

Kaimhill Primary School Nursery Day Care of Children

Pitmedden Terrace
Aberdeen
AB10 7HR

Telephone: 01224 498 150

Type of inspection:
Unannounced

Completed on:
7 May 2021

Service provided by:
Aberdeen City Council

Service provider number:
SP2003000349

Service no:
CS2003014437

About the service

Kaimhill Primary School Nursery has been registered since 1 April 2002. The service is provided by Aberdeen City Council. It provides a day care of children service for a maximum of 40 children between three years of age and to those not yet attending primary school at any one time. The service operates from two playrooms within the primary school and has direct access to an enclosed outdoor play area.

The aims of the service are as follows:

- To be inclusive
- To be the best you can be
- To care for ourselves
- To be respectful
- To enjoy learning.

The Care Inspectorate check services are meeting the principles of 'Getting It Right For Every Child' (also known as GIRFEC; Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people). There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

The Care Inspectorate carried out an unannounced site visit inspection of the service on 20 April 2021 to observe practice. This was a focused inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

We observed the children playing indoors and outdoors. We talked to the senior leadership team and the staff using Microsoft Teams technology. We examined relevant policies, records and children's documentation sent to us electronically. Feedback was given to the senior leadership team, which included the registered manager of the service on 7 May 2021.

This inspection was carried out by inspectors from the Care Inspectorate.

What people told us

Parents and carers told us that they were confident that staff were taking appropriate action to reduce the risk of transmission of COVID-19.

Efforts made to maintain relationships during lockdown were welcomed and appreciated by families:

"My (child) has a brilliant relationship with (their) assigned staff and they were always on hand through seesaw app, by weekly zoom meetings which were fantastic in lockdown."

"Every week we had a theme to focus on if we wished. Any queries we had we contacted them through seesaw app and always had a response. Always commented on any photos we uploaded. We printed out lots of the suggested activities, like a scavenger hunt/sports day etc., lots of fun and a great support for parents."

We received positive feedback about how staff supported the children transition back to nursery after period

of lockdown. One parent told us "they tried to make it as normal as possible and make everything fun and positive so the children settled in easier."

Communication was also commented upon positively:

"....the nursery staff have good communication about my child."

"The staff ask me regularly about my child's interests and that helps them support my child with (their) skills."

"The staff are good and approachable."

Parents and carers felt that their children enjoyed nursery and had lots of fun there. Outdoor play was a particular favourite. We saw this during our visit to the nursery where children were really engaged in outdoor play using lots of loose parts, such as tyres, guttering and wooden planks. Comments from parents and carers included the following:

"Outdoor play is great and the staff all get involved."

"I like how the children have a lot of outdoor fun, and how they concentrate on each child's unique skills and try to improve."

"Loves Forest Friday, Wheelie Wednesday and Trekking Tuesdays. (Child) has so much fun at nursery everyday!!"

"Engaging them in different interesting activities."

We spoke with the children and observed them in their play. The children were happy to show us what they were doing. One child told us "I like to play with my friends, building."

From this inspection we evaluated this service as:

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

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

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

5 - Very Good

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

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

Staff had a nice rapport with the children. They spoke about and responded to the children in a very caring way.

Staff worked hard to keep in touch with families during lockdowns and to support transition back to nursery. This worked particularly well during the second lockdown when virtual class meetings took place centred around fun activities to encourage participation and engagement.

The team recognised when there were families that needed extra support and ensured that weekly phone calls took place to be a listening ear and to offer support and advice.

Staff had a very good overview of individual children and their needs. Clear plans were in place to support children who had specific needs. Staff had worked in partnership with parents to look at how to support children and strategies put in place were working well. Children that required the support of external agencies, such as speech and language therapy, were identified quickly and referrals made promptly. A clear system was in place to ensure that discussion and guidance from external agencies took place on a regular basis to maximise early intervention.

There were clear personal plans in place for all other children and also a detailed account of the children's health and wellbeing needs in relation to the SHANARRI wellbeing indicators - come from the GIRFEC approach and say that children should be safe, healthy, achieving, nurtured, active, respected, responsible and included.

Staff had been working with the children on their emotions, recognising that the pandemic had been a very challenging time for everyone. This work had been important in keeping children safe and well and ensuring families received additional support where required. Staff had a good understanding of child protection and their role. Concerns were identified and responded to promptly and appropriately.

We observed children to be having lots of fun outdoors during our site visit. They developed their social and physical skills, their confidence, their problem solving skills and their creativity using the range of open ended loose parts. These included tyres, crates, balls, wood slices, twigs, plastic guttering and pallets. The nursery was currently developing their outdoor learning. The plans included a visit from the country ranger, visiting the allotment, more planting activities as the children loved planting potatoes and fire pit training.

Indoors the children enjoyed block play, crafts and story time. The children were engaged in their play.

We observed that the process for snack should be reviewed. It did not create a relaxed and sociable experience for the children. This was acknowledged by the team who had looked to make improvements

during the inspection process.

Quality indicator 5.2: Infection Prevention and Control Practices support a Safe Environment for Children and Staff.

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

The service had improved the environment for the children. During the inspection we saw that the nursery was welcoming and had a homely atmosphere where the children were relaxed in their play. The nursery had been split into two bubble groups during the COVID-19 pandemic. The infection control procedures were effective to reduce the risk of spreading infection.

Procedures had been changed when picking up and dropping off children to help ensure social distancing during the COVID-19 pandemic. Parents and carers dropped off and picked up their children at the garden gate and were not allowed to enter the nursery building. This was confirmed by parents we spoke with and was also observed.

It had been communicated with parents and carers that children were to remain at home if unwell. The staff and management described the correct procedure to follow if any child developed symptoms or became unwell within the service. These measures helped to limit the spread of infection and keep children healthy and safe.

Enhanced cleaning procedures had been put in place to support a safe environment for children and the staff. High touchpoint areas were cleaned between sessions along with resources and new activities laid out for the children.

The children washed their hands independently before and after snack. Tables were cleaned before and after use and staff were wearing the correct personal protective equipment (PPE). These measures contributed to keeping children safe from infection.

The children had access to free flow outdoor play during the session and enjoyed being outdoors. This meant that the room was well ventilated. Being outdoors helped to control the spread of COVID-19 and contributed to positive mental and physical wellbeing amongst the children.

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

- Staffing arrangements meet the needs of children and families.

- Staff are well supported and confident.

The service was always appropriately staffed to meet children's needs. Staff were in place to provide one-to-one support where required and to promote effective infection control practice. The whole team were very motivated and interested in their work. They reflected on their practice and used this to support better outcomes for children.

All staff had completed core training, which included child protection, PPE guidance, health and safety, hand washing and infection prevention and control. Our discussions with staff and our observations of practice evidenced the team had a very good knowledge about controlling transmission of COVID-19.

Staff had completed a lot of other training to help develop them in their role and support the children. Training included outdoor learning, various supporting communication courses, play, supporting children with emotions and mental health and training on 'Realising the Ambition' (national practice guidance for early years in Scotland). Again it was clear, through observing staff practice and having discussions with them, that the training had had a positive impact. Staff used the training to reflect on and develop further their practice which contributed to supporting the children's learning, developing their communication and providing a nurturing and responsive service.

The management team had a very good overview of what was happening in the nursery. It was clear that they knew the children well, their needs and how they were being supported. They were very knowledgeable about where things were at in relation to supporting families that were more vulnerable and in relation to child protection. The management team demonstrated a very caring and thoughtful approach. They ensured that there was appropriate support for children within the nursery setting. They worked hard with the staff team to ensure general and targeted support was provided remotely to families during periods of lockdown.

The nursery team were consistent in stating that they felt that the current team was strong and worked well together. They felt that this had improved the quality of the nursery. The staff spoke positively about the senior leadership team and felt well supported. An ethos of support, care and respect was very apparent throughout the nursery with the wellbeing of children, their families and the staff team at the centre.

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

Requirements

Requirement 1

In order to ensure that children receive the appropriate support and protection they may need, the provider must ensure that the manager and senior staff are clear on their responsibilities, including when to implement the child protection policy 1 September 2019.

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

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20); and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Regulation 7 - Fitness of Managers.

The provider may find the following document useful to support them in meeting this requirement:

<https://www.gov.scot/policies/child-protection/>

This requirement was made on 20 June 2019.

Action taken on previous requirement

The service had submitted child protection notifications during the pandemic. Some of these had come from exploring children's feelings due to the emotions work they have been undertaking and the 'feelings wall'. Staff had taken appropriate action by referring on to the management team/getting advice and then the management team had referred concerns on appropriately and notified the Care Inspectorate with good quality detail.

Met - within timescales

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

Areas for improvement

Previous area for improvement 1

To ensure each child feels safe, secure and nurtured, staff should be more observant and responsive to individual children's needs and behaviour.

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

'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1).

This area for improvement was made on 20 June 2019.

Action taken since then

The staff knew each child and their individual needs very well and were clear about how they were meeting them. They were reflective practitioners who worked in partnership with parents to find solutions to challenges. We found staff to be responsive to children during our observations and supported them as required.

This recommendation was found to have been fully met.

Previous area for improvement 2

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

- a. Develop and implement personal plans for all children that reflect their current needs and provide clear guidance to staff on how they will meet each child's needs.
- b. Review the personal plans to ensure they are effective at meeting the needs of children.
- c. Ensure staff are knowledgeable and competent in meeting the needs of children and are using this knowledge and the information in the personal plans to effectively meet each child's needs.

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

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

This area for improvement was made on 20 June 2019.

Action taken since then

Detailed personal plans in place for all children. Individual education plans were in place where required. Systems were in place to ensure there was a clear overview of support provided by external professionals.

Children's documentation was regularly reviewed. Staff spoke confidently and knowledgeably about children's needs and how they supported them. This was consistent with what was written in the children's personal plans.

This recommendation was found to have been fully met.

Previous area for improvement 3

To support children to progress and achieve, staff should develop their skills and knowledge of:

a. Observation, assessment and planning.

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

'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27).

This area for improvement was made on 20 June 2019.

Action taken since then

We did not fully assess this during this inspection, however staff had begun to roll out a new way of doing this. Reports are that this is working well. Staff were enthusiastic about what had been achieved so far and they told us they had had positive feedback and engagement from parents and carers.

This area for improvement will be carried forward to the next inspection of the service.

Previous area for improvement 4

The manager and staff should develop a welcoming, homely environment which contains a range of activities and experiences to include more open-ended resources and developmentally challenging experiences to enable children to develop skills in problem solving, imagination and curiosity to achieve their potential.

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

'As a child, I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This area for improvement was made on 20 June 2019.

Action taken since then

We did not assess this area for improvement during this inspection. It will be carried forward to the next inspection of the service.

Previous area for improvement 5

To ensure children are kept safe and healthy the manager and staff should ensure effective infection control procedures are in place that reduce the risk of spreading infection.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 20 June 2019.

Action taken since then

The site visit undertaken as part of the inspection included close observations of how staff were managing COVID-19 guidance in relation to controlling infection. They were doing this to a very good standard.

This area for improvement was found to have been fully met.

Previous area for improvement 6

To ensure children receive high quality care, support and early learning experiences, staff develop their skills and knowledge of effective interaction to support and extend learning.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 20 June 2019.

Action taken since then

Staff had undertaken a range of training since the last inspection and had used the training to develop their practice. Outdoor learning had been a key achievement and we found children to be fully engaged in learning through their play, well supported by staff.

This area for improvement was found to have been fully met.

Previous area for improvement 7

In order to ensure that children receive high quality care and support the manager should ensure that children's needs are supported by senior staff who have a thorough understanding of their roles and responsibilities.

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

'I use a service and organisation that are well led and managed' (HSCS 4.23); and 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 20 June 2019.

Action taken since then

We found that the senior leadership team had a very good overview of children's needs and were supporting and guiding staff well. This had resulted in very positive outcomes for the children.

This area for improvement was found to have been fully met.

Previous area for improvement 8

To ensure children receive high quality early learning and childcare and their individual needs are met, the provider should:

- a. Implement a robust and effective quality assurance process.
- b. Promote a culture of continuous improvement.
- c. Review all medication forms regularly ensuring signs and symptoms of conditions are recorded correctly and information is clear on how much medicine was administered.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

<https://hub.careinspectorate.com/media/1459/building-the-ambition-national-practice-guidance-on-early.pdf>

https://education.gov.scot/improvement/Documents/Frameworks_SelfEvaluation/FRWK1_NIHeditSelf-evaluationHGIELC/HGIOELC020316Revised.pdf

This area for improvement was made on 20 June 2019.

Action taken since then

Quality improvement processes were in place. These were effective as we found that outcomes for children have improved. The senior leadership team had a very good overview of what was happening in the nursery. Staff had a clear focus on improving the service further and were very motivated to do so.

This area for improvement was found to have been fully met.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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