

Little Panda's Nursery Day Care of Children

53 Kilpatrick Drive
Erskine
PA8 7AF

Telephone: 01418 124 002

Type of inspection:
Unannounced

Completed on:
24 January 2022

Service provided by:
Kilpatrick Leisure Limited

Service provider number:
SP2020013569

Service no:
CS2020380809

About the service

Little Panda's Nursery operates from a purpose-built building within the Erskine area of Renfrewshire. It is registered with the Care Inspectorate on 22 October 2020. The service is currently registered to provide a care service to a maximum of 108 children not yet attending primary school at any one time, of those 108 no more than 26 are aged under 2 years; no more than 82 are aged 2 years to those not yet attending primary school full time of those 82 no more than 45 aged 2 years to under 3 years.

The manager recently updated the aims and objectives to reflect the nursery provision consulting with staff, children, and parents. A full statement of the service's aims and objectives is available from the service.

As part of this inspection, we considered Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1, Quality of Care and Support.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

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

We compiled this report following an unannounced visit on Tuesday, 18 January 2022. We continued the inspection virtually using Microsoft surveys, TEAMS technology, and email exchange, then concluded by giving feedback on Wednesday, 26 January 2022.

The inspection was carried out by two inspectors from the Care Inspectorate.

What people told us

There were 75 children present during the inspection visit. Children were happy and settled in the staff care. They were having fun playing with the toys and equipment available to them indoors and outdoors.

Throughout this report, any reference to 'parents' also includes carers and guardians.

During the inspection process, we issued a survey to parents and staff. We received 25 parent and 17 staff responses.

The comments received by parents were mainly positive. Mostly all parents felt that staff know their children well. They are patient, kind and thoughtful and have a genuine interest in children, their family and outside life. Children are well cared for and nurtured. The service is safe, clean and well resourced. Some parents told us that the service had worked well to support their families through difficult times during the Covid-19 pandemic. The new manager was approachable. However, mainly all parents were concerned about the high staff turnover and that it would be good to get regular update emails, especially on staff movement.

We saw evidence that the manager had recently shared information with parents about staff, their qualifications and playrooms they currently work within.

Self assessment

We did not ask the service to submit a self assessment before the inspection. Instead, we reviewed the service quality assurance systems and improvement plan.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

We spent time in all the playrooms. The children were happy, settled and relaxed. They experienced warm, caring and nurturing interactions from staff who supported their care needs. Staff offered comfort, cuddles and reassurance, which supported young children to feel safe and secure.

Children's opinions were valued, supporting them to feel included. We saw that children's emotional wellbeing was supported by staff who knew the importance of developing trusting, loving relationships. The staff use human rights-based approaches in their interactions with children. An example of this was asking children if they wanted a 'happy nappy' and respected children's choice when they wanted to continue their play.

We were satisfied that the service had the appropriate infection, prevention and control procedures in place to support a safe environment for children and families. For example, good handwashing routines were in place and safe procedures adapted according to current guidance. In addition, the playrooms were visibly clean with enhanced cleaning regimes in place to prevent the spread of infection.

Playrooms were inviting with a range of resources that children could choose from, suitable to their age and stage of development. For example, babies participated in paint experiences supporting their senses and creativity. While the older children joined in with active songs, singing and stories read by an adult. Supporting children's social and expressive language development. Staff told us that they had introduced some open ended natural resources that will further support children's creativity, imagination and higher order thinking skills.

The service has a settling in policy that supports children by considering every child's individual needs and family's circumstances. The transition coordinators role is to support staff and ease children's transition between playrooms. However, one parent told us that they felt a little nervous that their child was due to move playroom soon and thought that some prior visits to meet the new staff would be beneficial. The new manager agreed and has plans to support smoother transitions for children, which she will share with parents to alleviate any concerns.

The service promoted healthy lifestyles. We saw children play outdoors for most of the session. The outdoor coordinator and the manager's knowledge and experience were instrumental in ensuring that the service programmed health and fitness into the children's day, which further supported children's mental and physical health. Most parents were pleased that the children played outdoors regularly, went on local visits to the shops and beach, which they felt was incredibly important for their child's development and stimulation, and how the service used the attached soft play area for children to burn off energy. However, some parents felt that children would benefit from more time outside for fresh air weather dependant. The manager and the staff team will continue to review children's access to all outdoor weather play.

There was a strong focus on meal and snack times which was an opportunity for learning and development. In addition, staff used relevant guidance documents to support children to keep healthy. One parent commented that they were pleased that their child is well fed nutritionally at the nursery. However, another parent felt that the service could update the menu to cater for all children's nutritional preferences. The manager and the staff team will continue to review the menu plan to consider the dietary choices made by children.

What the service could do better

Staff demonstrated, through discussion, that they knew the children in their care and had recently gathered information from parents using an 'all about me' form. Most parents agreed that staff ask them to review their child's care plan and felt that the 'all about me' form was very in depth. However, some parents felt that information was only shared when specifically asked and that they had not reviewed their child's plan in a while. We sampled children's personal care plans during the inspection and found that while all children had a plan, these should be dated accurately to ensure the information is up to date and outlines the child's targets and next steps in learning. This will ensure that the plan is right for the child and detail how children's needs, wishes and choices will be met, supporting their health, welfare, and safety needs. We signposted the service to the Care Inspectorate personal plan guidance, which is available at <https://hub.careinspectorate.com/media/4653/personal-plans-guide-elc-final-13102021.pdf>. See recommendation 1.

The new manager has completed a wellbeing policy for staff and children and Wow Awards to support staff achievement, confidence and wellbeing. She regularly asks how the staff team were feeling to check on their wellbeing. However, she was aware that these were informal and not recorded. She agreed that having wellbeing meetings with staff to document how they were feeling and reflect on their practice, identify what they do well, and how they were feeling would further highlight areas of wellbeing across the service.

Children were protected from harm by staff who had a basic understanding of their role and responsibilities regarding child protection. In addition, all staff have undertaken child protection training through the online Azilo training, and for some staff including, the new manager, external training in child protection has been accessed. However, we found significant gaps in staff and the managers understanding of child protection procedures should there be a child protection concern. Therefore, we recommend that the manager and staff revisit their child protection policy and have refresher training to bring all staff up to date. This will contribute to maintaining the safety and wellbeing of children in their care. See recommendation 2.

The manager provided staff with opportunities to complete online child development training. Staff should evaluate how training has supported their own practice, and what difference learning has had for the setting and the children's play, learning and development. We saw a wealth of information and guidance displayed for staff to access.

This needs to be followed with challenge questions by the manager at appraisals with each staff member to monitor staff knowledge and understanding of training to ensure a culture of continuous improvement supporting positive outcomes for children in their care.

We looked at the paperwork to support the quality assurance systems in place. This included the improvement plan, which the manager shares with staff during meetings. The manager should continue to ensure that staff in all playrooms were aware of the key priorities for the nursery and were involved in the actions taken and the progress made to support the service quality improvement journey.

We concluded that the manager was aware of the importance of quality assurance systems. We were confident that the manager and staff team would use feedback from this inspection and the ongoing feedback from children and their parents to identify future priorities to measure the impact this was having on children's play, learning, development and care needs, which we will follow up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should ensure that children's personal care plan information is complete, reviewed, and updated where appropriate to include targets and next steps in learning to support children's play, development, health, wellbeing, and safety needs.

The personal plan should include, but is not limited to:

- Being reviewed at least once every six months or more when required
- Management review all information held in children's personal care plans
- Staff demonstrate appropriate best practices when completing entries and changes to children's personal care plans.

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

2. The manager and staff should revisit their child protection policy and have refresher training to bring all staff up to date. This will contribute to maintaining the safety and wellbeing of children in their care.

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

'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow their professional and organisational codes' (HSCS 3.14), and 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

Complaints

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

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider and the manager should further develop children's personal plans, detailing children's targets and next steps in learning and how staff plan to achieve this, where children's plans identify strategies these should be implemented through practice to meet the child's health, welfare and safety needs.

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

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

This recommendation was made on 22 March 2021.

Action taken on previous recommendation

Personal care plans were in place for all children. However, from the ones we sampled, we found that they needed more information to include children's targets and next steps in learning to support children's play, development, health, wellbeing, and safety needs.

This recommendation is not met. We will monitor the progress in this area on our next inspection.

Recommendation 2

To ensure the safe administration of medication, the provider and the manager should review best practice guidance;

Management of medication in daycare of children and childminding services' and ensure that where children require medication for example allergies this is available on the premises at all times, medication record should be reviewed and updated to record signs and symptoms of when medication is required to be administered and also record dose of medication given.

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

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

This recommendation was made on 22 March 2021.

Action taken on previous recommendation

We looked at medication procedures at the service and found that medication was stored, administered, reviewed, and updated in line with best practice guidance. However, we found that the paperwork and procedures needed further improvement to minimise the risk to children. The issues we identified were addressed immediately by the manager.

This recommendation is met.

Recommendation 3

The provider and manager should ensure that children being placed in the service due to emergency childcare that all necessary information is collated prior to children starting this includes children's GP and health visitors name and address and contact numbers.

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

'My care and support is provided in a planned and safe way, including if there is an emergency and unexpected event' (HSCS 4.14).

This recommendation was made on 22 March 2021.

Action taken on previous recommendation

We sampled children's enrolment forms for new children. These included their doctor, health visitor, medical and allergies. In addition, to who was in their family and emergency contacts. This supported staff to care for children safely, including emergencies and unexpected events.

This recommendation is met.

Inspection and grading history

This service does not have any prior inspection history or grades.

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