

Care service inspection report

Quality themed inspection (day care for children)

Country Bumpkins Nursery Day Care of Children

The Old School
Petty East
Gollanfield
Inverness



HAPPY TO TRANSLATE

Service provided by: Country Bumpkins (Inverness) Limited

Service provider number: SP2012011847

Care service number: CS2012308673

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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1 About the service we inspected

Country Bumpkins Nursery is situated near the village of Ardersier and just off the main Inverness to Nairn road. The service was registered with the Care Inspectorate on 28 September 2012 and can care for up to 57 children at any one time.

The nursery which is situated within a large detached building provides care on two floors. The nursery contains various rooms which include a baby room, toddler room and a pre-school room which is on the upper level. Children also have access to a large outdoor field that offers a variety of learning spaces and physical challenges. The nursery is also close to wooded walks and coastal beaches.

The aims of the nursery were to provide a safe, secure and stimulating environment for children aged three months to five years old, where they can play, learn and have fun. We aim to do this by providing a child centred environment, where every child can participate in a wide variety of play experiences, which will enable them to develop, gain confidence & self-esteem, gain self-respect and respect for others, and to become successful learners. This will be regardless of the child's gender, race, religion or disability.

What we did during the inspection

The inspectors spent six hours at the service observing practice and examining records.

Feedback included areas for improvement made as a result of this inspection visit.

As requested by us, the service provider sent us an annual return. The provider also sent us a completed self assessment form. The provider issued questionnaires to users of the service and questionnaires were returned directly to the Care Inspectorate. Five members of staff were interviewed and parents were spoken to.

In this inspection we gathered evidence from various sources, including the

relevant sections of policies, procedures, records and other documents including:

- Observation of how the service was delivered
- Physical inspection of the building and outside play area
- Supporting evidence from the up to date self assessment
- Annual return
- Examination of records held
- Interview with five members of staff
- Examination of policies and procedures
- Examination of the children's folder
- Conversations with children
- Mind maps / floor books
- Completed questionnaire from parents to the service
- Completed questionnaires from parents to the Care Inspectorate
- Planning sheets
- Evaluation and quality assurance documents
- Notice board

Taking the views of people using the care service into account

"Do you want to help me make a picture for my mum?"

"We play outside most days and I love digging for worms."

"It's good fun here and we can ask to play with the dolls."

"If you are frightened you just speak to ***** she will help you out."

"When inside we don't run, shout or jump on the chairs, we share and help each other."

Taking carers' views into account

Six parents were spoken to on the day of inspection and all parents spoken to held similar views.

Parents and children were warmly welcomed to the nursery and were

encouraged to discuss the care and needs of their children. Parents would have no hesitation in raising any issues directly with staff.

Their children enjoyed attending the nursery and some of them spoke about their experiences on the way home. They were clear that their children were safe and secure within the nursery and that the staff would contact them if their children were upset or not well.

They were of the opinion that the staff were approachable, suitably experienced and very good in providing this service.

Parents were happy with the activities provided and spoke about how their children had gained confidence and the learning they had attained in such a short time.

One parent spoke about her anxieties and how she was worried her daughter would not settle. Regular phone calls and texts from the staff assured her all was well and she really appreciated this.

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

A very good self-assessment was provided which gave clear evidence on outcomes. The service had carefully considered its evaluation and was open and honest with its content. The service had a very good idea of its strengths and where development was required.

2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

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

3 Quality of care and support

Findings from the inspection

Children and parents were warmly welcomed by staff who met with them each day as they dropped off their children. Returned questionnaires and interviews with parents confirmed that they were included when recording health and care needs of children when first registering. Updating these documents was also taking place on a regular basis and again parents confirmed that regular dialogue had taken place if children had additional needs or had challenges when first settling into the service. On the day of inspection one young baby was anxious due to separation from their mother. A staff member provided a number of different approaches until they found (walking and cuddling) an approach that was welcomed by the child. The mother of this child was informed by text and phone throughout the day on how their child was.

Good communication between staff and parents was evident and when asking about specific children we were informed of the child's strengths, preferences to games and toys, how they were being supported and at what stage their physical and emotional development was at. On occasions a specific staff member was allocated to assist children when being introduced to this new environment.

Parents were encouraged to stay and observe/interact with their children in the beginning while others chose to be informed by text/phone on how their children were settling.

There was very good mixture of young, experienced and mature staff who worked closely to ensure that all children were safe and secure when attending this service.

Infection control was in place and all parents were informed of inclusion periods for children who were unwell. Very good nappy changing procedures were in place and regular hand washing by both staff and children was evident at this inspection.

Children were provided with nutritional meals and snacks during the day and again this was matched to their individual times of attendance. As children were coming and going throughout the day good register checks and admin procedures were in place to ensure numbers were known at all times.

Children were very involved in what was provided as they were encouraged to make

choices.

When registering children for care, full details on the child's health and well-being was recorded and reviewed on a regular basis.

Unacceptable behaviour was confronted and children were encouraged to share, respect each other and use good manners.

Children were encouraged to make choices and were fully involved in any decision making within the nursery. We found they were able to choose what games and activities they took part in and when they could go outside for play. Group discussion, taking part in compiling mind maps and voting for specific games were some of the ways in which children were able to influence how the service was provided.

Learning journeys which contained children's art work, photographic evidence of learning along with well written observations of child development gave a clear and precise description of what children had achieved and learned.

Parents were included and consulted on how the care and support was provided, they could consult with their child's key worker at any time, phone or e-mail the service, keep abreast of themes through the service's Facebook page or stay or attend stay and play sessions. On the day of inspection one parent whose child was new to the service was encouraged to stay and observe how the care was provided.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

The nursery was bright, airy and welcoming to children. Furniture and fittings were suitable for children of this age and all toys and equipment were stored in such a

way that they could be accessed independently by children.

The walls were decorated with children's art work and pictures which informed parents of what learning children had achieved when carrying out various activities.

More use could be made of pictures and symbols which would introduce children to literacy and numbers along with informing them of what was being stored.

Toilets were nearby and due to their proximity children were able to toilet independently. A well laid out nappy changing unit was nearby to playrooms for younger children.

An infection control policy and procedure was in place and parents were informed of exclusion periods for children who were unwell.

Children and staff were observed washing their hands at the appropriate times.

Children were split into various rooms depending on their age and each room was furnished and equipped for that specific age group. The baby room encouraged children to crawl and explore their environment and the sleep room was attached to this room allowing staff to monitor children sleeping.

The pre-school room was bright and well equipped with staff making changes to the lay out of the room to meet the needs of children. Windows were down at floor level and this allowed children to view the outside world from their level.

The toddler and three to four year olds room were again bright and cheerful with children and staff making the most of the space available. The premises were clean, hygienic and well maintained.

Security systems were in place and all visitors to the service were vetted before being allowed entry.

The outdoor play area was a real asset to the service as it provided an exciting and varied space that was attractive to children. Though still in its infancy it offered children a planting area, physical challenges, sand and water play along with quiet areas for storytelling. Developing an outdoor classroom would enhance this space and provide children with additional experiences that would include literacy, science and music.

Grade

The quality of environment is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

Findings from the inspection

A robust recruitment policy and procedure was in place with safety checks being carried out on all newly appointed staff. Shadowing an experienced member of staff was provided along with daily discussions on how their input had been.

An induction policy and procedure was in place for staff and regular appraisals of practice were carried out by senior management. Staff development was encouraged and there was evidence of staff attending various training events that were appropriate.

We found that the members of staff were experienced and competent when it came to the care of children. Levels of support and guidance were tailored to each child's stage of development and all children were treated with dignity and respect.

Staff were encouraged to spend time and shifts in all rooms so that they became familiar with all the children.

Members of staff had attended child protection training and were aware of what to do if faced with a child who presented as being at risk or neglected.

Staff were familiar with the national care standards and had undertaken training on how to deliver the curriculum for excellence. When it came to completing learning journeys we found that this varied and though there was some very good written observations this was not consistent.

We found that monitoring of staff practice had taken place by senior management and training records were in place for each employee.

Grade

The quality of staffing is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

A detailed and updated aims and objectives was in place and we found that members of staff lived these aims. All staff were proud of the service and wanted to provide the best for children. The management team and staff knew the children very well and had worked hard to maintain good and constructive relationships with parents.

One parent commented:

"My daughter has been going to Country Bumpkins for around six months and I have seen an improvement in her social skills, her speech and general development. My daughter makes it very clear that she loves the nursery and talks about all the activities she has taken part in. As a parent I couldn't ask for a better nursery for her to go to. We have needs that are fully met and our views are followed which is the biggest thing that gives us confidence."

Regular room meetings had taken place to discuss the wellbeing and development of children along with how training opportunities could be improved. There was an openness and honesty within the staff group who were aware of their strengths and the areas of practice that could be improved. Introducing peer reviews for each room may assist the service in applying self-evaluation to every day practice.

We found detailed job descriptions were in place and each room was provided with guidance on service delivery, cleaning and expected outcomes.

Full team meetings had taken place and senior management had carried out consultations with other partner agencies to ensure they were providing a service that met with best practice and legislation.

The completed self-evaluation that was submitted to the care inspectorate gave detailed outcomes on what the service has provided along with an honesty that identified what areas required development.

We also found that staff were responsive to advice or guidance that was offered by the care inspectorate and that they had carried out research independently on health and social issues that they were presented with.

Grade

The quality of management and leadership is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

7 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

8 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

9 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

10 Enforcements

We have taken no enforcement action against this care service since the last inspection.

11 Additional Information

12 Inspection and grading history

Date	Type	Gradings	
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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