

Country Bumpkins Nursery Day Care of Children

The Old School
Petty East
Gollanfield
Inverness
IV2 7QP

Telephone: 01667 460053

Type of inspection:

Unannounced

Completed on:

13 February 2020

Service provided by:

Country Bumpkins (Inverness) Limited

Service provider number:

SP2012011847

Service no:

CS2012308673

About the service

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.

Country Bumpkins is registered to provide a care service to a maximum of 72 children aged from birth to those not yet attending primary school of whom no more than 32 are aged under 3 years. This includes 15 children aged from 3 year to be accommodated in the outdoor facility. In addition at specific times by arrangement with the manager up to 4 primary school age children of the staff can be cared for at any one time. These children are inclusive of the overall number of children noted above.

Country Bumpkins is located on the outskirts of the village of Ardersier, Inverness. There are three large playrooms, appropriate toilet and nappy changing facilities, kitchen, office and staff room. Outdoors, there is a large play area containing a very good range of open ended and natural resources. There is a yurt which was used on a very regular basis. The service also offers forest school sessions for the children.

What people told us

All the children present were observed as being very happy and relaxed in the care of the staff. There was a very good rapport between the children and staff which allowed for natural and open communication. The older children were able to tell us all about the different activities they enjoyed taking part in. We were able to observe all the children having lots of fun, especially outdoors where they were taking part in a range of fun and challenging activities.

During the inspection we spoke with three parents and 14 parents and carers gave us feedback through our questionnaires. They were all very positive in their comments about the quality of the service provided.

Comments made included :

'Fantastic nursery! No faults, staff are amazing and always go above and beyond for all the children.'

'The use of Family App is really innovative and for parents who use the bus service a really valuable add on to stay up to date with the children's activities and interaction throughout the day - the photos are great and hands on info re naps / toilet visits great.'

'Really pleased to see the children getting taken out on the bus for adventures and to see Forest School open - would love the beach school to come back.'

'Very friendly and engaging staff. We really enjoy receiving photos on the Family App.'

'The staff make an effort to take the children outside as much as possible.'

'I highly recommend this nursery to everyone. 10 out of 10. 5* - you name it, they have it!'

'My child is happy and I have no concerns about her at all.'

'My daughter only started going to Country Bumpkins in September, however she loves it and seems content with the environment and staff.'

'Few occasions of finding child in dirty nappy at pick up time, bit disappointing as were told dirty nappies would be changed straight away.'

'Country Bumpkins go the extra mile to provide meals and snacks suitable for our son who has allergies.'

'He loves the staff, welcoming them with open arms in the mornings. He loves playing in the outdoor facilities and they also go on outings. Keep up the good work!'

'We are really pleased and happy with the nursery overall.'

'Since my child has joined the pre-school room there have been a lot of staff changes which I feel has unsettled my child for a short while as they get used to the new staff.'

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 systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

During this inspection we looked at quality statement 1 - We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service; and quality statement 3 -

We ensure that service user's health and wellbeing needs are met. We found that the service was performing to a very good standard.

Ensuring regular consultation with parents and carers was a priority for the manager and the staff. The staff had established very good relationships with the families which allowed for open communication. There was a very good range of both formal and informal methods for information sharing with parents and carers. The service made use of newsletters, a Family App, noticeboards, as well as informal discussion at the beginning and end of sessions. The service had also introduced a parent group for the parents of children attending the pre-school room. Parents were encouraged to become involved in this group to support the ongoing development of the service. The manager explained that they were hoping to start similar groups for the parents of children attending the other playrooms.

Parents described staff as being very friendly and welcoming. They liked how staff took time to share information about their children's day when they came to collect them. Parents particularly appreciated the level of information provided on the Family App.

The staff in each of the playrooms were very caring and nurturing in their approach. They were all committed to providing a service of a high standard to the children. Staff had a very good knowledge and understanding of the individual needs of each of the children who attended and had established positive working relationships with other professionals to ensure that they were meeting the needs of the individual children in their care.

During the inspection, we looked at the written personal plans in place for the children attending. We reminded the manager and the staff of the importance of regularly reviewing, and where appropriate, updating personal plans and to include parents and carers in this process.

We observed both snack and lunch time within the playrooms. There was a menu on display in the reception area for the parents to see. On the day of the inspection, the meals, snacks and drinks provided by the nursery were healthy. Fresh fruit and/or vegetables were offered as part of snacks on a daily basis, as were milk and water. We discussed with the manager the current snack and lunch menus. We suggested reviewing the menus to ensure that they were nutritionally balanced, reflected best practice and offered choice of meals.

During the inspection, we observed a lively and sociable snack. We discussed with staff how they could further involve the children in snack preparation and develop their independence skills, especially the children in the pre-school room. We also spoke with the manager and staff about how they could extend the experience by replacing the plastic cups and plates with ordinary crockery. The service should ensure that the children had easy access to fresh drinking water throughout the session.

Lunch was prepared in the main kitchen and taken to each of the playrooms. In the pre-school room, there was a delay in the food being delivered which resulted in many of the children becoming bored and playing with their plates, cups and cutlery as they sat at the tables. In the baby room there were no suitable seats for those staff who were feeding the children in high chairs and those children who needed assistance. Staff either sat on small children's seats or had to stand over the children in the high chairs while they fed them which did not allow for good eye contact and interaction, and was also not good in terms of the health and safety of staff.

We discussed with management and staff how they could improve the lunch experience. Consideration should be given to the timing of lunch to ensure that the children did not have to sit too long at the tables before the food arrived. The service should review the layout of the pre-school room in general, but also specifically in relation to meal times.

Outdoor play and learning was a priority and was very popular with all the children. The management and staff

were all enthusiastic about how this element of the service could be expanded to enrich the children's learning and experiences. There was a fully enclosed outdoor play area which contained a wide range of resources, including loose parts and open-ended resources, which encouraged the children's imaginative play and learning. There were opportunities to take part in planting activities, investigative play, numeracy and literacy, a mud kitchen and various physical activities. Within the outdoor area there was a yurt which was used on a very regular basis, especially by the pre-school age children. As well as the outdoor space, the service provided forest school sessions. Parents were very positive about this provision.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

During this inspection we looked at quality statement 2 - We make sure that the environment is safe and service users are protected; and quality statement 5 - The accommodation and resources are suitable for the needs of the service users. We found that the service's performance in this area was very good.

There were three playrooms within the nursery. Each of the rooms was clean, well maintained and child friendly. The manager explained that refurbishment work was ongoing to ensure that each of the playrooms met the needs of the children attending. The staff made very good use of the space available to them. There was a good range of toys and equipment which challenged and motivated the children. The service made use of natural, opened resources and loose parts. These offered the children opportunities to take part in heuristic play, develop their curiosity and investigative skills.

We observed the children all having fun playing and investigating in each of the three rooms. A number of the children in the preschool room were very engaged in various activities set up to support the children's current learning theme of babies. Several of them enthusiastically explained how they were changing the babies nappies.

During the inspection, we discussed with the management and staff the layout of each of the playrooms and how the available space was used. The service should review how each of the rooms were set up to ensure that they allowed the children to move freely around and to keep the area around the doors clear. Consideration should be given to installing more sinks at child height within the playrooms and the nappy changing room, to ensure that all the children have access to hand washing facilities.

Outdoor play and learning was a priority for the nursery and the children were all out on a daily basis. As well as the large outdoor play area next to the building, the service also made good use of the local area and offered forest school sessions which were particularly popular with the children and their families. In the outdoor play

area there was a very good selection of resources, predominantly consisting of loose parts and natural resources, which had been introduced to enrich the children's learning experiences.

The management and staff were enthusiastic about expanding the opportunities for outdoor play and learning and already had lots of ideas as to how they could extend the children's learning outdoors. During the inspection we discussed where the manager and staff could access relevant guidance and best practice to develop this area of their service, including 'Out to Play,' 'Space to Grow,' 'Loose parts play' and 'My World Outdoors.' We also signposted the service to other organisations who supported the development of outdoor provision for early years.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

During this inspection we looked at quality statement 3 - We have a professional, trained and motivated workforce; and quality statement 4 - We ensure that everyone working in the service has an ethos of respect towards service users and each other. We found that the service's performance was very good.

The manager acknowledged that there had been several changes in the staff team over the last 12 months. She was of the opinion that there was now a consistent staff group who were all committed to providing a service of a high standard where the children were able to take part in fun and exciting learning experiences. We were able to observe the staff in each of the playrooms working well as a team with good levels of communication.

Staff were very welcoming when the children and their parents and carers arrived. They were extremely caring and nurturing towards the children. Staff interacted well with the children and offered very good levels of praise, encouragement and reassurance when it was required. While outdoors, the staff encouraged and supported the children's learning.

Feedback from parents and carers indicated that they considered staff to be friendly, approachable and professional. Parents and carers appreciated how flexible, helpful and supportive the staff were.

The manager explained that she had recently introduced full staff meetings to which all staff were invited. Short minutes were taken which could be shared with those people who could not attend. Staff should be encouraged and supported to attend full team meetings to ensure they are all actively involved in the ongoing self-evaluation and development of the service. Full team meetings would also allow for the sharing of best practice, information and ideas.

Staff development, ongoing training and keeping up to date with current best practice was seen as important by

the manager. Staff had the opportunity to access a range of training to ensure they had the necessary knowledge and skills to meet the needs of the children attending. Staff were enthusiastic about extending their own knowledge and in turn extending the learning opportunities for the children.

During the inspection we directed the manager and staff to various useful websites including; Education Scotland, Scottish Social Services Council and the Care Inspectorate Hub which provide information in relation to professional learning. We discussed the various options available in terms of training as well as visiting other similar childcare services.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

During the inspection we looked at quality statement 2 - We involve our workforce in determining the direction and future objectives of the service; and quality statement 4 - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide. We found that the service was performing to a very good standard and was committed to developing their existing systems for quality assurance.

Since the last inspection, there had been several changes to the management team. These changes, along with the changes within the staff team, had caused some concerns for the families using the service. The current manager and deputy manager had been in post for approximately three months. Feedback from parents would suggest that the various changes have all produced positive outcomes.

The manager recognised the importance of having a robust quality assurance system in place. She stated that developing their current system of evaluation was a priority to ensure that all relevant stakeholders were encouraged to be fully involved. During the inspection we were able to look at the current improvement plan for the service.

The manager explained that she very much valued staff feedback and their involvement in the ongoing evaluation of the service. There were various options available to allow for staff consultation and feedback. These included full staff meetings, room meetings, individual annual appraisals, as well as frequent informal discussion. Every morning the manager went round each of the rooms to see the staff and the children. The manager explained that she had introduced individual support and supervision meetings with staff and would also be introducing regular monitoring visits to each of the playrooms. The staff felt very much involved in the identification of the future objectives of the service. They were of the opinion that the management team appreciated, valued and took account of their suggestions.

The manager and staff recognised that meaningful communication with parents and carers was an ongoing priority as was encouraging greater stakeholder participation in the process of quality assurance. As stated previously, there were a range of options available for parents and carers and children to give feedback. The parents and carers we spoke with confirmed that the manager and staff were very approachable and welcomed any feedback they might have. As well as being invited to give feedback informally, parents and carers explained that they were also encouraged to complete feedback forms and questionnaires. The service was proposing to expand the functionality of the Family App to allow for parental feedback. A parents group had been set up for the pre-school room and it was hoped that similar groups could be set up for the other two rooms. The parents group had been actively involved in the development of the outdoor space.

Listening to the children and taking forward their ideas and suggestions was a priority for the manager and staff. The children were actively involved in decisions relating to planning. There were mind maps and floor books illustrating what the children wanted to learn about, what they already knew about any given subject, what they had learnt and what they would like to learn next.

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

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.

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
7 Jun 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
7 Jun 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 May 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
13 May 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
24 May 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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