have found that parents have the information they need to comment on staff practice and their ability to meet the children's needs and to highlight strengths and areas for improvement.

Parents did not have easy access to the nursery policies and procedures; there was no folder for parents to access easily and very little information available on the parents display board. To assess how well a service manages the care of their children parents should have information available to them and this should be in a format and language they can understand. With this information parents will have greater opportunity to comment on how well staff follow nursery procedures.

The only times parents appeared to have an opportunity to see their children at the nursery was at drop-off and collection times. Parents had not been invited to wait and observe their children or to take part in any activities or play sessions with them. Many early years services offer "stay and play" sessions or encourage parents to visit or help with activities. Services that encourage and support parental involvement have been found to have a shared understanding of how the children's needs are met, consistent approaches and good working relationships. When parents have opportunities to observe the quality of the care and support provided they can see how well the service works with their child to develop their individual skills and abilities. We found that the lack of involvement and inclusion by the service meant that parents had little information on which to base an assessment of the quality of the nursery.

We advised the service about good practice in this area and asked them to implement a strategy for the meaningful involvement of parents and children to enable better outcomes for the children. A recommendation had been made at the last inspection regarding this. The recommendation was unmet at this inspection and therefore remains. (See Recommendation 1).

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should develop the level of information sharing and meaningful involvement of children and parents/carers using the service. By doing this parents/carers and children will have the opportunity to contribute to the evaluation of the service and influence decisions made about the activities they are offered.

National Care Standards early education and childcare up to the age of 16.

Standard 13: Improving the service.

Standard 14: Well-managed service.

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

We observed the interaction between the staff and the children and the quality of the opportunities available to the children to assess and grade this statement.

The service had begun to allow children some choice. We observed that children were asked whether they wanted to have snack and that snack was offered to the children for a period of time throughout the morning. At previous inspections all the children had to stop what they were doing, tidy up and have snack. Now they had the opportunity to finish their games and to think about whether they were hungry or wanted to wait a bit longer until having snack. The children were asked if they wanted to help prepare snack. Some were chosen to be helpers and they helped with slicing banana, pouring milk and preparing snack. The children doing this were very pleased with their work and spoke to us about it. At the last inspection all snack had been prepared by staff regardless of whether children were capable of managing this themselves. By allowing the children to help the staff have given them opportunity to develop their skills and abilities, responsibility and inclusion.

We found that the children were accessing paper, colouring pencils and stencils independently. Again, the children were very enthusiastic and pleased that they had been able to do this. Children were observed as more confident going to the toilet and helping to tidy up. We found that when a child dropped a toy or pencil on the floor the staff were calmer and more positive with the children. As a result we found that the children were more interested and confident when playing and interacting with staff.

The children in the "Little Stars" room had been given space for each of them to display their creative work. The work appeared stage appropriate and was more likely to have been done by the children than the staff. This was an improvement since the last visit. The children also had photos of themselves at their own height to look at, they had enjoyed this so much that the staff now needed to renew the photos.

We observed an activity where the manager asked the children at the end about what they had learned. The children told the manager that they had been learning to recognise numbers and what they found difficult about the activity. The staff member took a note of the conversation and said it would be used to improve the game the next time they played. The children were acknowledged for their listening and participation. Recognising children's efforts and praising their work was an improvement since the last inspection and should be further developed.

We observed another staff member gather information from a group of children to help her to plan seasonal activities and games. It was clear from the observation how much the children enjoyed being a part of this activity. The staff member told us that she had recorded the number of children interested in the activities and would use that to help her to plan for the next topic.

Children were generally observed as happier, more confident and more relaxed around the staff than at previous inspections.

Areas for improvement

The nursery's approach to ensuring children were enabled to make individual choices and were supported to achieve their potential was weak.

Children are naturally curious, have enquiring minds and like to challenge their skills and abilities using tools and instruments and by trying new games or developing the ones they know well. In settings where children's creativity, problem solving abilities and learning is promoted we see them access the resources available to them and invent games and creations that stretch their imagination, concentration and all-round abilities and skills. We observed that the children at All Stars took very little opportunity to make choices that were apparently available to them. Children did not look in the drawers or boxes for activities, they did not ask to play in the sand or to go outside. At times we found staff halted potentially good and interesting games children had begun to develop. For example, the youngest child had taken a floor mat and had begun a game with another two children walking with the mat across the room, each holding a corner, this was quickly halted and the mat taken from them. Had the staff enquired about what the child was planning and supported this with some direction the activity could have evolved into an interesting learning experience. Children need to be given the opportunity to make choices, to be curious and persistent so that they can learn. By allowing and encouraging creativity and enquiry the service will enable the children to become more independent and confident when attending the nursery.

Guidance and reference to resources as well as materials in print had been given to the provider at the last inspection to support improvement in this area. (See requirement 1)

The lack of choice afforded to the children at lunch time was discussed with the provider and staff at the time of the inspection. We have explained this in more detail under Quality Theme 1, statement 3.

Since the last inspection the role of the key worker had been reintroduced. The newly appointed manager had become the key worker for the Little Stars and the lead practitioner had become the key worker for the children aged two and a half to school age. The key worker roles had yet to be developed and established. The key workers had information about the children in their groups but had yet to develop and implement plans that would support children to reach their potential. The key workers did not have a system of meeting with parents to discuss the children's needs and their progress. There was a recommendation made to help address this at the last inspection and this remains in place. (See recommendation 1).

Grade awarded for this statement: 2 - Weak

Number of requirements: 1

Number of recommendations: 1

Requirements

1. The provider must ensure that children using the service experience positive play and learning experiences.

To do this the provider must:

1. Create a nurturing nursery environment that supports and enables children to play and learn confidently.
2. Develop and offer activities and experiences that respect children's choice, interests, creativity and innovation appropriately.
3. Monitor staff practice and performance with children to ensure it is supportive and enabling.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 3 - Principles, Regulation 4(1)(a) - Welfare of users

Timescale for implementation: By 1 April 2015

Recommendations

1. It is recommended that the key worker policy is followed and that the key worker system is re-introduced as soon as possible to ensure the children's individual care needs are identified and personal plans are developed. This should be done together with the children's parents.

National Care Standards early education and childcare up to the age of 16
Standard 5: Quality of experience

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We observed some improvement to the way staff interacted with the children. The language and tone used by the staff was more patient, more understanding and more positive. We saw how well the children responded to acknowledgement and recognition for being helpful and for their efforts when playing or completing activities.

Children had their nappies changed when soiled and were regularly checked to ensure they were not in discomfort. Cream was applied to those children who needed creams to protect their skins as requested by parents. This was a significant improvement to the observations we had made at the last inspection. Sleep and rest time was more relaxed and children appeared more at ease when going for a sleep, there was a staff member supervising the children at this time to ensure they were safe and could be responded to when needed.

Children had access to outdoor play at times throughout the day. This meant that the children were getting some active physical play and fresh air.

Areas for improvement

We spent time in both rooms to make observations of children's experiences, look at children's records and speak to staff. We found that the service was unsatisfactory at meeting children's health and wellbeing.

Staff had begun to make positive changes to the care of the children and this must be further developed to ensure children's health and wellbeing needs can be adequately met.

We observed that the positive approach towards the children changed at lunchtime. Interaction between the staff and children who did not enjoy the food provided became intense sometimes resulting in a battle of wills. The children who refused food had intense supervision from staff who put pressure on them to eat. Lunches for those children were not positive experiences. At inspections in 2013 children who did not like the foods given to them or were not used to eating the foods on offer had been given a choice of alternative healthy foods and this had worked well. It had provided the opportunity for children to try the foods and develop a taste for them without the pressure of having to eat a full meal until they were ready. The provider told us that some parents had asked for alternatives for their children but no alternative had been made available. Developing a supportive environment for young children to make good choices has to be planned around the needs and the eating habits of the children you care for. This can be challenging and may involve working in partnership with parents and children themselves. We observed that the children

sat for long periods of time, sometimes up to fifty minutes, with food in front of them. The children who refused foods received a great deal of attention, albeit negative attention. This could further reinforce poor eating habits and behaviours. The provider, manager and staff must ensure their interaction with children is supportive, caring and nurturing at all times including meal times. They should refer to best practice guidance to gain information about developing a supportive environment at mealtimes.

(See requirement 1 for this statement)

The nursery had gathered little information about the children and their needs. To ensure a safe, healthy and stimulating care and learning experience for children staff must have a good understanding of the children's individual needs, interests and abilities. Well performing services ensure key staff spend time with prospective parents to discuss their children's needs before the child starts attending the nursery. The staff can then take measures to ensure they have planned for the child's start at the nursery so that they can support the children to settle, feel secure and provide activities that are stimulating and interesting to them. Regular meetings with parents help to ensure all needs are being appropriately met and that children's progress can be discussed. On a number of occasions we have observed prospective parents enquire about the nursery and places being booked for their children; we noted that on those occasions the parents were neither introduced to staff nor shown the nursery facilities, they received no information about the nursery with the exception of information about fees and times when they had spaces. There were neither nursery information packs nor other forms of information given to them. There was very little discussion about the children's health, routines, likes and dislikes, abilities and interests.

We looked at the children's files and the information gathered about children using the service. The information was very basic. We asked staff about some of the newer children and found that they had little knowledge of the children and the information that had been collected.

We looked at a sample of children files from both rooms and found that despite the requirement made at the last inspection some children had no health information recorded. We looked at the children's "All About Me" forms and found that some children had no information collected and where information had been recorded this had been completed by staff after children had been attending for some time. This means that staff had very little information to support children to manage the change between home and the service. It also means that there was no personal plan in place for some children.

Until the service puts a system in place that ensures information about the children's health, routines, abilities, interests, likes and dislikes has been gathered, recorded and used we cannot be confident that children's health, safety and wellbeing needs are met. (See Requirement 2).

We found that the service medication procedure was not being followed. We observed one child enter the nursery and the parent ask the staff to administer medication to the child at 12pm as this was four hours since she had last had the medication. The staff member explained to us that the child had been unwell and recovering from a chest infection. The medication was taken and stored appropriately, the child received medication at 12:50pm once staff noticed us looking at the records. (See requirement 3)

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 3

Number of recommendations: 0

Requirements

1. The provider must ensure that children receive sensitive, caring and responsive care from staff at all times, including meal times. Staff must have an understanding of children's emotional needs, which includes a clear knowledge and understanding of responsive care, relationships and respect for children attending the nursery. The provider and manager must monitor staff practice to ensure that they deliver a positive and nurturing experience for all children attending the nursery.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: From receipt of this report

2. The provider must introduce and maintain a system that records and reviews information about every child attending the service to ensure their health, wellbeing and safety. This information must include details about how children's individual needs will be met by the service. The information must be reviewed as often as needed but at least once every six months with parents or carers of the children using the service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) -Welfare of users and Regulation 5(1)&(2) - Personal Plans.

Timescale for implementation: by 1 April 2015

3. The provider must ensure the children using the service receive care and attention to meet their health needs. This includes following plans for the safe administration of medication.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 3 - Principles and Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: From receipt of the report

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 2 - Weak

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

The service strengths in this area have been recorded under Quality Theme 1, statement 1. For evidence of those strengths please refer to the information provided there.

Areas for improvement

Please refer to areas for improvement under Quality Theme 1, statement 1 as they apply to this statement also.

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We inspected the areas used by the children and found that there was a secure entry system in place which prevented unauthorised persons entering the building. We saw parents accompanying their children into the playrooms to ensure children safely reached their destination.

Children's attendance was recorded on the daily attendance sheet by staff on arrival. This meant that there was a written record of the children present should this be required for example, for an emergency evacuation.

We noted that children washed their hands after going to the toilet and before and after eating. We saw staff wearing disposable gloves and aprons when changing children's nappies. We also saw staff cleaning the changing mat and checking the toilet areas regularly. This helped to prevent the spread of infection. The service had used a cleaning checklist so that the manager and provider could check the times the toilets had been cleaned and by whom.

At this inspection we noted some improvement to the management of the areas used by the children and the activities they were involved in. We looked at the areas used by the children and found that they had been kept safer, for example, at this inspection there were no plastic bags or plastic coverings in reach of the children and drawing pins had been removed from the display board above their cots.

All the children had access to outdoor play at times throughout the day, the outdoor areas were appropriately set-up for the children and staff supervised them throughout. The outdoor area had been painted to look more attractive for the children, the decking had been cleaned and more toys had been introduced and were being used by the children. The children responded well to the changes made and we observed that they enjoyed the time they spent outdoors, playing more than at previous inspection.

By the time of feedback the provider had written a policy regarding the use of CCTV within the service. The provider had received written permissions from parents and had added permissions to the children's registration forms for new parents and children using the service.

Areas for improvement

We found the service's performance was weak in the areas covered by this statement.

We looked at child protection to assess how well the staff would respond to child protection concerns. We talked to staff about child protection to assess their knowledge and understanding of their roles and their responsibilities to recognise children at risk of being abused. Staff told us they had read the service child protection policy and they had signed the procedure to evidence this. Due to some language barriers some of the staff were unable to talk to us about child protection including how they would respond to a child disclosing information. The new staff had not attended child protection training and the staff who had been at the nursery longer had not updated their knowledge of child protection since 2012. A requirement had been made at the last inspection and this had not been met. (See requirement 1)

The provider and staff must continue to ensure the environment is kept clean and hygienic for children using the service. For example, the cloths used for wiping the tables at snack and lunch time appeared soiled and were not rinsed or washed by some staff after use. Staff were unsure of which cloth to use at times for wiping tables, other surfaces and the floor. The provider, manager and staff should review the cleaning and use of the cloths for cleaning work surfaces, toys and equipment and floors within the playrooms. A damp towel used to clean outdoor toys the day before had fallen from the radiator and had been left on the carpet floor in the Little Stars room giving the room a musty smell and making a damp patch on the floor where babies would play when using the room. Dirty bibs had been left in the sink from the day before and no one had washed them or put them away. Staff, provider and manager must monitor the maintenance and cleanliness of the areas used by the children. The cleaning checklist should be used as an aid to remind staff and for management to monitor the cleaning procedures. (See requirement 2 and recommendation 1)

Over the last year the provider had upgraded the decor in the playrooms and outdoors. The improvements should be maintained and further development should now be undertaken to upgrade the children's furniture and furnishings. We have discussed this at every inspection because the physical environment in which children are cared for is significant. For example, the service has storage spaces that children cannot access independently and safely; there is not enough comfortable seating for parents and staff to feed babies, comfort children and read stories, the one soft adult chair was stained and marked; children's high chairs, tables and chairs were old and worn, had tears, chips and marks that could not be washed away or repaired effectively. Services where the physical environment is used to support a positive, quality experience for children reflect this in the selection and maintenance of furniture and resources. We observed children using coloured pencils that were sharpened so short that they could barely hold them between their fingertips, the

children were unable to control the movement of the pencil and to manage the handwriting tasks given to them by staff because of this. The felt pens that were available to the children had dried out and most were unusable. (See Recommendation 2)

Grade awarded for this statement: 2 - Weak

Number of requirements: 2

Number of recommendations: 2

Requirements

1. The provider must ensure that staff understand their roles and responsibilities regarding the protection of children attending the nursery, including the procedures the nursery will follow when a child protection concern arises.

This is in order to comply with Regulations 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

Timescale: By 1 April 2015

2. The provider must ensure that areas used by the children are kept clean and maintained to a standard that minimises the risk of the spread of infection to children using the service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 4(1)(a)&(d) - Welfare of users.

Timescale for implementation: From receipt of this report.

Recommendations

1. It is recommended that staff consistently complete the nursery cleaning checklist after each task is undertaken to evidence that cleaning has been carried out.

**National Care Standards early education and childcare up to the age of 16.
Standard 2: A safe environment.**

2. It is recommended that to support and enable children's learning and development the service should have a range of resources available that are usable, interesting, stimulating and challenging to the children using the service.

National Care Standards early education and childcare up to the age of 16.

Standard 3: Health and well-being.

Standard 5: Quality of experience

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 1 - Unsatisfactory

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

Evidence gathered for Quality Theme 1, statement 1 was also considered for this quality statement.

Areas for improvement

Evidence gathered for Quality Theme 1, statement 1 was also considered for this quality statement.

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

There was a recruitment policy and procedure in place that informed the provider and manager of best practice to follow when recruiting staff. Since the last inspection the provider had recruited two staff members and three staff had left the service. The provider had followed the service procedure before the staff could start.

The staff members' files contained:

- * application forms
- * information about Protection of Vulnerable Groups (PVG) checks
- * minimum of two references.

The provider had hired a cook and the kitchen areas looked very clean and well organised.

Areas for improvement

The service was found to be unsatisfactory in areas relating to this statement. Three new staff members had not completed the service induction. Two of the new staff had limited knowledge of the English language and it was therefore very difficult for us to assess their understanding of the service policies and procedures, national care standards and good practice guidance. There was no evidence that the provider had put supports in place to enable staff, for whom English is not their first language, to develop their knowledge and understanding of their roles and responsibilities.

Care Inspectorate officers have discussed the importance of having skilled and qualified staff consistently at all visits to the service, we have been assured by the provider that they were actively seeking skilled, experienced and qualified staff to support improvement of the service. We looked at the nursery adverts to see what skills, qualifications and abilities the provider had asked applicants for. We found that the nursery had advertised for unqualified and inexperienced staff who were willing to work towards qualifications. However following discussion highlighting this, an advert was placed on 2 December 2014 for qualified staff. From research, such as The Effective Provision of Pre-School Education (EPPE) project research we know that the quality of the staff impacts on the outcomes for the children. Most importantly staff-child relationships and interactions, staff knowledge of child development, staff knowledge and understanding of the curriculum and staff who encourage high levels of parent engagement in their child's care and learning. The service had only two staff who had recognised child care qualifications and were registered with the Scottish Social Services Council or equivalent body. (See requirement 1)

We found that the induction programme had not been completed with all new staff employed to work in the service. (See recommendation 1)

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 1

Number of recommendations: 1

Requirements

1. The provider must ensure that at all times suitably qualified and competent persons are working in the nursery in such numbers as are appropriate for the health, welfare and safety of children.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 15 (a) - Staffing.

Timescale for implementation: by 1 April 2015

Recommendations

1. It is recommended that the provider ensures staff complete and understand the service induction programme and the associated induction checklist.

National Care Standards early education and childcare up to the age of 16.

Standard 12: Confidence in staff.

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

Staff and the provider told us that they were keen to continue with the improvements to the children's learning and childcare experience. They worked well with us throughout the inspection process and listened to feedback; talking to us about the way they worked and ideas for on-going improvement. We found that they responded to advice given throughout the inspection, often taking immediate action. The staff were keen to introduce new activities and routines that they felt would enhance the children's learning experiences.

The staff had taken action to improve the way they communicated and interacted with the children. They were observed praising children's efforts and had introduced some activities that supported the children's learning and development. Children responded well to the positive interactions and were observed as more confident, more focussed and settled throughout this inspection.

The key workers in the Little Stars room and the room for the older children had taken action to organise activities and to make the environment look more appealing and interesting to the children and their parents. We acknowledged the work undertaken since the last inspection and impressed upon the staff and the provider the importance of continued improvement.

Areas for improvement

There were two members of qualified staff employed within the setting. Due to unexpected staff changes, only two staff had been registered with the Scottish Social Services Council and other staff members had applied. We advised the provider to employ staff with qualifications and experience to help improve the standards of care provided and to support the staff and manager to develop the quality of the service. This was discussed in more detail under Quality Theme 3, Statement 2 and a requirement was made.

There have been further changes to the service staffing. We understand from the provider that the staff leaving the service was unexpected and sudden. One staff member left without giving any notice to the manager and provider and another left with only a few days notice. The continuous uncertainty and on-going staff changes impact negatively on the children's relationships and attachment to those caring for them. Continuous change impacts on the staff: child ratios, workloads, motivation and satisfaction.

Observations of staff and manager indicated a workforce that worked long hours with very little time for planning and organisation, criticism of staff practice was done in front of the children, inspectors and other staff. We talked to the provider about her role, staff monitoring and professional development and stressed the importance of spending time with the manager to support and enable effective staff development. No formal staff monitoring had been undertaken and training such as child protection training had been undertaken in 2012 . (See Requirement 1)

The service did not comply with staffing ratios as stated in the service conditions of registration. We found that the manager was not supernumerary to the staff for 75% of the time as is the condition in the service registration certificate. (See requirement 2)

We found the nursery had held two staff meetings since the last inspection. The service should continue to develop the use of regular staff meetings to ensure good communication, discuss issues and to develop a shared understanding of how best to meet the service aims and objectives. The provider and manager advised that they had taken action to address this by having weekly staff meetings.

Grade awarded for this statement: 2 - Weak

Number of requirements: 2

Number of recommendations: 0

Requirements

1. To ensure the safety, health and wellbeing of children using the service the provider must ensure that the children experience care and support that meets their needs and enables them to reach their potential.

To do this the provider must:

- a. Ensure staff receive professional support, advice, guidance and training to carry out their roles.
- b. Ensure staff performance is monitored effectively
- c. Ensure they and the staff team are informed and comply with the Scottish Social

Services Council's code of practice for Social Service Workers and their personal responsibility to meet that code.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 15(a)&(b)- Staffing.

Timescale for implementation: By 1 April 2015

2. The provider must ensure there is sufficient numbers of staff on duty supervising and caring for the children to meet adult:child ratios at all times, ensuring condition 3 on the registration certificate is adhered to.

This is in order to comply with: Social Care and Social Work Improvement Scotland SSI 2011/210 Regulation 4(1)a Welfare of Service users.

Timescale for implementation : on receipt of this report.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 1 - Unsatisfactory

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

Evidence gathered for Quality Theme 1, statement 1 was also considered for this quality statement.

Areas for improvement

Evidence gathered for Quality Theme 1, statement 1 was also considered for this quality statement.

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

The inspection found that overall some improvements had been made to the children's care experiences.

The key workers in both rooms had been reinstated and with the support of the provider they had taken action to address some of the issues raised at the last inspection and through the Improvement Notice. This had resulted in improved interaction between staff and children and better quality activities on offer to the children.

Key staff had begun to introduce activities that facilitated choice and the key staff had begun to record observations, for example they had written about their children's skills and abilities.

Areas for improvement

We found the service performance in areas covered by this statement to be unsatisfactory.

This inspection evidenced that quality assurance systems and processes involving service users, carers, staff and stakeholders had not been used effectively to assess the quality of the service. For example, services with effective quality assurance systems use improvement plans to support the manager and staff to decide on prioritised areas of improvement and to set achievable timescales. There was no plan in place for the manager and staff to work towards and no consistent system to help monitor and assess the standards of care provided.

The provider had completed an action plan following the last inspection stating how the service was going to improve the quality of the service. The actions taken by the provider and manager since then had not made the significant changes to the quality of the service provided they had hoped for.

The service self-assessment submitted to the Care Inspectorate provided information that processes were in place to ensure children's needs were met, but we found that the practice and procedures described were not used at the time of the inspection. There were no significant areas for development identified within the self-assessment by the provider, manager and staff.

At inspections, inspectors had spent time with the provider, manager and staff to discuss practice, recognise areas of strength or improvement and to discuss areas for development. We have given the service copies of best practice guidance and information to support improvement. We referred the provider, manager and staff to further guidance and information, such as that which can be found on the internet. At the last inspection we discussed the issues we had seen with staff and listened to their views of these. They had agreed with our findings, as had the provider. At this inspection we discussed the priorities as described within this report as they impact most on the outcomes for children. As the provider and manager agreed that the improvements identified in this report were needed and achievable, they must evidence significant improvement to the children's experiences by the time of the next inspection.

The poor quality of the children's care experiences has been reported in inspections since 2008. This means that despite efforts made by the provider to date, the service has consistently failed to provide children with adequate standards of care since then. Current improvements identified must be further developed and sustained to ensure children receive care to meet their needs. (See Requirement 1)

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must improve the quality of the service to meet the needs of the children.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 3 - Principles and Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: by 1 April 2015.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

The last inspection evidenced such poor practice that we made the decision to issue the provide with an Improvement Notice. The Improvement Notice was met following an extension to the timescales.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 1 - Unsatisfactory	
Statement 1	2 - Weak
Statement 2	2 - Weak
Statement 3	1 - Unsatisfactory
Quality of Environment - 2 - Weak	
Statement 1	2 - Weak
Statement 2	2 - Weak
Quality of Staffing - 1 - Unsatisfactory	
Statement 1	2 - Weak
Statement 2	1 - Unsatisfactory
Statement 3	2 - Weak
Quality of Management and Leadership - 1 - Unsatisfactory	
Statement 1	2 - Weak
Statement 4	1 - Unsatisfactory

6 Inspection and grading history

Date	Type	Gradings
20 Aug 2014	Unannounced	Care and support 1 - Unsatisfactory Environment 1 - Unsatisfactory Staffing 1 - Unsatisfactory Management and Leadership 1 - Unsatisfactory
16 Oct 2013	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and Leadership 2 - Weak
2 Jul 2013	Unannounced	Care and support 2 - Weak

Inspection report continued

		Environment Staffing Management and Leadership	2 - Weak 2 - Weak 2 - Weak
17 Dec 2010	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory
5 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory
23 Sep 2009	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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

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