

Rosemount Nursery School Ltd

Day Care of Children

55 High Street
Kinross
KY13 8AA

Telephone: 01577 864 408

Type of inspection:
Unannounced

Completed on:
23 July 2021

Service provided by:
Rosemount Nursery School Ltd

Service provider number:
SP2009010480

Service no:
CS2009229900

About the service

Rosemount Nursery School Ltd has been registered since 19 June 2009.

The service is registered to provide a care service to a maximum of 55 children under the age of 12 years of whom no more than 15 will be aged under two years.

Other conditions unique to the service are:

- The care service will operate between the times of 7.30am to 6.30pm.
- The service will comply with the following staffing ratio: children from birth to under two years 1:3, children aged two years to under three years 1:5, children aged three years and over 1:8, when the out of school care is being provided for periods of less than four hours the ratio will be 1:10.
- When registered numbers are 25 or above the manager will be supernumerary at all times. When registered numbers are 24 or below the manager will be supernumerary for 25 hours a week.

The nursery is privately owned and works in partnership with Perth and Kinross Council to provide funded early learning and childcare. It is located in the centre of Kinross. The playrooms situated on the first floor are for babies and children aged two to three years. Children aged three and over have playrooms on the second floor of the nursery. The children also have access to a large garden to the rear of the property.

Rosemount Nursery School Ltd aims include:

'Being committed, effective and professional educators promoting and nurturing the development of children within a secure, safe, healthy and happy environment through high quality learning experiences'.

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. They are often referred to as the SHANARRI wellbeing indicators.

We wrote this report following an unannounced inspection carried out by two inspectors on 19 July 2021. We gave feedback to the management team virtually at the end of the inspection on 23 July 2021.

What people told us

During the inspection we spoke to seven parents on the telephone they told us:

'They are outstanding'

'The staff are amazing'

'I feel so comfortable having my child at Rosemount's'

'Our child has flourished since starting there'

'They take the care to get the most out of my child'

'They do lots of learning'

'I have not seen inside the nursery, but I have been sent videos and pictures'

'My child is exploring, they found a weird slug, and nobody knew what it was, so they went back and researched what it was'

'We always see the same staff from my child's room'
 'They have completely blown my mind, at how good they are'
 'They are really good at keeping in touch through Seesaw'
 'My child is very happy, and feels safe there'
 'My child absolutely loves it there, tells us who their friends are and what they have been doing'
 'Virtual parent's groups have been really good, very informative'
 'Pick up times can be a bit busy, but under the circumstances is well managed'
 'The amount of time they spend outdoors is great, often going to the woods or the loch, they will let us know they've gone and when they will be back'
 'My child has such a good relationship with (staff member) that they asked if she could come for a sleepover'
 'If we want a 1:1 meeting, we can'
 'Good staff morale, we like the fact that staff return in the summer, it's a good sign that they come back and lovely for my child to see the same faces'
 'Communication has been better on Seesaw, wouldn't hesitate to send a message, staff reply quickly, and this is reassuring'

Children told us:

'We have made footprints with dinosaurs'
 'This is how we wash our hands'
 'I like drawing'
 'There is mud everywhere'
 'We are making a pie'
 'We go to the loch, make sandcastles and splash in the water'
 'Shall we tip it into the pie?'
 'That is really crunchy'
 'I like lunchtime with my friends'

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their improvement plan and quality assurance paperwork. 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	5 - Very Good

Quality of care and support

Findings from the inspection

From the evidence gathered during our inspection, we evaluated this quality theme as very good.

We saw that children were very confident and settled during their time at nursery. They were busy and engaged in play with the resources and experiences offered to them. We found children played happily and cooperatively with their peers building on their skills of sharing and turn taking. They were having fun together.

Staff were caring and very responsive to children's needs, the children played in a nurturing and supportive environment. Children responded well to praise and encouragement. This approach supported children to feel safe and secure.

A 'visible planning wall' engaged children very well in their interests and supported them to achieve their potential. Staff confidently told us of how this process had improved learning. They could identify gaps of the curriculum they had not covered and provided learning experiences in these areas. This gave children a good balance of fun and depth in their learning.

Learning was very much child led and children contributed to their learning through a variety of methods. Staff used different formats to record children's achievements and shared these with families. Children proudly showed us photo displays of their activities and experiences. We found children's achievements and successes were celebrated well and consistently throughout the nursery. This supported children to feel valued and respected.

We observed the lunchtime provision which was well supported by staff. Lunchtime was a relaxed and sociable experience for all children. It provided good opportunities for independence and responsibility despite restrictions. Younger children were encouraged to use cutlery and enjoyed lunch at a relaxed and unhurried pace. We asked the service to consider using crockery and cutlery for every meal served to promote these skills further.

Personal plans were very detailed and had been reviewed and updated through consultation with families and the children. They detailed children's wishes, preferences and interests which allowed staff to provide consistent care.

We found very good infection prevention and control procedures were in place which kept children safe. We observed children and staff to be confident with their hand washing routines. Children were eager to show us how they washed their hands. We saw staff were vigilant with robust cleaning. They effectively wore masks when unable to physically distance. These procedures were fluid and seamless throughout the nursery session. This ensured that enhanced cleaning and infection prevention and control measures did not impact negatively on children's experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

From the evidence gathered during our inspection, we evaluated this quality theme as good.

Overall, we found the environment to be clean, child friendly and welcoming.

Since the last inspection areas of the nursery had been upgraded, which provided a more homely and calming environment for the children. We found it to be less cluttered and child friendly. Displays were at children's height and engaged them in their learning.

The pre-school rooms had natural materials and loose parts which captured the children's interests. We saw children independently gather their paint and materials for an art activity. We found children were learning to be respectful of their environment and taking responsibilities in areas of their play.

We discussed how more natural materials could be reintroduced in a safe way to the younger children. This would provide them with more opportunities to be curious and creative. Investment in the garden provided a new outdoor classroom, play structures and surfaces. Children accessed the garden which had a positive impact on their health and wellbeing. In response to Covid-19 guidance, the children went outdoors in small groups, on the day of inspection we found this limited the amount of time they spent outdoors.

Investment in the garden provided a new outdoor classroom, play structures and surfaces. We found resources for core play experiences to be limited outdoors. We discussed reintroducing resources into this area to promote investigation, numeracy, language and literacy. The management team were responsive to our suggestions and said they would review current guidance to improve the provision in this area, in a safe way.

The children attending the holiday club made good use of facilities within the local community. On the day of the inspection, we found the space provided for the holiday club within the nursery did not provide enough pace and challenge for this age group. We discussed reviewing the holiday club provision aligned with the service quality improvement plan.

Accidents and incidents were recorded and shared with parents. We would ask the service to ensure that a regular audit of accidents and incidents is carried out to identify common themes and how the service will minimise any identified risks to children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

From the evidence gathered during our inspection, we evaluated this quality theme as very good.

The inclusive ethos created by kind, nurturing and caring staff helped children to feel secure in the setting. We found staff to be enthusiastic, confident and knowledgeable. Staff knew the children and their families well and were dedicated to providing a very good service for them.

Staff worked very well together, creating a strong and effective team, who were well supported and valued by the depute manager and provider. Staff told us they had become closer as a team since the first lockdown and how they had pulled together for each other and the families attending. Staff told us that a 'Thinking positive' group chat and support from management had helped them to stay connected, share ideas and support each other through periods of closure and returning to work.

The staff team were experienced, committed and enthusiastic. Staff had very good opportunities for training, both inhouse and from the local council. They confidently told us of training they had attended and how they implemented this in their practice. Learning from training was shared with other staff members. We found staff were keen to continue improving the quality of care they provided.

Staff had a very good understanding of current guidance and how they used this to enhance children's experiences. We found staff benefitted from effective leadership roles which contributed positively to their self-esteem and confidence. They were passionate about their roles and were keen to share how they had improved experiences for children. The leadership roles had helped empower the staff team to make decisions and develop the service, they had used their roles and learning to enhance the provision.

Staff supervision and team meetings took place regularly. These meetings enabled staff to reflect on their practice, discuss training and share ideas on how to use this learning to improve outcomes for children.

We spoke with staff about the service's child protection policy. We found they had a very good working knowledge of their responsibilities and the procedures to ensure that children were protected.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

From the evidence gathered during our inspection, we evaluated this quality theme as very good.

Staff told us they felt safe at work and that they were well supported by a visible and committed

management team. We found staff morale to be very high. Staff returned in the summer months to help cover staff holidays. Parents we spoke with liked that staff returned providing consistent care to their children. Staff returning to work had received a robust induction back into the service which included changes to practice around Covid-19.

The staff team were committed to working in partnership with families. The provider told us there had been a focus on engagement and participation as a priority during the pandemic.

We found very good arrangements in place to gather the views of families and share information. We found families had been very well supported and offered opportunities to be involved in their child's learning and to influence the development of the service. The parents we spoke with told us they had attended 'virtual parent's nights' on various topics and given opportunities to discuss their child's next steps and developmental goals. They felt they knew what their children were learning and felt very much part of the service.

We found the management team to be very reflective in their approach to driving forward improvements. Staff benefited from the committed management team who had a clear vision of identified improvement priorities that were revisited regularly to maintain standards within the service.

An Improvement plan and quality assurance calendar identified key priorities for development which were developed through consultation with parents, staff and children. Observations of staff practice were undertaken by senior staff on focused areas of service improvement. Clear and supportive feedback and helpful strategies were given to staff to further develop and improve their practice. This process supported the staff team to have a clear, shared vision which supported improvements, not only with their own practice but as a staff team.

We highlighted the very good level of self-evaluation within the service, and the evident positive impact this was having on outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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 children's safety and wellbeing, the provider must put in place an effective medicines management system to ensure medication is appropriately stored, recorded and permissions sought by 23 September 2019.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 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 10 September 2019.

Action taken on previous requirement

Medication observed to be appropriately stored in sealed bags with child's photograph and name on the front. Medication audits were undertaken and permissions from parents to administer any medication with symptoms in place.

Met - within timescales

Requirement 2

In order to ensure children are supported by suitable staff, the provider must ensure that all staff working in the service are recruited in line with safer recruitment practices. This must be completed by 23 September 2019.

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

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9(1)&(2)(b) & 15(a) - Fitness of Employees and Staffing.

This requirement was made on 10 September 2019.

Action taken on previous requirement

All staff had been safely recruited with a robust induction process now in place.

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 should have their needs clearly identified and reviewed regularly as part of their personal plan. The service should ensure that they review and update personal plans with parents and carers every six months or sooner to ensure they reflect children's current needs and interests.

This is to ensure care and support is consistent with the Health and Social Care Standards 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 10 September 2019.

Action taken on previous recommendation

Personal plans had been updated and reviewed through consultation with families and children after periods of closure or within the recommended time.

Recommendation 2

A robust and effective programme of quality assurance should be developed to ensure regular monitoring is undertaken to improve outcomes for children.

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

This recommendation was made on 10 September 2019.

Action taken on previous recommendation

Quality assurance calendars were in place and effective in monitoring key priorities of service improvement plan. Robust systems now in place to monitor daily practice and core provision of service.

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
16 Aug 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
26 Jul 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
16 Dec 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
21 Jul 2015	Re-grade	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership Not assessed
12 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
29 Oct 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 May 2011	Unannounced	Care and support 5 - Very good Environment 4 - Good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Apr 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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