

Riverbank Nursery Day Care of Children

2 Citadel Place
Ayr
KA7 1JN

Telephone: 01292 268014

Type of inspection:

Unannounced

Completed on:

18 July 2019

Service provided by:

Brian Armour & Sandra Armour, a
Partnership

Service provider number:

SP2003001094

Service no:

CS2003005179

About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Riverbank Nursery is registered to provide a day care of children service to a maximum of 73 children up to 10 years of age. The nursery is operated by a private provider and works in partnership with South Ayrshire Council to deliver pre-school education.

The owner manages the nursery alongside a named manager, they have identified roles and delegated responsibilities for the running of the service. The nursery is located in the town of Ayr and comprises of nine playrooms spread over two floors, a kitchen and a secure outdoor play area.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. 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. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

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. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

During our inspection visit we spoke with some of the children who were eager to tell us about their time in the nursery. The children told us they enjoyed attending the nursery, they liked their teachers and they enjoyed playing with their friends. We observed the children enjoy taking part in a range of good quality activities.

Throughout this report, any reference to 'parents' also includes carers and guardians.

Prior to inspection, we sent 25 care standards questionnaires to the manager to distribute to parents using the service. We received 15 completed questionnaires prior to this inspection. The respondents to our questionnaire agreed that they were happy with the quality of care provided by the service. Comments made included;

"My child is very, very happy at Riverbank. Sandra and her team are always professional and caring"

"I am more than happy with the experiences my son has had whilst at Riverbank. The staff are always very friendly and helpful. They clearly really care about the children they work with and that reassures me as a parent"

"We couldn't praise Riverbank enough"

"Staff are excellent, friendly and knowledgeable and I am more than happy to leave my child in the care of the team"

"My son has attended the nursery since he was 10 months old and we have always been really happy with the nursery and the care he received from the staff. We will be really sad for him to leave the nursery to start school but the staff have helped to make him into the good mannered, inquisitive, happy and confident little boy he has become"

"The nursery has played a huge part in our family life for the past nine years and we highly recommend the service provided to other local families".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Staff and management had created a warm, caring environment for children and families. Parents and children were warmly greeted by staff on arrival to the service, supporting them to feel welcomed and included. Relationships with parents were highly valued and encouraged.

We observed the children to be happy and settled within the nursery environment and we found staff had establishing positive relationships with the children and families who were using the service. These relationships encouraged open communication and information sharing. We observed staff to promote a respectful environment by warmly welcoming parents when they arrived to collect their child and by providing parents with feedback about their child's day at the nursery.

Warm and friendly relationships were evident and staff took time to talk to children about their likes, dislikes and wider community interests during the unhurried snack and lunch routines. Snack was a sociable experience for some children, however, we discussed with staff how they could further involve the children in snack preparation to develop children's independence skills. We also spoke with the manager and staff about how they could extend the snack experience by considering the timing of snack to prevent any disruption to children's learning.

Children were seen to be confident in the social rules of the nursery. We observed positive interactions between staff and children. Staff supported children to think about what might happen, making suggestions to extend their thinking. Appropriate comfort, affection and praise was given, contributing to the confident, happy children we observed.

Personal plans were in place for all children we sampled during the inspection. Personal plans were used to track children's progression in learning and to identify children's next steps and targets. We made some suggestions on how these plans could be developed further to reflect SHANARRI well-being indicators to clearly identify how the service planned to meet individual children's health, welfare and safety needs.

Staff we spoke to during our inspection demonstrated a good understanding of their roles and responsibilities in safeguarding children and were familiar with the procedure they would follow should they have any concerns.

What the service could do better

During the inspection we looked at how well the service kept children safe through effective infection control measures. We found areas of practice where the service was not following best practice for infection control and we asked the management team to review their infection control procedures to minimise the spread infection. During our inspection the service made changes to address these.

The service had developed their own sun protection policy, however, on the day of our inspection we found there was no clear procedure in place to identify if children had sun protection applied prior to attending their session or if this was required to be applied by staff members. We found the timing of the suncream application was not as advised in best practice guidance and we found that some of the children did not have a sunhat on. We made some suggestions on how this could be improved to ensure the safety for all children when exploring outdoors and we directed the service to Sunsmart guidance to support them to review their policy and procedures. The manager told us they would do this.

We have asked the service to improve access to drinking water both indoors and outdoors and to ensure that fresh drinking water is available at all times. This should include staff regularly prompting younger children.

Observations made during this inspection found that the range of resources available for the children in the outdoor play area could be improved. We discussed the benefits for the children by having mark making tools and open-ended resources readily available to them. The manager told us that they planned to make improvements in this area.

We have asked the staff to develop the resources offered to the younger children to ensure children are provided with heuristic natural and meaningful play experiences. Resources should promote curiosity, creativity and enquiry.

During this inspection we observed children's sleeping arrangements. We have asked the service to review the current arrangements to ensure that they are reflective of individual children's needs. The service told us that they were in the process of reviewing this.

During this inspection, we discussed quality assurance processes with the manager. The manager had limited evidence on current quality assurance processes being used within the service. In order to continue to improve how the service supports the development of quality experiences and outcomes for children using their service, we have asked the management team to develop their quality assurance systems.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
28 Mar 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
16 Feb 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
12 Oct 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
15 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
11 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
10 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.