

Stompers Childcare Services Ltd Bridge of Don

Day Care of Children

Campus 3
Balgownie Science and Technology Park
Balgownie Drive
Bridge of Don
Aberdeen
AB22 8GW

Telephone: 01224 478997

Type of inspection:

Unannounced

Completed on:

12 August 2019

Service provided by:

Stompers Childcare Services Limited

Service provider number:

SP2013012131

Service no:

CS2012310677

About the service

We carried out an unannounced inspection of the service over two days beginning on Monday 29 July 2019 and ending on Tuesday 30 July 2019. The manager and deputy manager were not present. The manager had employed the services of a relief manager in their absence. During the inspection two inspectors observed daily practice, observed the babies and young children as they played in all three rooms. We looked at documentation relating to the inspection, how the service evaluated and involved the parents.

We spoke with parents as well as the relief manager, the lead practitioner and all staff members in each room. We observed staff practice and checked documentation relevant to the inspection. We gave initial feedback to the relief manager on the afternoon of Tuesday 30 July 2019. We arranged to give feedback to the manager on Monday 12 August 2019 by telephone. This was completed with the deputy manager on that day.

The service is registered to provide a care service to a maximum of 106 children at any one time aged from three months to those not yet attending primary school, of whom no more than 30 may be under two years of age. The service operates from a detached unit in the Bridge of Don area of Aberdeen which is shared with an out of school service, each service having their own areas and outside space. There are three areas known as: 'Ladybirds' for babies up to two years; 'Bumblebees' for ages 2-3 years and 'Butterflies' for ages 3-5 years. There were well-equipped, fully enclosed areas adapted for outdoor play with a separate one for the babies.

Included in the values of Stompers Childcare Services are:

- "Management will ensure that there are adequate, modern facilities to promote dignity and respect for your child;
- your child will be nurtured by qualified, compassionate and caring staff in a safe and comfortable environment;
- staff will include you and your family in decisions about the way the service is provided".

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. It supports them and their parent(s) to work with 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. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

We sent out 10 Care Standards Questionnaires for parents and carers; five were completed and returned to us. We emailed parents who supplied an email address and received three replies and we telephoned a parent before the inspection started.

When asked about the overall quality of care their child received from the service parent/carers indicated they were very happy and one parent/carer indicated they were happy.

There were written comments, two of which were:

" I can't praise the staff of Stompers enough! My child started there and is quite shy and struggled to settle in. The staff really helped with lots of visits before starting and gave her lots of time and encouragement until she found her feet. Now she is a happy, confident child and loves nursery. The kids always have lots to do and are outside whenever the weather permits. Lovely nursery".

"Any feedback I have provided they have taken it on board and I have always been confident with all that they have done. I am confident with the staff and how they handle **** and they just love him and his personality. I have no concerns leaving him with the staff, knowing he has a safe, secure and fun environment".

All comments were shared with the deputy manager during the telephone feedback.

During short interviews with parents on both days we found they were very happy with all aspects of the service, stating children had a good range of toys and activities, they liked that they went outdoors so often. They liked the support given to children when transitioning from room to room as they grew. Parents told us staff were helpful and friendly and the managers really supportive.

Among the comments received were:

- "staff are lovely"
- "nice atmosphere here"
- "great to see the kids playing outside"
- "couldn't be happier - eldest child started at 11 months and my younger child is *** now.

Personal care very good; they work with the parents, for example: sleep, and plenty of information shared".

We talked with the older children who were happy to talk with us and observed the babies and younger age-groups. Children on both days appeared happy, settled and confident in the care of the staff. They had formed positive relationships with the staff. We saw them readily approaching staff who responded in a caring and nurturing manner.

Children told us they enjoyed coming to play at Stompers, and described their favourite things, some of which were:

- "I like playing in the mud kitchen, and the pans"
- "I can climb and run and even hop"
- "I can make puddles then splash and I have wellies".

Self assessment

The service was not asked to complete a self-assessment before the inspection. We looked at the service's audit systems and current development plan during the inspection.

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	5 - Very Good

What the service does well

Stompers Childcare Services Ltd provide a warm, caring and welcoming environment for the babies and children in their care. Children had access to a good choice of activities suitable for their ages and stages of development. In the older children's areas we saw happy smiling faces and busy children enjoying their play. In the baby room we saw relaxed and happy babies who were comfortable with staff and very much 'at home' within the lovely calm atmosphere.

During brief interviews parents told us they were happy with the service and liked that staff were easy to talk with and very helpful. We noted staff had positive relationships with parents, welcoming them into the nursery and feeding back when they collected their child.

During both days we visited older children who spent the majority of their time outdoors due to the warm weather. We noted younger children wore sun-hats, all had sun-cream regularly applied and were encouraged to drink water to keep hydrated. The outdoor area shared by the older children had a wide range of activities for them to choose. Including a 'road-way' area, swings, mud-kitchen and water play. We saw children confident to explore, investigate and experiment, for example: several enjoyed rolling pipes down the slope to see which could go furthest. It was lovely to see them empty water from the water tray and make puddles, then enjoy splashing, and to note that staff were very quick to top up the water supply.

The staff in each area planned for the age-group they cared for and were good at encouraging them to ask for other activities. In the older children's area we looked at planning and evaluation of children's learning and development, which staff had been reviewing. Planning was child-led with staff completing observations of children's learning and development, however identifying next steps and how they would support children to achieve their potential needed further work.

Overall children were supported to be healthy through daily opportunities to play outdoors - see also areas for development. Parents told us this was one of the areas they liked. We saw children were confident on the apparatus and competent at keeping themselves safe whilst outdoors. We noted an interesting and stimulating range of resources.

Children's nutritional needs were cared for with healthy eating encouraged and 'home-cooked' meals provided. Meals and snacks were happy, sociable times which encouraged children to develop their language and social skills. It was nice to see staff sitting with the children, and offering help appropriately.

Staff had a good knowledge and understanding of the children's individual needs and used this knowledge to effectively support children. Staff put children at the heart of the service regularly discussing specific support required at the staff meetings. Staff were warm and caring with all children and could describe children's individual care and learning needs confidently. Staff were observant with the children and worked hard to ensure they were safe, comfortable and happy, for example: we noted they took the beds down from the mezzanine area at sleep time so children could sleep near the door and keep cool. Information was recorded within the children's care plans, which were regularly updated. Children with additional support needs received good support.

Effective procedures were in place to safeguard children. The child protection policy provided clear guidance for staff. Staff were knowledgeable and had an understanding of their roles and responsibilities to protect children. Appropriate systems were in place for recording and reporting any concerns and staff were fully aware of the need for confidentiality. Staff attended child protection awareness training on a rolling-programme as part of their core training.

All staff worked well as a team, ensuring children's needs were met and they accessed a good variety of experiences. Staff were competent and encouraged to develop their skills and knowledge further. Staff were up-to-date with first aid training, and food hygiene. We noted staff were registered with the Scottish Social Services Council (SSSC) with some yet to complete a higher qualification. The SSSC is responsible for registering people who work in social services and regulating their education and training.

We noted staff were very good role models for children with regards to behaviour and manners. We saw staff enjoying their time with the children, listening to their stories and interact with them in a warm, nurturing way. We saw staff join in children's play but they knew when to stand back and let the children investigate by themselves.

There was a willingness to look at ways to improve the service. Since the previous inspection the manager had worked on self-evaluation using appropriate tools, for example: 'How good is our learning and childcare'. The management team were keen to ensure the current improvement plan was implemented. We noted both staff and parents were involved with looking at how the service was developed. Overall a well-managed, busy service.

What the service could do better

There were several areas we discussed with the senior team and asked them to look at:

- planning of activities was an area staff should continue to review. We noted that this was something they had been working on, using floor books with children effectively. However, evaluation would need to be further developed. For example: next steps were not always identified. We discussed how staff should continue with their observations and detail how they could support children with their learning and development.
- we noted antibacterial hand-wash was used with the children and we asked them to substitute this with ordinary hand-wash, in line with current infection control guidelines which can be accessed at:

Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) September 2015 - see page 5:

<http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare.pdf>

We noted that not all children washed their hands after using the toilet. Staff should remind children of hand hygiene using current guidance which can be found at:

Scotland's National Hand Hygiene Campaign available at:

http://www.washyourhandsofthem.com/the_campaign/children's-pack.aspx.

- whilst we were present in the nursery the babies did not get outdoors to play, despite the warm day. We discussed this with the management team and asked that they review this, ensuring babies were taken outside. The babies have their own separate garden, which is not directly accessed from the baby room, however is easy to reach - but this was not used. We discussed the importance to ensuring all ages have regular access to fresh air and outdoor play, daily if possible.
- we noted the children in the 2-3 room were given only a fork at lunch time. We noted some were pushing food on to the fork with their fingers, a sign that they are ready to use two implements. We asked them to look at this and offer children cutlery which they would be supported use.
- we agreed they should continue to implement the current improvement plan and regularly access and evaluate their service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings								
19 Oct 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	5 - Very good
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17 Jul 2014	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	3 - Adequate	Environment	4 - Good	Staffing	3 - Adequate	Management and leadership	4 - Good
Care and support	3 - Adequate									
Environment	4 - Good									
Staffing	3 - Adequate									
Management and leadership	4 - Good									

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