

# KingsWellies Nursery Day Care of Children

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Kingswells  
Aberdeen  
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**Type of inspection:**  
Unannounced

**Completed on:**  
22 July 2022

**Service provided by:**  
KingsWellies Nursery Limited

**Service provider number:**  
SP2014012334

**Service no:**  
CS2014328470

## About the service

KingsWellies Nursery is situated within the Prime Four Business Park at Kingswells, Aberdeen. The service is registered to provide a care service to a maximum of 148 children at any one time aged from birth to those not yet attending primary school with room maximum numbers and ages as follows:

- 24 children who have not yet reached their second birthday
- 45 children aged from 18 months to three years
- 54 children aged from two years to not yet attending primary school
- 25 children aged from three years to not yet attending primary school.

The service is provided over three playrooms in the main building, all on ground level. A nearby annexe houses further provision for children aged three to five years. A large outdoor area and pavilion within the business park provide opportunities for outdoor play. Local facilities including parks and library can be accessed by walking or bus.

## About the inspection

This was an unannounced inspection which took place between 09:00 and 18:00 on 20 July 2022, 08:30 and 18:30 on 21 July 2022 and 08:45 and 15:00 on 22 July 2022. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with nine families
- spoke with one visiting professional
- spoke with staff and the manager
- observed practice and children's experiences
- reviewed documents.

## Key messages

- Staff knew children well. They had built positive relationships with children and their families.
- Monitoring and quality assurance had supported improvements within the service.
- Management and staff were committed to providing high quality care to children.
- Children enjoyed an environment that was welcoming and stimulating.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

|  |               |
|--|---------------|
| How good is our care, play and learning? | 4 - Good      |
| How good is our setting?                 | 5 - Very Good |
| How good is our leadership?              | 5 - Very Good |
| How good is our staff team?              | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### Quality indicator 1.1: Nurturing care and support

Children experienced warm, caring relationships with staff, and they were generally happy and settled. Staff knew children well and their interactions reflected families' personal preferences, helping children feel valued and respected.

Children's safety and wellbeing was supported by staff who used the relevant information gathered in their personal plans to promote their needs and preferences. They were regularly reviewed with parents meaning that information was relevant and up to date.

Children were given food choices which were healthy and varied. Lunches were provided by an outside caterer, with snacks and extras being provided by the setting where necessary. Children were supported sensitively by able staff who knew children's food preferences. One parent told us that their child's dietary requirements were met well.

Children's social interactions and independence were supported by daily routines. Some children helped to set for lunch and clear up afterwards and staff sat with younger children, promoting positive social interactions. There were some missed opportunities in the older age groups, where staff did not always sit with the children. The manager agreed to review mealtime routines to ensure consistently high quality opportunities across the setting.

Children's personal care was usually carried out in a sensitive manner. There were instances when children were taken away from activities and had to wait for staff during personal care. Management agreed to share good practice across the setting to provide consistently positive and nurturing experiences for children.

Children's individual needs were met by sensitive sleep routines. Children who were tired in the younger groups were able to sleep through mealtimes where needed and eat when they awoke. Staff provided comfort and used agreed strategies to settle children to sleep.

Positive outcomes for children were promoted by professional relationships with other agencies. Sharing of information and support strategies supported staff to provide for children's developmental and health needs.

Children were protected from harm as most staff had relevant knowledge and understanding of child protection. Some newer staff were less confident when discussing child protection procedures and would benefit from opportunities to consolidate their learning. This would increase their confidence within the staff team in keeping children safe.

### 1.3 Play and Learning

Children had fun throughout the day and staff used floor books to record activities and learning. Opportunities to support children's language, literacy and numeracy were evident in planned activities. Staff spoke of their wish to develop more responsive planning to support child led play and learning. We encouraged management to support these developments. This would help children experience more opportunities for learning through their routines and interests.

Children's learning was generally well-supported by positive staff interactions. However, some opportunities to extend children's learning were missed when staff did not extend conversations with children. This limited some children's experiences. Management agreed to support less experienced staff who would benefit from further development in this area.

Children's learning was recorded using online learning journals and shared with parents. Some of these did not contain sufficient information about children's next steps and how these were being supported. This meant children did not always receive the support needed to progress their development. This was identified within the service's improvement plan and the staff were working to develop this area.

Children benefited from strong links with the local community. The immediate community within the business park provided opportunities for children to attend events and use facilities. Organised classes such as yoga and music provided variety of experiences to enhance children's experiences.

#### How good is our setting?

**5 - Very Good**

We evaluated this key question as very good, where significant strengths supported positive outcomes for children.

Children enjoyed clean, comfortable, and welcoming surroundings. To enhance the children's experiences work had been carried out to improve the environment. This was particularly evident in the baby room where there were increased opportunities for sensory and open-ended play. The layout of the rooms supported children's engagement and allowed them space to extend their play.

Children's interests were reflected in the displays and walls indoors. Resources provided challenge and variety and were accessible to the children, supporting their interests and choice. In the baby room children enjoyed the use of natural resources which staff had developed. We encouraged the further development of more natural and real-life resources throughout all areas to promote children's interests and curiosities.

Children had fun in the outdoor area, which provided a large variety of opportunities for energetic play. Children used wooden structures such as a boat, shop front and mini climbing wall for imaginative and active games. Planting areas and a 'wild area' gave opportunities for learning about plants and growing.

Although children had access to the outdoors at various times throughout the day, not all children experienced free flow. We encouraged management to review arrangements to promote children's choice in accessing the outdoor area.

Children were supported to feel part of their community through regular access to local amenities such as shops, parks and play areas. These extended children's experiences and provided further opportunities for active play. Staff were safety aware and ensured children were always accounted for and that the area was safe for children to play.

Children were kept safe and healthy by robust infection prevention and control procedures. Children were encouraged to wash their hands before and after meals, and when coming in from outside. Staff followed safe hygiene procedures during toileting and mealtimes, limiting the risk of the spread of infection.

## How good is our leadership?

**5 - Very Good**

We evaluated this key question as very good, where significant strengths supported positive outcomes for children.

The management shared their vision and aspirations for the service with parents and staff. This was communicated through a variety of methods including, displays, emails and social media posts. This supported parents and staff to know what was important to meet the needs of children and families.

Management understood the importance of using the views of children and families to inform development and improvements. Children were consulted for their preferences when new equipment was bought. Parents told us they welcomed the opportunity to provide feedback and inform the improvements. This supported people to feel confident in suggesting change and to take responsibility in the improvement and development of the service.

Self-evaluation and quality assurance processes had been reviewed and were effective in identifying areas for improvement. Staff were gaining confidence in their ability to reflect together. With the support of management, they were using these reflections to bring about positive change to outcomes for children.

Staff were confident in identifying improvements within their own room or team. They were less confident in improvements made or planned for the service as a whole. We discussed with the manager the benefits of developing their confidence. This will support the processes becoming embedded in practice and having a sustained positive impact on children's outcomes and experiences.

Children benefited from a culture of continuous improvement. Management and staff were enthusiastic and committed to providing children with quality care and support. Staff had been involved in the self-evaluation process and recent improvements. They told us they felt proud of their achievements and included in the process.

The improvement plan for the service was realistic. It identified areas for development and planned actions for carrying this out. There were timescales for completion and an evaluation of the impact on outcomes for children.

**How good is our staff team?****5 - Very Good**

We evaluated this key question as very good, where significant strengths supported positive outcomes for children.

Children's needs were met by a staff team who were well deployed to support children's learning, care and support needs. An effective mix of experienced and less experienced staff ensured that newer staff were supported in their roles. Staff were encouraged and supported to challenge themselves to take on new responsibilities. Mentoring and 'buddy' systems were in place to further support the development of staff's skills and knowledge. This helped staff develop essential skills for supporting positive outcomes for children.

Children experienced continuity of care throughout the day. Their needs were met by the right number of knowledgeable and skilled staff. This meant that children's care was effectively supported during staff absences and breaks. Staff were flexible and communicated well if they had to leave a task or area, ensuring safe care for children at all times.

Children were supported sensitively to cope with changes. Parents told us that their children had been prepared for transitions between rooms and when they had a new keyworker. They also advised that they knew all the staff who were caring for their children. Children were very confident moving between rooms and were familiar and comfortable with the staff.

Children's outcomes were supported by the recent appointment of a new manager. This role was in addition to the existing management team, with a focus on self-evaluation and improvement. This had led to increased communication between staff, who felt they now worked better as a team. Staff were respectful and supportive of each other, which provided positive role modelling and a happy, inclusive atmosphere for children.

Children benefited from sharing of information between staff and with parents. Staff ensured there were detailed handover discussions when children were dropped off and collected. Parents told us that staff and management were approachable and were always available for discussions. This supported parents and children to feel happy and secure.

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

### Areas for improvement

#### Previous area for improvement 1

The provider and management to further develop risk assessment procedures, monitor practice to ensure that improvements are identified, actioned and become embedded in practice. This will support staff to provide children with a safe, stimulating environment that consistently provides quality experiences for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"My environment is secure and safe" (HSCS: 5.17) "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS: 5.22).

**This area for improvement was made on 21 February 2022.**

#### Action taken since then

Risk assessments are in place and relevant. Quality assurance processes have been developed to ensure the identification of improvements, ensuring a safe, stimulating environment that consistently provides quality experiences for children.

This area for improvement has been met.

#### Previous area for improvement 2

To support children's safety and comfort children's sleep arrangements to be reviewed and developed to ensure they consistently meet good practice guidance. The policy on safe sleeping to be updated and implemented in line with 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 am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices" (HSCS 5.21); and "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

**This area for improvement was made on 21 February 2022.**



### Action taken since then

The service follow 'Safe Sleep Guidelines'. All children sleep in cots or sleep mats, blankets are provided, blind cords are tied up. Monitoring of children sleeping is carried out and recorded to ensure children's safety.

This area for improvement has been met.

### Previous area for improvement 3

To ensure children consistently receive high quality early learning and childcare, are kept safe, and their wellbeing needs are met, the provider should ensure staff are effectively supported to develop the skills and knowledge needed for their role.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"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 area for improvement was made on 21 February 2022.**

### Action taken since then

All staff have attended core training and the service has a training programme in place based on identified staff development needs. Mentoring and a buddy system are in place to support new staff.

This area for improvement has been met.

### Previous area for improvement 4

To improve and sustain good outcomes for children, the provider and manager should undertake robust and meaningful quality assurance, monitor practice and take effective action which leads to improvements.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

**This area for improvement was made on 21 February 2022.**

### Action taken since then

Quality assurance processes have been developed to ensure the identification of improvements, ensuring a safe, stimulating environment that consistently provides quality experiences for children. A realistic improvement plan is in place based on identified improvements.

This area for improvement has 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).

Detailed evaluations

|  |               |
|--|---------------|
| How good is our care, play and learning?           | 4 - Good      |
| 1.1 Nurturing care and support                     | 4 - Good      |
| 1.3 Play and learning                              | 4 - Good      |
| How good is our setting?                           | 5 - Very Good |
| 2.2 Children experience high quality facilities    | 5 - Very Good |
| How good is our leadership?                        | 5 - Very Good |
| 3.1 Quality assurance and improvement are led well | 5 - Very Good |
| How good is our staff team?                        | 5 - Very Good |
| 4.3 Staff deployment                               | 5 - Very Good |

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