

Jedburgh Campus Nursery Day Care of Children

Jedburgh Campus
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Type of inspection:
Unannounced

Completed on:
2 June 2022

Service provided by:
Scottish Borders Council

Service provider number:
SP2003001976

Service no:
CS2019374983

About the service

Jedburgh Campus Nursery is registered with the Care Inspectorate to provide a day care of children service to a maximum of 127 children aged from 2 years to not yet of an age to attend primary school at any one time, of whom no more than 15 are aged under 3 years.

At the time of our visit the nursery was operating for 50 weeks of the year as part of the 1140 hours of funded care.

The nursery is part of the larger Jedburgh Grammar Campus which provides secondary school, primary School and early years services. The school is a new build which opened in 2020 in the Scottish Border town of Jedburgh. The nursery consists of a large indoor play space, outdoor area, kitchen and toilet facilities. Children have access to additional school facilities including the library and gym hall.

This unannounced inspection was carried out by two inspectors between 9am and 4pm on 26 May 2022. We gave feedback to the managers of the service and representatives from the local authority on 02 June 2022.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluations we:

- spoke with staff and management
- observed practice and daily life for children in the nursery
- assessed the indoor and outdoor environment used by children
- reviewed documents.
- gathered views from children and parents.

What people told us

We issued an e-mail to parents asking them to provide comments about the service. We received 12 e-mails and two phone calls. We have used comments from parents as part of our evaluation process.

We spoke to several children during our visit. Children told us about nursery and what they liked to do there.

Self assessment

We did not ask the service for a self- assessment as part of this inspection. We looked at the processes for self-evaluation as part of our evidence gathering.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

Staff had collected information about each child to help meet their care and support needs. Information was reviewed and updated regularly. Staff had started to complete online chronologies for children, which outlined significant events. There was a range of evidence of the partnership working with external agencies and professionals to support children. For some children clearer support strategies needed to be developed and monitored.

Several parents told us that they had not received enough information about their child's learning. The quality and quantity of information about children's learning varied across the nursery. Senior staff were aware that some changes needed to be made to the methods used to assess children's progress and share this more effectively with parents. A move to online methods of gathering information was planned. This would enhance the information already available for parents about the general activities in the nursery which was provided through window displays and [on the Showbie app](#).

Most children were confident in their surroundings. They took pride in showing us their nursery and telling us what they did during their time there. Some children had formed positive relationships. We saw them helping each other climb, and lots of collaborative play during building and problem solving with some of the outdoor resources.

Staff were kind and caring, but the number of children present in the nursery impacted on the quality of interactions with children. To ensure children's wellbeing staff had become task orientated and had taken up a supervisory role. It resulted in staff not taking the opportunity to pick up on some children who needed additional help or support learning opportunities effectively. Frequently a member of staff would start to support children at an activity only to have to leave to support another child. As an area for improvement the senior team should continue to look at staff deployment.

Meals and snacks were provided in the nursery. We accompanied children to lunch. Lunch needed some improvement to ensure that children had a social, meaningful experience which was well supported by staff. Staff were task orientated and did not use this time as an opportunity to speak to children, reflect on their day so far or check out if there were any problems. Supervision of children needed to be better organised to include those having a packed lunch. This would help staff give accurate feedback to parents about mealtimes and ensure that each child had enough to eat and drink through the day. (See recommendation one.)

Staff needed to revisit good practice for packed lunches with parents. This would help support healthy eating. We have asked that suitable facilities are provided to enable staff to ensure that packed lunches are stored appropriately, perishable goods removed and stored correctly.

Medication procedures were suitable, but improvement was needed in the storage of medications. Medication for the whole nursery was kept in one box which made it difficult to find the medication needed. Medical care plans were in place and gave a clear overview of medication and their administration, but a copy of this plan needed to be kept with the medication. (See recommendation two.)

The quality of play experiences varied in quality throughout the three main playrooms. Many children were

busy in the nursery and we saw that staff could be responsive to children's ideas and suggestions for play activities. Provision for learning in the small area sectioned off for the children under three provided a rich, age-appropriate environment for these children. Work was continuing with the early years teacher from the local authority to adapt and improve the processes for planning play, providing rich play environments and recording learning outcomes.

The outdoor area was used extensively throughout the day. Children could choose to play outside or inside. They told us that they go outside 'All the time!' The outdoor area provided some opportunities for risk and physical development. However, we noticed that children started off excited and engaged but throughout the day lost interest and began to wander. The nursery improvement plan identified that outdoor experiences needed to be included in planning. This work needs to be progressed to ensure engagement in the outdoor environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1.

To provide children with mealtimes which support a meaningful social experience, where staff effectively monitor food intake and engage in social interaction with children, staff should review and further improve the mealtime procedure.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible.' (HSCS 1.35).

This is to ensure staff skills and knowledge is consistent with the Care Inspectorate good practice guidance: Food Matters, nurturing happy, healthy children.

2. To ensure that children's medical needs and medical care plans can be effectively met staff should ensure that the storage of medicines meets good practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11.)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

The nursery comprised of a very large indoor space which had two partial walls within it to indicate three separate areas. These areas were being used as separate playroom bases for children. An additional area had been cordoned off, using play equipment, for the children under 3 years. Senior staff and staff working in the playrooms had identified a number of areas around the environment which were impacting on the outcomes for children. These included:

- The door to the outdoor area could not be used by children as it was heavy and unable to be left open as the wind came straight into the playroom. Therefore the door leading from the toilet area was being used. This resulted in issues around infection prevention and control and privacy and dignity
- There were not enough refrigeration facilities to ensure that packed lunches and other foods could be stored safely
- There was no storage in one of the toilet areas for clothes, nappies and cleaning resources.
- There was no gate on the large space dedicated as a kitchen area
- Some area in the outdoor play space needed to be reassessed to ensure that children's safety was promoted. For example we observed children standing on the raised beds and trying to climb the perimeter fence. (See Requirement one.)

The outdoor area was accessed by children for the majority of the session. Children told us they played outside all the time if they wanted to. This access to the outdoors provided children with good levels of fresh air and opportunity for physical exercise. There were improvements which could be made to the outdoor area. For example the provision of wind breaks to shelter children and staff from the wind and further inclusion of outdoor experiences in the planning of play opportunities to ensure a breadth of engaging activities and learning.

Parents were using the gate in the outdoor area to drop off and pick up rather than the main entrance. This had been implemented as a Covid-19 risk minimisation. Some parents commented that the area was very congested at pick up times making the supervision of children a challenge. We have asked that this procedure is re-evaluated.

We acknowledge that the Care Inspectorate registered this service for 127 children to include a maximum of 20 children under the age of three years. However, there needed to be an assessment of how the spaces were working, laid out and the impact of the environment upon children. For example the area for children under the age of three years was not suitable in position or size. The area was being used to keep children safe in the larger group rather than making sure the larger group was safe for younger children or children with additional needs. There were no suitable sleeping areas for children and the noise level indoors was significant. Two parents commented that their children told them the indoor play space was very noisy and this impacted on their children's enjoyment in nursery. (See recommendation one.)

Requirements

Number of requirements: 1

1. By August 31 2022, the provider must ensure that the premises are suitable to provide a high quality care environment, which meets the aims and objectives of the service. In order to do this the provider must, at a minimum:
 - Provide access to the outdoor area that is safe and suitable for children to use
 - Increase storage facilities in the nursery to take account of the number of children attending the service
 - Improve the food storage facilities
 - Ensure that indoor and outdoor areas used by children are safe and suitable for use.

This is to comply with Regulation 10(2)(a) (Fitness of premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience a high quality environment if the organisation provides the premises.'(HSCS 5.)

Recommendations

Number of recommendations: 1

1. Children should have access to an environment which is suitable to meet their individual needs. Managers and staff should assess the current environment and adapt it to ensure that the environment provides well arranged, welcoming, safe and rich play spaces.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'The premises have been designed or adapted for high quality care and support.' (HSCS 5.1) and 'I have enough physical space to meet my needs and wishes.' (HSCS 5.20).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

During our visit we observed kind and caring interactions between staff and children. Parents commented that they thought their children liked the staff group and that they provided kind and nurturing care.

The staff team was diverse in their range of skills and experience. As a relatively new staff team there had been some challenges to reaching a good balance of these skills and experience in each of the playrooms. The senior staff were continuing to work on this area. There were processes in place to support staff through one-to-one meetings and an annual professional development review. There was evidence of work being carried out to support staff in their professional development through training or reflective discussion.

Several training opportunities had been provided and this enabled staff to meet the registration requirements for the Scottish Social Services Council, which regulates the social care workforce. Staff who attended training were expected to share their knowledge with the rest of the team and we have asked senior staff to ensure that training was pulled through to practice evidencing that it improves the outcomes for children.

The size of the nursery provided deployment challenges for the staff and senior team. To ensure that children could have choice of where to play and remain safe, staff rotas for the supervision of play areas had been developed. The unintended consequence of this was that some staff felt unable to take the initiative as to where they could be more effectively deployed. We have asked the senior team to look again at staff

deployment to ensure that activities are not task orientated, promote high quality engagement and that the experience of children across the whole day is safe and positive.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We evaluated this quality theme as adequate. While the strengths had a positive impact, key areas needed to improve.

A number of methods were used to communicate with parents. Parent feedback about the nursery had been sought through a questionnaire. This resulted in an action plan being developed to make the suggested improvements. The nursery were planning to use more of the Showbie App as a way of interacting more with parents. Parents commented that they were enjoying groups such as Flying Start and thought that this was a valuable parenting resource.

Several parents who provided us with comments said that the quality of communication about their child's day varied. Some parents said they had a good range of information, but others said they did not. We asked senior staff to look at consistency and quality of communication with parents across the nursery.

Parents have now had the opportunity to come into the nursery to see it and had been shown around by children. The nursery planned to build on these opportunities as they valued parents as important influencers on children's learning and were clear that community and parent engagement was important to the setting.

The leadership roles in the nursery included Early Years Officers (EYO's). This position was crucial in helping staff to achieve the vision, values and aims of the nursery. They achieved this through assessing practice, supporting staff and providing good professional role models. To support EYO's further in their role we have asked the senior team to ensure that there were clearly defined and discussed expectations of the role and the associated responsibilities for this job. This and additional support from the senior team would enable EYO's to develop autonomy in their role and empower them in decision making. It would also enable them to further support the senior team. (See recommendation one.)

The senior team understood the process of self-evaluation and had a firm, evidenced understanding of where the nursery were in terms of quality outcomes for children. We were able to have open and constructive discussions about the way forward and the improvements which were necessary. We were reassured that the senior team had, on the whole, identified the same areas where improvements were

necessary and were already working on an action plan to strengthen outcomes for children and their families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
To ensure that leaders in the nursery can sustain a shared vision for the setting, the provider should ensure that the expectation and responsibilities of the Early Years Officers role are clearly defined, understood and shared with the staff team.

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

Grade: 3 - adequate

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

There are no outstanding recommendations.

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

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

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