

# KingsWellies Nursery Day Care of Children

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Kingswells  
Aberdeen  
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**Type of inspection:**  
Unannounced

**Completed on:**  
11 May 2021

**Service provided by:**  
KingsWellies Nursery Limited

**Service provider number:**  
SP2014012334

**Service no:**  
CS2014328470

## About the service

We carried out an unannounced inspection of KingsWellies Nursery between the hours of 9:00 and 13:00 on 31 March 2021. We undertook this short, focused site visit to the service as part of this inspection.

In addition, we used Microsoft Teams and emails to engage with the manager, staff and parents as part of the scrutiny process. We also assessed relevant documentation we requested from the management team. Feedback was given to the management team on 11 May 2021.

This was a focused inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. The inspection was carried out by three inspectors from the Care Inspectorate.

Staff and children were very welcoming to our inspectors and comfortable in discussion with us during this inspection visit.

KingsWellies Nursery has been registered with the Care Inspectorate since 10 April 2015. This day care of children service is registered to provide a care service to a maximum of 123 children at any one time aged from birth to those not yet attending primary school, with room maximum numbers and ages as follows:

Welly Babies - 24 children who have not yet reached their second birthday.

Welly Tots - 45 children aged from 18 months to 3 years.

Welly Beans - 54 children aged from 2½ years to not yet attending primary school.

The nursery is situated in the Kingswells area of Aberdeenshire. The service is provided over three playrooms, each for a different age group, all on ground floor level. There is an enclosed play area, accessible from each playroom and a parking area for parents.

The aims of the service include:

- to provide a safe, happy, caring, stimulating and secure environment for our children where everyone feels valued, included and respected;
- to create a nursery which feels like home and to provide an extended family environment;
- to work in partnership with other agencies and our communities to promote the welfare of our children;
- to work together with parents as partners to improve learning and care;
- to value and empower our children and staff by recognising and celebrating successes and achievements;
- to equip our children with skills for learning, life and work, ready to actively grasp and follow their dreams in the future.

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

We received email responses from five parents. Parents indicated that they were happy with the care provided by the service. They confirmed that staff knew their children well and supported children to explore a very good range of interesting activities.

Parents confirmed that staff maintained very good communication during lockdown, and this continued when children returned to nursery. Parents were happy with how pro-active staff were in applying relevant COVID-19 guidance during drop off and pick up of children.

Staff and management were pro-active and responsive to feedback and implemented improvements wherever possible.

Parent comment included:

"The nursery management team has been very clear in the sharing of important information regarding nursery reopening to all children. They have sent further emails to clarify certain points as appropriate. I think they have done very well on this aspect".

"A large variety of topics, tasks and activities are created for the children. Nowadays we read the Facebook page photo of the whiteboard to see the activities they have done, and it states how they have developed too. Staff are positive and I can certainly see they are engaging with the children when outside playing".

"My son speaks very positively about staff, in particular his key worker and two others. All comments are positive, and he talks about their caring support to other children as well as himself".

"My child has only been using Kingswellies for a short time but prior to the start date I was on Kingswellies email listing, and I have felt throughout the last year there was a lot of communication from them with regards to health and safety and the pandemic so when my child got a space, I was feeling extremely reassured by the level of communication I had already received".

"My daughter seems settled at nursery better than I expected and without being able to see how they interact with her I can only assume that this is a good sign, and they are meeting her needs and having fun with her".

"My child is quite new to the nursery, but staff are getting to know his personality and have shared the most recent observations on the Interactive Learning Device (ILD) which I expect will be a useful tool for staff and parents. I do feel there has been a bit of inconsistency with handover at the end of the day. There have been a few cases where the member of staff doing handover has been unable to answer some questions and has had to get back to me and answer at a later point. However, it is my understanding that this is something the management team are addressing which I appreciate".

"Staff have engaged well with my son; they have given him lots of praise and encouragement and he appears to be settled and happy at nursery".

"The staff appear to know my son well and know his own little personality. They appear to be getting a good understanding of him".

## 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 and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

5 - Very Good

**Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19**  
Key areas include the extent to which:

- children are nurtured and supported throughout their changed experience in their early learning and childcare setting
- effective communication with families enables responsive care to support children through changing circumstances.

Children and parents experienced a warm and welcoming ethos in nursery with children and staff enjoying caring, nurturing relationships. This promoted a feeling of safety and security for children. Children were supported by staff who knew them well and respected them as individuals.

During this pandemic staff had supported children to understand the changes to their routines in a sensitive manner, suitable to each child's level of understanding. Older children understood when they should wash their hands and younger children enjoyed more time with water. Staff promoted this through positive, fun experiences.

Children were happy and relaxed in nursery and enjoyed independent access to the available toys and activities.

Children's choices and preferences influenced planning for their next steps in learning. Using observation and assessment, staff planned for individual children's next play and learning opportunities, taking into account relevant best practice guidance. Parents also had the opportunity to comment and add their thoughts to their child's Interactive Learning Diary (ILD) record. Parent input was then also taken into account by staff during the assessment process, all of which supported children to reach their potential.

Staff and parents described sensitive settling-in procedures which supported children getting to know staff members who may be new to them. Nursery staff maintained contact with children and parents during periods of lockdown and this familiarity was of positive benefit to children and parents during their return. A new parent had found this contact reassuring before her child started with the nursery and confirmed this had aided the settling in process.

Each child had a personal plan which included records of individual children's care and support needs. These plans were regularly updated in discussion with parents, however, in some instances, staff described a more in-depth support of a child than was recorded in the care plan. Staff should ensure that any changes in practice to a children's care and support are accurately reflected in their personal plan record. We discussed this with the service and this is being reviewed and improvement actioned.

Children had regular daily access to fresh air and exercise. They had use of well-equipped outdoor spaces and also enjoyed walks with staff around the local area. This promoted children's health and wellbeing.

Staff recognised the challenges that existed with physical distancing between adults and developed a range of processes to ensure effective communication between nursery and parents. These included regular newsletters, phone calls, emails and the shorter daily handovers. Parents were happy with the level of communication and were comfortable contacting room staff or a member of the management team should

they have a query or concern.

Staff were proactive in seeking parent suggestions for improvement and implemented these whenever possible.

**Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.**

**Key areas include the extent to which:**

- children are protected as staff take all necessary precautions to prevent the spread of infection.

**Descriptor**

**This indicator focuses on how well the service has worked to implement the necessary precautions to promote hygiene and infection prevention and control practices within the service. It looks at the overall hygiene within the environment and includes the arrangements for increased cleaning between groups or children's patterns of attendance. It includes the approaches to supporting children's understanding of hygiene and hand washing.**

The nursery appeared clean, and staff were confident about the processes which promoted effective infection control whilst supporting the needs of the children. Children in nursery were protected as staff took necessary precautions to prevent the spread of infection.

All staff understood the required arrangements for infection control within the service and confidently discussed their individual roles when implementing the cleaning schedules. Staff were aware of the impact these changes to routines may have on outcomes for children and effectively supported individual children in a manner which helped to minimise any disruption or upset.

When a child was upset and required a blanket or toy with them in nursery, parents were happy to provide an additional item which would remain in the nursery. These items were cleaned or washed in nursery following relevant guidance.

Management had employed additional staff in each room to ensure children's interactions with staff were not compromised by the increased infection prevention and control measures required. Children were relaxed and enjoyed their time in nursery, supported by the key workers with each group of children.

Children appeared settled and comfortable with the new routines and enjoyed warm, caring relationships with staff. Staff supported children to understand the need for good hygiene and effective use was made of pictures and activities to encourage a fun approach to this.

However, occasionally, a few staff and children put soap on their hands before water and some children in the pre-school room did not wash their hands after lunch. Staff should ensure that hands and wrists are under running water until wet then apply soap and create a lather. This was discussed during inspection and immediately actioned.

Management and staff had undertaken responsive risk assessments that addressed the relevant areas within the national COVID-19 guidance. Staff had received training on infection prevention and control which adhered to COVID-19 guidance, and which all staff revisited on a regular basis.

The induction process for new staff began before they started with the service, in order that they had a good knowledge of COVID-19 infection control procedures before they entered the playrooms. Management undertook regular monitoring of staff practice which supported effective infection control practice within the setting.

There were clear policies and procedures in place to promote consistent approaches across the nursery.

Nursery management and staff set clear expectations around children remaining at home when unwell. The service has worked well with families to encourage the understanding of the guidance in respect of isolating when a family member had symptoms.

### **Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.**

**Key areas include the extent to which:**

- **staffing arrangements meet the needs of children and families**
- **staff are well supported and confident.**

#### **Descriptor**

**This indicator focuses on how well the service is staffed to meet the needs of the children. It examines how the service has worked to support and upskill their staff team in respect of the changes in working practice because of COVID-19. It promotes consistency of staff arrangements wherever possible to support continuity of care for children. It recognises the need to be responsive to staff wellbeing, promoting resilience while recognising the needs of individual staff members in relation to shielding or family situations.**

The service was appropriately staffed to meet children's needs, as additional staff had been employed in each of the playrooms. More than the usual number of staff supported continued, responsive interactions with children, without these being affected by increased COVID-19 infection control processes.

Staff were deployed effectively in rooms which promoted the meeting of children's needs. Each group of children had key workers who were the point of contact for specific children and their parent/s.

During our time in all the rooms, children enjoyed quality care, play and learning experiences with staff, on their own and when interacting with their friends. Children were having fun and learning through their play experiences.

During lunch time, for the most part, children enjoyed a relaxed time when eating their meal and interacting with their friends and staff. However, at one point in the baby room there were children who had become tired and upset. Deployment of staff could have been more effective to enable better support of the children who were unsettled. The service had also identified this as an area for improvement and has taken effective improvement action.

Staff used personal protective equipment (PPE) effectively throughout this inspection. Following a risk assessment discussion between management, staff, and parents it was decided to return to interacting with children in the playrooms without wearing face masks. This was supported by COVID-19 guidance and

promoted more relaxed, warmer interactions with children.

Management and staff were proactive when inviting feedback and applied this when planning improvement to the service. Staff had regular discussion within their teams, with room supervisors and with management. Staff were confident any suggestions made during discussion would be taken on board and actioned wherever possible.

Management was approachable and supportive of staff and staff confirmed they were comfortable approaching any of the management team should they need to do so.

Staff felt well supported in their workplace, promoting relaxed, unified teams, which contributed to good outcomes for children.

Management and staff continually evaluated the practice and processes within the nursery and where warranted, made effective changes. Improvements and change had been actioned in areas of practice within nursery throughout the pandemic, as guidance was updated, and systems improved.



## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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