

# Orchard Brae Nursery Day Care of Children

Orchard Brae School  
Howes Road  
Aberdeen  
AB16 7RW

Telephone: 01224 788950

**Type of inspection:**

Announced (short notice)

**Completed on:**

10 September 2019

**Service provided by:**

Aberdeen City Council

**Service provider number:**

SP2003000349

**Service no:**

CS2011298689

## About the service

Orchard Brae, formally known as the Pre-School ASN Service, was previously registered and transferred its registration to the Care Inspectorate on 1 April 2011. It is registered as a day care of children to provide a care service to a maximum of 22 children aged from 3 years to those not yet attending primary school as follows:  
12 children at Orchard Brae nursery  
10 children at Ashgrove Children's Centre.

The service operates from two separate sites within Aberdeen city. The nursery at Howes Road is located within Orchard Brae School. There is a large purpose-built playroom with integral toilets and changing facilities. There is direct access to a fully enclosed outdoor area. The nursery at Ashgrove is located within Ashgrove Children's Centre. The playroom has an integral kitchen area and separate toilet area. The large outdoor area is shared with the other groups accommodated within the building. This can be directly accessed from the playroom.

The aims of the service include being committed to, "work in partnership with parents, respecting their knowledge of their child, and to provide support to families."

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

For this inspection we spoke to three parents and carers.

Responses indicated that parents were very happy with the service, commenting positively about the brilliant staff and the care and support their child was given. Parents told us they felt reassured their children were safe and well looked after.

Parents' comments included:

"It's a great service. My child attended another setting which wasn't the right place for them. Now they are so excited to come."

"The ladies are lovely. We had an initial meeting to find out about my child's likes and dislikes. They have really taken their ideocracies on board. There are always their favourite toys out in the morning."

"The staff are brilliant. Niki, the head teacher came out to say hello to me the other day. I thought that was lovely and so reassuring that she knows my child."

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## 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

Staff were very passionate and motivated to do the best for the children. They had worked very closely with parents and other agencies and were very knowledgeable about the children's care needs. As a result, the support for the children was individual and tailor made. This contributed to very positive outcomes for children.

Children's personal plans had undergone recent changes and were more organised with clear and detailed information. This meant staff were well informed on how best to meet children's needs. The good use of the well-being indicators made it easy to get an overview of how children were being kept safe, well and nurtured and staff took account of targets agreed with parents and recorded any progress made. The effective key worker system meant that staff knew the children very well and were able to meet the complex needs of some of the children attending.

Staff supported children with warmth, kindness and compassion and children responded with smiles and happy gestures. Very good use of communication strategies and tools supported children to make choices and to make their feelings known. This meant children were listened to and their opinions valued.

Effective systems and procedures were in place to support the safe administration of medication. Children with food intolerances and preferences were well catered for. This helped keep children safe and well.

Robust systems and procedures had been developed to safeguard and protect children. All staff had attended child protection training and their knowledge was regularly assessed to ensure they were competent. They were confident in GIRFEC (getting it right for every child), to help children feel loved, safe and respected. Any significant events in the child's wider world were recorded and reported to the relevant agencies if needed.

Snack was a lovely, unhurried experience. The documents Setting the Table and Food Matters had been used successfully to improve the snack options and experience for the children. The involvement in the whole school working group to further improve the snack experience was ongoing. Ways forward included developing a rolling snack experience and more opportunities to develop the children's independence.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

Changes to the nursery environment at Howes Road included increasing the size and scope of the playroom. The larger space allowed for children to move about and explore freely, helping more able children make informed choices. More space meant children were better supported when transitioning into specialised equipment, especially at drop off and at home time. As a result, they spent more time in the playroom with their friends and their play was less interrupted. Staff were able to move easily and support children with complex needs. This contributed to improved staff interactions with children who giggled, smiled and were engaged with activities.

Staff at the Howes Road setting had participated in outdoor training and had worked with professionals to develop the outdoor area. This helped their understanding of how to adapt the environment to meet the needs of additional support needs children and those using equipment. Crates and pallets had been used creatively to introduce height, allowing children independent access to resources and suspended voiles and light weight fabrics supported sensory play. A wild garden area meant children were able to explore a natural environment, supporting their understanding of the world around them. Staff discussed how they hoped to develop the outdoor area further with more opportunities for sensory, imaginative and creative play.

The Ashgrove setting was attractive, welcoming and supportive to children's needs. Children enjoyed music resources, making sounds and dancing. The role play corner was well resourced with some real-life materials, enabling children to explore their emotions and learn through familiar play. Children were able to free flow between indoors and outdoors, supporting their health and well-being. The attractive garden provided opportunities for water play, movement and exploration. This supported their physical skills and cognitive development.

The positive use of visiting specialists and other agencies contributed to good outcomes for children. Children responded very positively to light, sound and music sessions and some children were supported to ride specialised bicycles in a safe environment. Robust risk

assessments had been completed for each child to identify possible hazards and help keep them safe.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

Staff were very committed and motivated to do their very best for the children. At Howes Road, the changes made after inspection, had resulted in a change of ethos. Staff felt more supported, valued and listened to, and changes to the environment meant they were more able to support play and look after the children. They were working together and as a result the outcomes for the children had improved.

Experienced and skilled staff knew the needs of the children well. Their interactions with the children were very kind, caring and animated. Exceptional practice during together times supported children to follow routines and contributed to children learning and having fun. The mix of skills in the staff team contributed to improved outcomes for children. Some staff were very skilled in caring for children with complex needs and had attended specialist training contributing to the children's safety and well-being.

The key worker system supported staff to form close attachments to children. They were responsible for updating children's personal plans, ensuring the information remained current and up to date. This meant children were cared for by staff who knew their needs well, helping children to feel safe and loved.

Staff had attended core training in first aid, food hygiene and child protection. As a result, they were confident in what to do in the event of a minor accident and how best to keep children safe when preparing food. Staff had a very good understanding of their responsibilities in relation to safeguarding children. This helped keep children safe and well.

Staff had been involved in self-evaluation to improve the nursery. They had a good knowledge of best practice documents and had used Building the Ambition when reviewing and making changes to the environment. As a result, the environment was more enabling and supportive to the needs of the children attending.

Staff were very keen to support improvement to the service. They were involved in various working groups such as improving food and nutrition and developing the new personal plan format. This led to an improved ethos with children at the heart of the provision.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

The manager was hard working and dedicated to making improvements to the service and ensuring the well-being of the children. They had worked very closely with the Care Inspectorate and the local authority to bring about changes that had resulted in improvements in all areas of the provision. Their commitment and diligence had resulted in developing a team that worked well together. This helped ensure the children had the best possible experiences.

The recent recruitment of a senior practitioner at Howes Road had been very successful in providing support to the manager and ensuring the smooth running of the service. Staff told us they felt very clear about their roles and responsibilities and that they felt valued and listened to. This contributed to a very positive ethos with everyone working together.

The management team had worked very hard to establish robust safeguarding systems. This meant children were protected from harm and abuse.

A range of policies relevant to the service had been developed to support staff practice and inform parents. This helped keep children safe and well.

A quality assurance calendar provided the manager with a clear focus on priorities for development. These included undertaking focussed observations, 1-2-1 supervisions, time for feedback and reflections. Audits of medication, accidents and incidents and staff knowledge of child protection had been introduced. A plan for staff's continued professional learning further developed their knowledge and skills to ensure best possible outcomes for children. We discussed ensuring the already implemented quality assurance systems are fully embedded into practice to support sustained development of the service.

An improvement plan had been developed since the previous inspection based on the requirements and recommendations made. There was clear evidence of progress made and of improved outcomes for children. The manager was in the process of creating a new improvement plan with areas the service had identified themselves. We discussed using best practice documents and self-evaluation to help support the best possible experiences 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

To ensure children are safeguarded the provider must ensure the manager and staff have the skills, knowledge and experience necessary to protect children from harm, appropriate for the role in which they are employed. To achieve this, the provider must ensure:

- a. The manager and staff are competent in and knowledgeable about national, local and the service's own child protection procedures and GIRFEC.
- b. The manager and staff are competent in completing chronologies and use these to assess the level of risk to children and that any identified action is taken timeously.
- c. Effective procedures to assess the manager and staff competency of child protection and GIRFEC are implemented and used on an ongoing basis.

Timescale - by 20 May 2019.

This ensures care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities." (HSCS 3.20).

It also complies with Regulation 4 (1) (a) (Welfare of users), Regulation 7 (2) (c) ( Fitness of managers) and Regulation 9 (2) (b) (Fitness of employees) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

The provider, manager and staff may find the following documents useful to support them in meeting this requirement:

<https://hub.careinspectorate.com/media/109557/sg-national-child-protection-guidance.pdf>

<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>

**This requirement was made on 3 July 2019.**

### Action taken on previous requirement

Robust systems and procedures had been developed to safeguard and protect children. All staff had attended child protection training and their knowledge was regularly assessed to ensure they were competent. They were confident in GIRFEC (getting it right for every child), to

help children feel loved, safe and respected. Any significant events in the child's wider world were recorded and reported to the relevant agencies if needed.

**Met - within timescales**

## Requirement 2

To ensure children's health and wellbeing, the provider must ensure the environment is relaxing, peaceful and free from intrusive noise and that children have enough physical space to meet their needs by 20 May 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which states, "My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells. (HSCS 5.18) and "I have enough physical space to meet my needs and wishes." (5.20).

It also complies with Regulation 10 (2) (b) (Fitness of Premises) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

**This requirement was made on 3 July 2019.**

### Action taken on previous requirement

Changes to the nursery environment at Howes Road included increasing the size and scope of the playroom. The nursery no longer shared the space with another class, and as a result it was a calmer and more peaceful environment. The larger space allowed for children to move about and explore freely, helping more able children make informed choices. More space meant children were better supported when transitioning into specialised equipment especially at drop off and at home time.

**Met - within timescales**

## Requirement 3

To ensure children are kept safe and their health needs are met, the provider must ensure there are sufficient staff with a current paediatric first aid certificate working with each group of children at all times by 24 May 2019.

This ensures care and support is consistent with the Health and Social Care Standards which state "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)

It also complies with Regulation 9 (2) (b) (Fitness of Employees) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

**This requirement was made on 3 July 2019.**

### Action taken on previous requirement

Staff had attended core training in first aid. As a result, they were confident in what to do in the event of a minor accident

**Met - within timescales**



## Requirement 4

To ensure children are kept safe, their wellbeing needs are met and they received high quality early learning and childcare, the provider must ensure they comply with their conditions of registration.

timescale - By 6 May 2018.

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

It also complies with Section 64(1)(b) and (3) (Cancellation of Registration) of the Public Services Reform (Scotland) Act 2010.

**This requirement was made on 3 July 2019.**

### Action taken on previous requirement

The provided fully complied with their conditions of registration. Immediately after inspection, regular sessions at Howes Road attended by the children from the Ashgrove setting were stopped.

**Met - within timescales**

## Requirement 5

To ensure children receive high quality early learning and childcare, are kept safe and their wellbeing needs are met, the provider must:

- implement a robust and effective quality assurance process
- promote a culture of continuous improvement.

Timescale - By 20 August 2019.

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

It also complies with Regulation 3 (Principals) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

**This requirement was made on 3 July 2019.**

### Action taken on previous requirement

A quality assurance calendar provided the manager with a clear focus on priorities for development. These included undertaking focussed observations, 1-2-1 supervisions, time for feedback and reflections. Audits of medication, accidents and incidents and staff knowledge of child protection had been introduced. A plan for staff's continued professional learning further developed their knowledge and skills to ensure best possible outcomes for children. The manager should ensure already implemented quality assurance systems are fully embedded into practice to support sustained development of the service.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

To ensure children's health needs are met, the provider should ensure effective systems are in place to support the safe administration of medication.

This ensures that care and support is consistent with the Health and Social Care Standards which state " My care and support meets my needs and is right for me." (HSCS 1.19)

**This recommendation was made on 3 July 2019.**

#### Action taken on previous recommendation

Effective systems and procedures were in place to support the safe administration of medication. A reviewed policy provided detailed information to help keep children safe and well. New recording formats, storage facilities and systems for children taking medication into the service daily had been introduced. Children with food intolerances and preferences were well catered for. This helped keep children safe and well. Therefore, this recommendation had been met.

#### Recommendation 2

To support children's health and well being, the provider should ensure children are presented with healthy snacks and are provided with opportunities to be independent according to their stage of development.

This ensures that care and support is consistent with the Health and Social Care Standards which state, "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning" (HSCS 1.33) and "I am empowered and enabled to be as independent and as in control of my life as I want and can be." (HSCS 2.2)

The guidance Setting the Table and Food Matters should be used to support this. These can be found at: [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com)

**This recommendation was made on 3 July 2019.**

#### Action taken on previous recommendation

Snack was a lovely, unhurried experience in both settings. The documents Setting the Table and Food Matters had been used successfully to improve the snack options and experience for the children. Most children were new to the setting and required support to feel comfortable and at ease during snack. Staff explained how they hoped to provide more opportunities for independence as the children grew in confidence. Therefore, this recommendation had been met.

#### Recommendation 3

To help keep children safe and well, the provider should ensure all blind cords are safely secured.

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

**This recommendation was made on 3 July 2019.**

#### Action taken on previous recommendation

All blind cords were safely fastened and secured to the window. Therefore, this recommendation had been met.

### Recommendation 4

To ensure children are included and are supported to progress and achieve, the provider should ensure all children are able to access a range of experiences and resources which stimulate their curiosity, imagination and creativity.

This ensures 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 recommendation was made on 3 July 2019.**

#### Action taken on previous recommendation

The increased space at the Howes Road setting, meant children were more able to access a range of resources that stimulated their curiosity, imagination and creativity. Children were able to access water and sand play, and the addition of a role play corner meant children were able to play together using familiar materials found in the home. The outdoor had undergone some development and crates and pallets had been used creatively to introduce height, allowing children independent access to resources. This recommendation had been met. Staff should continue to develop the environment to meet the individual needs, interests and preferences of the children.

### Recommendation 5

To ensure children are having fun and are involved in stimulating activities and experiences that will support their learning the provider should ensure staff engage in positive and supportive interactions.

This ensures care and support is consistent with the Health and Social Care Standards which state "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 recommendation was made on 3 July 2019.**

#### Action taken on previous recommendation

Staff morale had significantly improved and they were more supportive of each other and worked well as a team. As a result, they were happier in their roles and more animated when communicating with the children. The increased space in the playroom meant that they were able to interact and play with children using equipment. The manager had introduced staff monitoring as part of quality assurance and was developing a professional learning programme to support staff's skills and knowledge. Therefore, this recommendation had 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](http://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
2 May 2019	Announced (short notice)	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
22 Jan 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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