

Perth College Nursery Day Care of Children

Perth College
Crieff Road
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Telephone: 01738 877 376

Type of inspection:
Unannounced

Completed on:
5 October 2021

Service provided by:
Perth College

Service provider number:
SP2003002197

Service no:
CS2003010152

About the service

Perth College Nursery registered with the Care Inspectorate on 1 April 2011 and is registered to care for a maximum of 56 children aged one year to those not yet attending primary school, which includes ten children aged one to two years, no more than 17 children aged two to three years and no more than 29 children aged three to five years.

The nursery operates from a detached, single storey, purpose-built premises located in the grounds of Perth College UHI. Internally, the accommodation provides separate areas for children aged one to two years, those aged two to three years and those aged three to not yet attending primary school. There is a cloakroom, toilets and changing facilities available for children's use. Externally, there is a fully enclosed and well resourced outdoor play area which is accessible from all nursery rooms. The nursery holds partner provider status with Perth & Kinross Council's Education and Children's Services.

We 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. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of 'Getting it Right for Every Child:' safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

All children were seen to be happy, content and fully engaged in their play. We spoke to children throughout the inspection. Comments included:

"We are making dinosaur eggs"

"We are making pizza"

"This is cat soup"

We provided the service with an online questionnaire to share with parents of children using the service. We received 18 responses. All of those who completed our questionnaire strongly agreed that they were happy with the quality of care and support their child received while in the service. Some comments include:

"I can genuinely say this is the best nursery I have seen over the years. The staff are incredible with my two children. They are cared for and the nursery is clean, safe, informative, great relationships with parents and they give the children a nurtured, safe and fun environment."

"My child loves attending the nursery, all staff are lovely and really nice to chat to I get regular updates when I pick him up and are very welcoming when dropping off in the morning, I'm really happy to know that when I'm dropping (child) off they're happy and settled."

"My child absolutely loves days at Nursery and gets excited at the thought of going in for the day. (Child) has developed beautiful relationships with the staff and speaks about them daily and knows them by name. (Child) communication has flourished and I have always felt very confident in the staff's abilities and their level of involvement and personal care towards my child. It's a big deal for parents to put the care and development of their children in others hands and I couldn't be happier with this establishment."

"Would love some stay and play sessions and would love if updates such as pictures could be uploaded daily such as seesaw."

"Our child has recently started at the nursery. She looks forward to going and we both receive a warm welcome and goodbye at drop off and pick up. The staff take time out to explain what activities were going on or what was played with."

"Wonderful and nice people who work there, always helpful and enthusiastic. My daughter goes there with a smile on her face, I am always sure that my child is well looked after."

"Rarely do we have any concerns, and on those few occasions the staff have been excellent in their response. They often go over-and-above to suit the individual development needs of our child."

"The nursery is a welcoming and warm environment. I have found it to be a very positive experience for my child. The staff are kind, patient and do their utmost to include and nurture the interests of the children."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance processes, self-evaluation and centre improvement plan.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Major strengths were identified therefore the quality of care and support has been evaluated as very good.

Children experienced a relaxed and welcoming atmosphere that supported them to feel safe whilst playing and learning. Children were content and settled during our inspection. Staff knew children very well and were responsive to their emotional and wellbeing needs. Children were offered comfort and cuddles and actively sought these from staff. This demonstrated the positive attachments children had with staff.

Children had fun throughout the day during their play and learning, we heard staff and children laughing together. This supported children to be relaxed in the nursery environment. Child led planning approaches empowered children to lead their own play and learning. Their ideas and opinions were valued, and this supported children to feel included and respected.

Personal plans were up-to-date and reflected children's current needs. Staff used these to plan and provide experiences to support children to transition smoothly. For example, staff in the baby room had used children's interests detailed in their personal plans to plan and develop experiences. This supported children to settle into the nursery and contributed to them building their confidence and self-esteem.

Parents felt included and valued as part of the service. To enhance communication between the nursery and parents, staff had begun to use a closed Facebook page to share information. One parent who responded to our online questionnaire told us "The Facebook photos are nice to have an insight about what the children are doing. We feel we have been warmly included into the nursery family it's as if we've been there for a longer time."

Staff had a clear understanding in keeping children safe and were proactive in ensuring their knowledge was up-to-date by attending relevant training. A clear protection policy was in place which supported staff to keep children safe from potential harm. The effective use of chronologies ensured children's needs were identified and addressed in a timely manner.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff in relation to Covid-19. A comprehensive risk assessment was in place which reflected current guidance. We saw children being supported to understand the need for good hand hygiene and staff maintained good hand hygiene throughout the day and wore masks when required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The quality of the environment has been evaluated as good. Important strengths were identified with some areas for improvement.

Children experienced a setting that was clean and well maintained. Playrooms were warm, welcoming and nurturing and had been thoughtfully furnished and resourced to offer children opportunities for creativity, curiosity, and inquiry. Each room had age-appropriate play invitations for children. The use of natural materials and loose parts was evident in each room supporting children to explore and use their imagination to direct their play and learning experiences.

The outdoor area provided ample space for all children. We saw children aged two to five years engage and participate in a variety of play experiences, including risky play such as swinging from the trees and using the branches to enhance their imaginative play. Staff embraced these opportunities for children and supported them very well to fulfil their play. A well-resourced mud kitchen provided further opportunities to explore and be creative, we saw children making various potions and soup with the mud and other items such as leaves and twigs. Staff discussed with us their plans to improve the baby garden area, we agreed this should be a focus to enable the younger children to experience high quality outdoor play.

Free flow access to the outdoor area was limited for some children. Staff worked hard to facilitate and promote outdoor play for all children, however children at times could not freely go between indoors and outdoors. We discussed this with the management team who agreed to review these transitions, particularly for the room with no direct outdoor access. This would enable all children to independently make choices about where they play.

The lunchtime experience was supported well by staff who sat with the children and encouraged conversations and good eating habits. However, we identified how this could be improved to enable older children to be more independent. We found the transition from play to lunch for these children was not a calm and relaxed experience. Staff agreed to review this period of transition to ensure children receive consistently high-quality experiences throughout the day.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Major strengths were identified therefore the quality of staffing has been evaluated as very good.

Staff were aspirational and had an enabling attitude which supported children to achieve their potential. The staff team were passionate, motivated, and enthusiastic about their roles and responsibilities and enjoyed caring for and supporting the children.

Children were very well supported by skilled interactions from staff. Staff in the age three to five room asked questions that supported and extended children's learning. This promoted children's curiosity, inquiry and problem-solving skills. In the younger rooms, children were very well supported by staff who responded to their non-verbal communication, such as getting down to the children's level and through eye contact. Staff interactions across the nursery contributed to children's wellbeing and development.

Staff were reflective practitioners. They were keen to take forward current ideas, develop and implement best practice guidance. This created a professional, motivated workforce that were passionate about improving outcomes for children.

Children who required further individualised support were supported by staff who undertook training to ensure their needs were met. For example, a number of staff had attended Makaton training and were able to use this well to maximise support for all children to create an inclusive service. Learning from training was shared effectively across the team to enable all staff to upskill and develop their knowledge. For example, some staff members had participated in Virtual Nature School training and had created a floorbook of their learning. This resulted in well informed staff who were able to develop areas of their practice to improve outdoor play experiences for children. Training captured individual staffs interests and professional development, this included staff undertaking qualifications relevant to their role. This contributed to an effective and professional staff team who were able to deliver high quality experiences and outcomes for children.

The whole staff team meetings created opportunities for staff to come together and share and develop their practice. This contributed to a very good team ethos and allowed for the whole team to be involved in the improvement journey of the service. This resulted in a staff team who worked well together to ensure outcomes for children were of a high quality.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership has been evaluated as good. Important strengths were identified with some areas for improvement.

We found the service to be managed and led to a good standard. The management team engaged well during the inspection process, taking on advice and support, which demonstrated a commitment for improvement. The manager had been in post for just over a year, leadership of change had been managed well during this time. For example, staff, families and children had been involved in promoting a shared vision for the setting. This supported effective team working to make well informed changes to practice which was leading to improved outcomes for children.

Effective quality assurance processes ensured that various aspects of the service had been monitored. As a result, changes were being made to improve areas within the nursery, for example outdoor play experiences. We discussed with the management team how quality assurance processes could be enhanced, for example ensuring clear actions are identified and are reviewed. This would support a continuous cycle of measurable improvement.

The management team had a clear focus on improving outcomes for children and their families. We saw evidence of how parents were involved in the cycle of self-evaluation. This contributed to the strong relationship's families had with the nursery as they felt valued and respected. Self-evaluation processes had allowed all staff to reflect on their practice and identify areas for improvement. The improvement plan had identified priorities for development with clear actions on how these would be achieved which reflected some of the findings of the inspection. This showed a capacity to identify improvements and make plans for development. The manager had begun to use the Quality Framework for Daycare of Children to evaluate provision. We discussed with the management team how they could use their quality assurance calendar effectively to ensure self-evaluation remains focussed and on task.

The management team and staff should continue to embed systems in place to ensure they are robust and allow for a steady pace of change and sustained improvements, ensuring improved outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

In order to ensure that the service develops and improves outcomes for children attending the service, the provider must ensure robust quality assurance processes are in place and demonstrated through the improvement plan by 13 March 2020.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 (1)(a) - A provider must make proper provision for the health, welfare and safety of service users.

This requirement was made on 28 August 2020.

Action taken on previous requirement

Robust quality assurance processes had been implemented effectively. We saw the positive impact this had on outcomes for children.

Met - within timescales

Requirement 2

In order to ensure children are protected from harm, the provider must ensure that child protection procedures are implemented effectively and child protection concerns are reported and recorded appropriately by 6 March 2020.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) - Welfare of users.

This requirement was made on 28 August 2020.

Action taken on previous requirement

Child protection procedures were implemented effectively. All staff had a clear understanding of recording and reporting any concerns.

Met - within timescales

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

Previous recommendations

Recommendation 1

Children's personal plans should contain sufficiently detailed information to enable staff to meet their needs. Staff should work in partnership with families to ensure children's personal plans include all relevant information required.

This is to ensure 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).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

Staff used information in children's personal plans to meet their needs effectively. Information was up to date and had been recorded in partnership with families. This recommendation has been met.

Recommendation 2

To maximise security to the building and keep children safe, a member of the management team should monitor the door area to welcome parents as they arrive.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

The management had reviewed security to the building. Staff welcomed families at the door. This recommendation has been met.

Recommendation 3

In order to effectively support staff, the manager should carry out regular team meetings, supervisions and annual appraisals, providing staff with the opportunity to reflect on their practice and continuous professional development.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

The manager provided effective support to staff through team meetings, supervisions and annual appraisals. This supported them to reflect on and improve their practice. This recommendation has been met.

Recommendation 4

Children should be confident that they are supported by staff who have been safely recruited. Procedures should be put in place to ensure safer recruitment guidance is followed consistently.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

There had been no recent recruitment, however we reviewed the recruitment policy and found this to be in line with best practice guidance. This recommendation has been met.

Recommendation 5

Staff should be meaningfully included in the self-evaluation of the nursery. This would enable them to be involved in the development of the service. The manager should ensure all staff have regular opportunities for self-evaluation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

Staff were meaningfully involved in self-evaluation, they confidently told us how this had positively impacted on their practice and resulted in improved outcomes for children. This recommendation has been met.

Recommendation 6

Service policies and risk assessments must be reviewed to ensure these are current and reflect best practice guidance, reviewing these regularly with the staff team.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

Policies and risk assessment had been reviewed with staff and reflected best practice guidance. This recommendation has been met.

Recommendation 7

In order to best meet the needs of the nursery, roles and responsibilities across the management and staff team should be reviewed to clarify and define these clearly.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

All staff had a clear understanding of their roles and responsibilities and carried these out effectively. This recommendation has been met.

Recommendation 8

Families should have regular opportunities to be involved in meaningful consultation. The manager should explore ways to engage effectively with families about their views of the nursery.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership" (HSCS 4.7).

This recommendation was made on 28 August 2020.

Action taken on previous recommendation

Families were involved in meaningful consultation and their views were fully considered and acted on. This recommendation has been met.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
20 Feb 2020	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 2 - Weak
18 Dec 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
22 Sep 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
22 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
27 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
16 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
18 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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