

# Summerside Kindergarten Limited Day Care of Children

1 Summerside Street  
Edinburgh  
EH6 4NT

Telephone: 0131 554 6560

**Type of inspection:**

Unannounced

**Completed on:**

13 February 2019

**Service provided by:**

Summerside Kindergarten Limited

**Service provider number:**

SP2014012304

**Service no:**

CS2014325935

## About the service

Summerside Kindergarten Limited (referred to as the service throughout this report) registered with the Care Inspectorate in 2014. The service is registered to provide a care service to a maximum of 35 children aged from three months of age to entry to primary school age, with a maximum of nine children under two years.

The service is based in the Trinity area of Edinburgh. The main accommodation consists of four playrooms, entrance corridor, cloakroom, children's toilets and changing areas, kitchen and enclosed garden. The service also has its own allotment, which children regularly visit. Since the last inspection, the service have added additional storage to the garden area and built a workshop style building, which they call "l'atelier". This is a multi-purpose space, which on the second day of the inspection children used this for a music session.

At the time of the inspection the manager was on extended leave and the depute manager was in the post as acting manager (referred to as the manager throughout this report).

The service aims to "provide a learning environment where children feel safe and secure within our care".

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

## What people told us

We visited the service on Monday 11 February 2019 and returned to the service on Wednesday 13 February 2019 to complete the inspection. We provided feedback to the manager and acting depute manager at the end of the second visit.

During the inspection visit we spoke with a number of children. Most children were keen to involve us in their play. Some of the older children were happy to tell us what they did and enjoyed during their time at the service. At the beginning of the inspection there were 31 children present in the service.

Prior to the inspection we sent out 21 Care Standard Questionnaires (CSQs) for the service to distribute to parents. We received 13 completed CSQs back. Twelve parents strongly agreed and one parent agreed with the statement "Overall, I am happy with the quality of care my child receives in this service". During the inspection, we spoke with one parent. Comments from both sources included:

"I feel that staff are always keeping an eye and taking initiative to help nurture and develop my child, for example spending extra time reading to her one to one or being positive and encouraging to us as parents to keep going with potty training. Their hard work always pays off and goes noticed and appreciated by us as parents."

"We are so pleased that we chose Summerside for our child. The staff are great and allotment is a fantastic resource."

"I love the fact that the nursery have an app to keep us updated and allow instant messages if there are any concerns. In the very beginning this was a wonderful way of reassuring me our child was fine."

"Summerside provides an excellent service to both our child and us as parents. The staff have invested so much into him and his development and we are incredibly grateful."

"I have been thrilled with the level of care my children receive at Summerside. They are always well fed, have had great indoor and outdoor experiences and come home full of stories. It very much feels part of the community as they engage with local services which is fantastic."

"Both kids have been very happy there. They are looked after in a safe and encouraging environment by genuinely caring staff."

"We are extremely happy with the care our child receives. The staff at Summerside are caring, considerate and involved with the children. Our child loves attending nursery, and asks for specific members of staff when on route to nursery. We would (and have) recommended this nursery to friends."

"I rate it (Summerside Kindergarten) very highly. The staff really get to know the children and build on and support what you are working on at home. I love that they get them outdoors. My child has found great friendships at Summerside, which have been fostered by the staff. I get feedback at the end of the day, not just lunch etc but any other highlights from the day. The kids love the allotment and they have an open day once a year. Summerside is a nice, friendly, open environment. General communication has improved a lot, for example we now get more notice about trips."

## 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 paperwork. These documents considered the strengths of the nursery and identified areas for improvement.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Children were confident, curious and happy during the inspection visits. Children were able to direct their own play. Older children could make independent choices about whether they played indoors or outdoors.

Children received a continuity of care because staff knew them well and respected their individual needs. Staff worked closely with parents so that young children's routines from home could be continued within the service. Parental feedback suggested that this partnership working was an important strength within the service. We

found parents appreciated this supportive approach from staff as it meant their children were respected and nurtured.

Since the last inspection, the service had made good progress in developing the menu choices and mealtime experiences for children. Children were able to self-select their own food and pour their own drinks. Most staff sat with children at meal times meaning they were supported to socialise and develop communication skills during this time. As part of the service's quality assurance they should continue to monitor these times to ensure all children consistently have positive and nurturing experiences.

Whilst staff planned for children's learning based on their needs, interests and ideas we discussed with the service that some children required greater levels of challenge in the experiences on offer. This would support them to develop as confident and motivated learners. Observations of children's learning needed to improve to ensure staff were aware of and able to capture significant learning. Staff need to develop their understanding of how to effectively track and monitor children's learning and progress. This will help children to make the best progress possible in their learning as staff will have a clear understanding of children as learners. We will follow-up on this at the next inspection.

Whilst personal plans had been developed, we found gaps remained in the recording of children's information. The service was in the process of auditing personal plans. We have asked them to continue to do this so that the information they have remains relevant and meaningful. This is to ensure personal plans are a working document that allow staff to effectively support children's safety, wellbeing, learning and development. We will follow this up at the next inspection.

Children's health and safety was maintained as staff had undertaken first aid training. However, when reviewing children's medication records and personal plans we found that the service was not consistently following best practice guidance, 'Management of medication in daycare of children and childminding services'. The service must ensure that they have clear procedures for the recording of medication so that there is clarity on how and when any medication may need administered. The service should ensure that there is a system in place to monitor the storage and retention of medication, including a system for checking expiry dates and returning any lapsed medication to parents. We have made a recommendation about medication. (See recommendation one).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To keep children safe their medical needs must be managed in a safe and effective way. The service should review the procedures for the management of medication in line with best practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I experience high quality care and support because people have the necessary information and resources (HSCS: '4.27).

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The service had recently appointed a skilled practitioner to specifically work with children and staff at the allotment and on wider nature play opportunities. Children were learning new skills and developing their understanding of planting and growing through regular trips to the allotment. The practitioner was supporting staff to develop their understanding about the benefits of outdoor experiences, nature play and 'loose parts play'. Through this support, staff were developing their understanding of best practice documents such as 'My World Outdoors'. They were beginning to embed some of this knowledge into the way the environment was presented meaning children had a greater range of materials and experiences in the outdoor area. The service should continue to develop the play environment for children to provide challenge as well as opportunities for children to consistently experience and develop their creativity and natural curiosity.

Children were included in the local community because the service made good use of local resources such as trips to parks, walks along the canal and visits to the local library. Children also benefited from trips further afield to various farms and parks. Parents told us they valued these opportunities and felt the service made good use of many different resources.

Whilst older children had free-flow access to the garden throughout the day, younger children had fewer opportunities to do this. The manager acknowledged that this was an area for improvement. Staff were keen to discuss how they might improve this situation and we were confident the service would continue to review the arrangements for outdoor play. This will help ensure children have opportunities to be healthy and active when attending the service. We will follow-up on this at the next inspection.

The environment was clean and safe. Within the playroom most resources were well-organised meaning children could freely access them as they played. We discussed with staff in the baby room how they might develop the space to make it cosier. Staff were receptive to this discussion and made some immediate changes that created a greater sense of warmth within the room. Within one of the playrooms we found a number of books were in a poor condition. The manager should ensure that resources are regularly reviewed to ensure they are in good condition and suitable to meet the needs of children. We will follow-up on this at the next inspection.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

## Findings from the inspection

Interactions observed between staff and children were caring and supportive. The staff team understood the importance of positive relationships and parents were provided with good levels of feedback about their child's experiences. During the inspection, we saw parents asking staff for advice suggesting they trusted staff and valued their input.

Some staff had engaged in training opportunities since the last inspection. Training about environments and schematic play were beginning to have an impact on the experiences and resources provided to children. Specific training and support around 'My World Outdoors' was having a positive impact on children's outdoor experiences.

During the inspection, we discussed with the manager the procedures for dealing with concerns raised regarding staff practice. We found that on two occasions concerns had been raised about staff practice. Whilst we did not see evidence of the practice concerns on the day of the inspection, we found that the management team did not have a clear awareness of how to manage particular concerns that were raised. There was the potential for positive outcomes for children to be reduced, as the investigation, recording and monitoring of such concerns were not robust and effective. We have asked that the manager and provider to review the procedures in place paying particular attention to the whistle blowing and disciplinary procedures. The manager and provider should consider their knowledge and understanding of how to effectively manage any staff practice concerns. This is to protect and promote children's rights and ensure they are cared for in a consistently respectful manner. We will follow-up on this at the next inspection.

During the inspection, we found a member of staff's SSSC (Scottish Social Services Council - the body who register and regulate the social service workforce in Scotland) registration had not been renewed. Whilst the service took swift action to manage the situation when alerted to it, we found that there was not a system in place for monitoring SSSC registration. This could have the potential to impact on outcomes for children as the service were not checking that staff remained registered with an appropriate professional body. We made a recommendation about safe recruitment and SSSC registration at the last inspection. We have made a further recommendation about professional registration at this inspection. (See recommendation one).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Children should be cared for by staff who are registered with an appropriate professional body. The manager should ensure staff are aware of their duty to maintain their registration and the service should have a system in place to monitor all registrations.

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

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Since the last inspection, the service had addressed the recommendations made in relation to food and mealtimes. Children's mealtimes were more positive and the menus reflected best practice guidance such as 'Setting the Table' (NHS, Scotland). This meant children's health and wellbeing was promoted and they were learning how to engage in healthy eating habits.

Whilst the service had made improvements since the last inspection there were further areas of improvement identified in this inspection report that should be addressed to ensure outcomes for children are improved and enhanced. The manager and provider should develop robust quality assurance measures to ensure that they can effectively monitor all aspects of the service. The manager should ensure that staff practice is monitored and where areas of support or development are highlighted, clear and meaningful plans should be put in place to support improvements. The manager should develop a system for monitoring staff practice and develop the procedures in place for support and supervision. (See recommendation one).

During the inspection we found the service had dealt with a number of situations in an appropriate manner. However, we found that a number of significant events had not been reported to the Care Inspectorate. The manager was unaware of the Care Inspectorate guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. This meant we had been unable to work in partnership with the service during these times. The manager and provider must ensure that appropriate notifications are made to promote and maintain children's safety and wellbeing. (See recommendation two)

The service had a number of policies and procedures in place, however some of these required adjusting to ensure they have the key information needed to support staff in their work and to ensure parents are clear on the service's procedures. This included but is not limited to the service's child protection policy and the complaints policy. As noted in staffing, the service should review the disciplinary and whistle blowing policies to ensure they are clear, robust and can be consistently implemented when required. We will follow-up on this at the next inspection.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. To promote positive outcomes for children and help enhance their experiences the manager should develop a system for monitoring staff practice so that staff are appropriately supported to develop and reflect on their practice and their work. This should include developing approaches, which promote professional development and focus on improving outcomes for children.

This is to ensure care and support is consistent with the Health and Social care Standards which states, '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).

2. To promote and maintain children's wellbeing and safety the manager and provider should become familiar with their legislative duty in relation to notifying the Care Inspectorate about specific events that may occur within a regulated care service.

This is to ensure care and support is consistent with Health and Social Care Standards which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

**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

#### Recommendation 1

To ensure children receive sufficient support and experience positive meals times the service should review how it manages meal times. They should consider the deployment of staff and ensure that there are appropriate levels of staffing to meet children's varying needs.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support and development.

**This recommendation was made on 13 March 2018.**

#### Action taken on previous recommendation

The service had engaged with best practice guidance to support children's mealtimes. Most staff sat with children as they ate and supported children's needs well. There were sufficient levels of staff during the mealtimes. The service had employed a cook and although they were off during the inspection we could see how this addition to the team would be benefit mealtimes and children's experiences.

## Recommendation 2

To ensure children receive healthy meals and develop positive eating habits the service should review the meals provided and any alternatives offered to children. The service should use current best practice guidance to support them to develop their menus and approaches to meal times.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3:  
- Health and wellbeing.

**This recommendation was made on 13 March 2018.**

### Action taken on previous recommendation

The service had engaged with best practice guidance to support menu planning and the development of a healthier menu. The meals and snacks during the inspection were varied and healthy. Children appeared to enjoy the food. The manager was aware of the food being purchased and made in the nursery as they had worked with the cook to develop the menu in line with current best practice.

## Recommendation 3

To ensure children are supported by suitable staff, the service must ensure that all of the staff working in the service are recruited in line with safer recruitment practices. This should include obtaining a satisfactory Protection of Vulnerable Groups check and two references prior to a successful candidate starting employment. This should also include ensuring appropriate registration with SSSC is undertaken by all staff and there is a monitoring system in place to regularly review this.

National Care Standard Early Education and Childcare up to the age of 16: Standard 12 - Confidence in staff.

**This recommendation was made on 13 March 2018.**

### Action taken on previous recommendation

Whilst progress had been made with recruitment being carried out in a more safe and organised way there was an issue with the service informing the Care Inspectorate about a decision they made regarding a PVG check. Whilst at the inspection, we recognised the reason for this decision and accepted that the staff member had no contact with children and worked off site until the check was completed. It would have been best practice to discuss this situation with the Care Inspectorate prior to commencement. In relation to SSSC registrations, we have made a further recommendation about this as we found there still to be an issue with a member of staff's SSSC registration.

## Recommendation 4

The provider should address and review the roles and responsibilities of the management team to ensure that the nursery is effectively managed and children experience positive outcomes. The registered manager should have overall responsibility for managing the nursery and developing the quality of the provision.

National Care Standards Early Education and Childcare up to the age of 16  
Standard 14 - Well managed service.

**This recommendation was made on 13 March 2018.**

### Action taken on previous recommendation

The provider had taken action following the inspection to review the management arrangements. The registered manager had overall responsibility for the managing of the nursery and developing the quality of the provision. The registered manager was on extended leave at the time of the inspection, however this had been managed

appropriately and the depute was currently acting manager. This is in line with the Care Inspectorate guidance in relation to such matters.

## 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
13 Mar 2018	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
10 Dec 2015	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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