

# Care service inspection report

## V.I.P. Childcare - Moray

### Day Care of Children

Elgin Community Centre  
Trinity Road  
Elgin  
IV30 1UE

Inspected by: Sandra Robinson

Type of inspection: Unannounced

Inspection completed on: 8 October 2012



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### Service provided by:

V.I.P. Childcare - Moray

### Service provider number:

SP2007009191

### Care service number:

CS2007156495

### Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

### What the service does well

There was a very warm atmosphere in the service and all of the staff were very welcoming.

The views of the children, parents and staff were equally valued, there were various opportunities for them to take part in and influence the service.

Staff had access to a good level of training based on best practice to benefit the differing age ranges of the children.

Children had a wide range of different learning opportunities both in the service and wider community.

The management and board continued to embrace and take forward initiatives that met with the aims of being a social enterprise.

### What the service could do better

To continue to promote and encourage parents to be part of the parent forum.

To continue to listen to and take forward suggestions/ideas of children, parents/carers and staff.

The manager would ensure that working practices met with legislation and they would under review to ensure that improvements continued to be made.

### **What the service has done since the last inspection**

The service continued to provide a very high standard of care and support.

Another 'Visionary Day' took place in March 2012 and again it proved to be a very successful event with a number of parents attending.

A Father's week had been very successful and it was something the service planned to do again.

Parents had been instrumental along with the manager and staff in planning and holding an open conference in September 2012 which they had named 'ABC - All Bairns Connecting' which included guest speakers with a focus on early years.

The service had won a Moray Social Enterprise Network 2012 Awards - determined To Make A Difference' for Innovation - a service that stood out from the crowd, was creative, fresh, unique and different in how they operated, with their ideas or in general.

### **Conclusion**

The service continued to be entirely focused on ensuring that all children who attended received the best experiences and support possible, to have fun and enjoy themselves. There was a real recognition of the importance of involving parents/ carers and staff at all levels to enable the children to develop as individuals whilst being cared for in a professional and child centred way.

The service had set itself some very high standards and was consistently looking at ways to ensure that those standards were maintained and where possible further improved.

Children said that they had lots of fun, they were seen to be confident and happy whilst being cared for by well trained, committed and motivated staff.

Parents said that they were very happy with the service, there was good communication and their children were happy. Comments included:

'They make good use of the community my child is often out at the park feeding the ducks'

'I always know what my child has been doing'

'The managers and staff do a really good job'

'I am very happy with the service my children have benefited greatly and I have recommended it to friends'

'Staff are amazing'

The Care Inspectorate questionnaires indicated that parents strongly agreed that overall, they were happy with the quality of care that their child received. Written comments included:

'My child has grown so much in confidence, We Love VIP'

'The vision days that involves parents is very valuable and always productive'

'Excellent staff supportive and friendly'

### **Who did this inspection**

Sandra Robinson

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com).

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations:

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

The service is registered to provide a service to a maximum of 51 children, of whom no more than 12 are aged 0 - under 2 years, 15 are aged 2 - under 3 years and 24 aged 3 years and over. The service is located over the two upper levels of Elgin Community Centre and is close to local amenities.

VIP Childcare is a Social Enterprise with Charitable status; any profits made are invested back into the business. Overall responsibility for the business is vested in a voluntary Board of Directors.

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

The mission statement for the organisation is:

To develop and deliver a high quality childcare provision for 0-5 years, designed to enhance each child's full potential socially, emotionally, physically and educationally by innovative practices and procedures

All children, parents and staff are Very Important People.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 6 - Excellent**

**Quality of Environment - Grade 6 - Excellent**

**Quality of Staffing - Grade 6 - Excellent**

**Quality of Management and Leadership - Grade 6 - Excellent**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We compiled the report following an unannounced inspection. The inspection was carried out by the Care Inspectorate inspector Sandra Robinson. The inspection took place on 27 September 2012 between 9.15am and 4.00pm, feedback was given to the managers on 8 October 2012.

Twelve Care Inspectorate daycare of children parents/carer questionnaires were completed and returned.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents:

- evidence from the service's most recent self assessment
- parent/carer service questionnaires
- daily reports and progress reports
- learning journeys (0-2 years)
- children's individual profiles
- newsletter
- parent forum minute
- staff team meeting minute
- evaluation questionnaires - father's week, moving on
- staff questionnaires
- maintenance and risk assessment records
- cleaning schedules
- accident/incident recording
- medication procedure
- training records

Discussion took place with:

the managers

4 staff

5 parents in person and 3 by telephone

3 children

examination of the premises.

All of the above information was taken into account during the inspection process and was reported on.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## 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 well considered self assessment was submitted prior to the inspection. The assessment highlighted many of the very positive aspects of the service. Whilst the self assessment noted the view that quality grades should be excellent it was acknowledged that there is always room for improvement and various actions to further improve the service were noted.

## Taking the views of people using the care service into account

During the course of the inspection we saw that the children using the service appeared very confident and happy. Due to the young ages it was not possible to gain their views in full but three of the children spoken with whilst playing said that they had fun at VIP. The children played together and on their own, they clearly had a good relationship with the staff and responded well to their guidance about sharing and listening to each other. Snack and meal times were seen to be a nice social event for the children in each of the age groups and staff helped whilst encouraging independence. Children enjoyed singing/rhyme time together and the older age group enjoyed a play session in the gym where they took part in active play.

## Taking carers' views into account

Eight parents spoken with as part of the inspection said that they were very happy with the service. There was a good level of information sharing and a real opportunity to get involved in the service in parents wanted to. A parent had taken the opportunity to become involved in the service by being a parent representative. They all considered that the service provided lots of different activities and learning opportunities for their children and that the staff really got to know their child and their needs very well. Parents spoke highly about the quality of care provided. Individual comments included:

'There is always something different going on, the staff are very helpful'

'A great service and will definitely use it again'

'I have the highest praise for the service'

Twelve Care Inspectorate questionnaires indicated that parents/carers were pleased with all areas of care. They strongly agreed that overall, they were happy with the quality of care that their child received from the service.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

#### 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.

#### Service strengths

The service continued to involve children and their parents/carers in the following ways:

A group of parents had agreed to be part of the parents forum which met on a regular basis to take forward ideas and help to plan events. A couple of parents had agreed to remain linked to the forum although their children were no longer at the service. They had helped with the transition of the children to mainstream school and it was something they wanted to continue to take forward. The updated forum minute was displayed on the notice board and it was also posted on the service website. At the time of the inspection it was noted that a suggestion had been made about improving the location and presentation of the suggestion box and the manger and senior staff were responding to the suggestion.

Planning notes and meeting minutes showed that parents had also been instrumental along with the manager and staff in the service in planning a conference in September 2012 which they had named 'ABC - All Bairns Connecting'. The event was open to parents, carers, professionals and other service providers and included guest speakers with a focus on early years and stands provided by local services.

The service produced an informative monthly newsletter, which in line with the service Green policy, was posted on the website and a copy was displayed on the notice board. The newsletter included details of activities that informed children's learning along with photographs, feedback from events such as, father's week and updates on staff training and any changes. The Chair of the Board of Directors had also written an article about his visit to the service, being of practical help in each part of the service and the benefits of spending time with the children.

A further visioning day had taken place in March 2012 which provided another opportunity for some parents, staff and board members to meet, present and attend workshops to enhance understanding and to further consolidate the team approach. It also provided the opportunity to share and talk about VIP childcare, its mission, aims and operating principles. Parents had been asked to give feedback and the evaluation forms sampled at the inspection indicated that it had been an enjoyable, helpful and informative event. Due to its success it was to be an annual event.

The service had held a father's week where fathers had the opportunity to visit the service. They had been able to take part in their child's day, also put forward ideas and suggestions and share some of their skills such as that of a policeman and a dog handler. Due to its success it was something that the service intended to do again.

We saw that 'moving on' questionnaires were issued to parents/carers on leaving the service. Questions asked about play/learning opportunities for the children, if their needs had been accommodated, views of staff and the level of information sharing and opportunities to be involved in the service. Those sampled showed that parents/carers had been very happy with all aspects of the service and written comments indicated that parents/carers would not hesitate to use the service again.

The service had a website which provided general information about the service, facilities, the parents forum and how to get involved, newsletters and a bulletin board.

On a day to day basis communication with parents was ongoing. Parents/carers could speak with staff when collecting the children or arrange a specific time to do so. There was a formal and informal parent interview each year, an annual report summarizing their child's progress was completed and given to parents and they could also add written comments if they wanted to.

Daily reports for babies/toddlers let parents know when their child had been changed, slept and what they had eaten and how they had been generally. Learning logs were also completed for the younger age group and we saw that every 2-3 months parents took them home and they could write in comments/updates if they wanted to. Individual profiles were completed for all of the children to record their development and progress linked to 'Pre-Birth to Three' national guidance or the Curriculum for Excellence.

During the inspection we saw that children were involved in free play choosing what they wanted to do and have for their snack, they also took part in group activities. For the older children (3-5 years) big book planning (children discuss a topic and their ideas/comments are recorded) was used to gain their ideas for activities linked to themes, such as insects, water, dancing and growing. Younger children were involved in choosing the songs they wanted to sing from a picture board. It was clear that planning was being used in a consistent and very meaningful way and that

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children were benefiting from having the opportunity to be involved in decisions about their own learning and development.

Notice boards were easily accessible to parents/carers. They were well maintained and included a wide range of information about the service and current and planned events and activities and policy of the month.

Parents said that they were very happy with the level of information sharing, they found the staff very approachable and helpful. Two parents said they knew about the parents forum and whilst not able to be involved thought it was a good idea. Another parent said that they had recently attended the Annual General Meeting (AGM) and they felt that the service was totally receptive of parents views and encouraged parents to be involved. Another parent was looking forward to being a parent representative on the board. A parent said they definitely wanted their next child to attend the service. All of the parents had visited the web-site and knew that there was an active link.

The Care Inspectorate questionnaires indicated that parents/carers strongly agreed and agreed that the service had involved them and their child in developing the service, for example, asking for ideas and feedback. Written comments included:

'The nursery has vision days annually that involves parents and allows input into future developments, this is very valuable and always productive'.

### **Areas for improvement**

The self assessment form identified that:

the manager and staff would continue to promote and encourage involvement in the parents forum  
to review and act on the feedback suggestions from the evaluation of the 'All Bairns Connecting' event.

The board, manager and staff were continually striving to ensure that all children and parents/carers had a range of opportunities to be involved in and influence the service being provided.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 3**

We ensure that service users' health and wellbeing needs are met.

### Service strengths

During the inspection we visited each of the rooms and spent time with the children, observing practice and talking with children and staff.

There was a calm and warm atmosphere in the 0 to 2's group. Some of the children were clearly enjoying watching and catching the bubbles from the bubble machine or playing with the 'toddle-boxes' and sensory toys. Soothing music was playing in the background and enhanced the relaxed environment. There was a designated sleeping area which was furnished to meet the ages of the children, a couple of children were seen to be sleeping soundly during the inspection. There was a clear system for noting when children went to sleep and for checking them at regular intervals. When children first started using the service parents were asked to provide written information regarding their daily care routines, sleep patterns, eating habits etc to help with consistency of care and the settling in process. The children also spent time as a group sitting with staff singing songs and rhymes together and learning actions.

The children in the 2-3 year group were busy and engaged in various activities either together or individually, such as painting and jigsaws. At one point the children had great fun playing with some empty cardboard boxes, climbing in and out of them and pretending to be on a bus or train. The children sat together in quiet area to sing songs and listen to a story.

At the time of the inspection a large number of the children had recently moved to the 3-5 room and most of them were aged 3 years and getting used to the change in environment and different learning opportunities. Children appeared to having great fun learning about the topic of dinosaurs which had come about from a circle time discussion with the children, big book planning was just starting. A flexi snack system (snack is set up for the children and they choose when to have it) was to be introduced to the children once they had settled in, to help them with establishing their independence and self help skills.

We saw that all of the children appeared confident and happy, they were being well supported by staff to try different things, given lots of praise and reassured/ comforted when they were upset. We noticed this was particularly the case when children had just woken up after sleeping.

As a direct result of research undertaken by the manager and staff at the service, new inward facing buggies had been purchased and staff reported that they had noted changes in the children's responses and interactions with them.

The service operated a health eating policy and provided all of the snacks and meals for the children, except for babies that were not on solids. Parents/carers could choose from a choice of main meals each day. We saw that the menu consisted of

both fruit and vegetables on a daily basis. On the day of the inspection the children enjoyed various fruits and yogurt, chicken and potatoes and banana custard with milk or water to drink. The children in each of the rooms sat together at the table(s) closely supervised by staff and they were given help if needed.

Parents spoken with were very happy with the variety and nutritional value of the food provided and the menu was always displayed for them to see. The Care Inspectorate questionnaires indicated that parents/carers strongly agreed and agreed that the service provided a healthy and well balanced diet which met their child's dietary and cultural needs. Comments included:

'My child probably eats better at the service than they do at home, I am happy with the level of choice and nutrition'

'My child always enjoys the breakfast and lunches at the service'.

From discussion with the manager and staff and written records it was clear that the service maintained links with other educational and health professionals. Some of the children had attended the service regularly from being babies and staff monitored their progress closely, taking appropriate action early on if they had concerns. On the day of the inspection a Speech and Language Therapist (SALT) was in the service to observe a child and offer advice to the staff and parents. Where children had a particular health or developmental need, the manager and/or key staff from the service attended meetings with the parents/carers and professionals, to share information, agree a clear plan of support/action which was then reviewed.

We looked at the system in place for recording the administration of medication. Medication had to be provided in its original container which had to be labelled with the expectation that written consent was given by the parent/carer.

There was a clear child protection policy and there was an expectation that staff completed training as part of their induction. Training records also showed that refresher training had been provided and staff felt confident that they knew the procedure to be followed should they have any concerns.

Although the centre did not have an outdoor area, arrangements had been made with the neighbouring church and the younger children in particular made use of it. Children also had use of the sports hall in the community centre. From discussion with the manager, staff, parents/carers and documentation it was clear that the service continued to make concerted efforts to promote healthy and active play opportunities. On the day of the inspection a group of children enjoyed playing games in the sports hall. Photographs showed children doing Yoga classes and taking part in dance classes supporting their learning of healthy lifestyles. Children walked to rhyme time at the library and spent time visiting the local park and woodland to explore nature.

Parents said that it did not worry them that there was not an outdoor space as their children often went out to feed the ducks and/or play at the park. A parent was impressed that the service actively looked for outdoor opportunities which were more structured and meaningful for the children due to there being no direct outdoor space.

The Care Inspectorate questionnaire indicated that parents/carers strongly agreed (10) and agreed (2) that the service made good use of resources in the local community and that their child regularly got fresh air and took part in energetic play. A written comment was:

'The nursery makes excellent use of the local community and frequently visit the park, library and town centre, the big gym hall is a real asset'.

The ABC conference on the importance of focusing on early years was also a further indication of the commitment of the service to enhance the overall health and wellbeing of all children attending the service.

### **Areas for improvement**

The service should continue current practice and continue to identify opportunities to further enhance the children's overall health and wellbeing.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

### Statement 2

We make sure that the environment is safe and service users are protected.

#### Service strengths

The service operated over two floors and each of the play areas and on the day of the inspection we saw that appropriate safety measures were in place, safety guards covered the radiators and hot water was temperature controlled. Partitions with openings that could be secured separated each of the groups, access could be put in place if appropriate/needed. Visitors were asked to sign in and out of the service and a procedure had been established so that only know people collected the children.

Equipment was checked regularly to ensure it was in good order. Cleaning routines were clearly displayed in each of the areas which included toys and bedding, there was an expectation that staff signed to say that the task had been completed. On the day of the inspection the water and sand play were due to be filled up again having been thoroughly cleaned the previous day.

Resources and equipment were seen to be age appropriate for the children using the service. In the 0-2 group for example, 'Toddle-boxes' had recently been purchased along with specially designed wooden furniture. Large full length windows to the side of each of the play areas provided lots of natural light.

There was a system in place for recording accidents/incidents with an expectation that parents signed the written record at the end of the day/session. The record was seen by the manager to evaluate/assess if any further action was necessary.

The building was maintained by the local authority and a janitor had responsibility for the day to day management of repairs etc. The manager and staff stated that there was a system for reporting any faults/repairs and they received a quick response. On the day of the inspection the janitor was quick to respond to a reported issue in respect of the windows.

We saw that risk assessments had been completed for daily activities such as water play, painting and gym activities as well as outings and maintenance work. On the day of the inspection a risk assessment had been completed resulting in a kitchen been unfit for use for a short period until certain work had been completed, environmental health had also been called to offer assistance.

Records sampled showed that staff had completed training in food hygiene and first aid.

During the inspection we saw that children were reminded to wash their hands when using the toilet and washed their hand before having their snack, toddlers in the 0-2 room also washed their hands under the supervision of staff. Nappy changing procedures were clearly displayed with an expectation that disposable gloves and aprons were worn at all times and we saw that there was a supply in each of the toilets. Liquid soaps was used for the purposes of hand washing and more recently automatic paper towel dispensers had been placed in the toilets.

The service had buggies for the purposes of transporting babies/young toddlers on outings in the community such as the monthly visit to the Rhyme and Story time session at the library. Fluorescent safety vests were worn by the children on outings and the service had purchased a walkodile. The garden area, attached to the church along the road, which was used by the children, was fully secured.

### **Areas for improvement**

The self assessment form identified that the manager would ensure that working practices met with legislation and they would be kept under review to ensure that improvements continued to be made.

At feedback with the manager there was a general discussion regarding infection control practices and arrangements had already been made for staff to receive refresher training.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 5**

The accommodation and resources are suitable for the needs of the service users.

#### **Service strengths**

Each of the playrooms were bright and provided sufficient space for the children to move around freely and choose from age appropriate resources. Each of the rooms had a quiet/relaxing space and an area where children sat together for circle time or group activities.

On the day of the inspection we saw that each of the rooms were brightly decorated with children's work being displayed around the room and themed wall freezes.

The service had a real focus in providing a positive environment for all of the children.

This appeared particularly evident in the 0-2 room which had a number of sensory toys, such as shiny orbs and wooden rattles and wall mounted puzzle toys to increase the sense of curiosity. Wooden furnishings and play equipment known as 'Toddle-boxes' had recently been purchased to benefit the children in terms of providing a challenge whilst encouraging them to experiment explore and learn. There was a selection of wooden push along and ride on toys, construction toys and a comfortable and cosy book/quiet area. We saw children were being cared for in a calm and stimulating environment enjoying the bubble machine, lots of free play and sitting together as a group with staff singing along to rhymes. A large round wooden table with suitable seating within the room meant that all the children sat together for snack and meals. Cutlery, dishes and tumblers met their individual needs. The room had a soothing and inviting suitably equipped sleeping area with wicker sleeping baskets at floor level and a sleep tent made from colourful fabric, furnished with a selection of soft lined scatter cushions.

Following research new inward facing buggies had been purchased in recognition that this was more beneficial for the babies/toddlers in terms of responsive care and attachment.

In the 2-3 and 3-5 room children had space to move around freely choosing what they wanted to play with, there was a well equipped house area and dressing up clothes, table top activities such as play dough, colouring, matching colours and writing. Children in the 3-5 room were having fun learning about different dinosaurs, some children had brought their own in from home, there was also a selection of books and games. Children in the 2-3 area were learning about looking after animals/pets, there was small fish tank. We also saw that all of the children enjoyed selecting their song choices from a colourful chart set at eye level. Children sat together for snacks and meals and it was a nice social time, during which staff encouraged conversations. Given that children could be at the service for long periods during the day, each of the rooms had identified cosy areas for sleeping or resting, again a tent with scatter cushions was available. Both of the groups shared the upper level and at times there was a free flow between the areas so that children could socialise together at times and it also helped with transition. At the time of the inspection a child was spending time between the two areas before a final move to the 3-5 room.

Whilst the service did not have an outdoor area the gym hall was used frequently by the children, they made good use of the community and they had exclusive use of the garden attached to the church just a couple of minutes walk away. During the inspection a group of children enjoyed a games session in the gym hall. Photographs, big book planning and the newsletter showed that children had lots of different learning experiences, such as yoga, water aid, dancing (Body-surf Scotland), Eco project, cuddles circles and baby bop.

Parents said that they were very pleased with the different activities and learning opportunities that the service provided. One parent in particular said:

'I was looking for a facility with outdoor space but from the moment I arrived at VIP I was so impressed by the overall environment and staff and other outdoor activities, my child does not miss out at all'

The Care Inspectorate questionnaires indicated that parents/carers strongly agreed and agreed that the service had a suitable range of equipment, toys and materials for the children. Written comments included:

'I am impressed with the range of activities and experiences from yoga to embracing different cultures'

'Excellent equipment based on research'

'The nursery focuses a lot on caring for self and others and the environment, supporting children to develop emotions and empathy'

'The learning opportunities are great as is the location, my child just loves going to the gym'.

### **Areas for improvement**

The self assessment form identified that:

The variety of equipment would continue to improve via additional funding opportunities

Increase the use of the Eco school initiative across the whole setting

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

### Service strengths

Information in Theme 1, Quality Statement 1 is also relevant for this statement.

The newsletter included updates of staff training and changes within the staff group. Parents/carers had also been invited to take part in nominating an 'employee of the month'.

There was a staff identification board on the wall which included photographs, names and the position of staff members.

The service moving on questionnaire also gave parents/carers the opportunity to give their views about staff.

A parent said that they had recently been directly involved in the recruitment process which had been interesting and worthwhile.

Parents also said:

'Staff go out of their way for the children, they are very approachable and always willing to listen'

'The staff are consistent very good with the children and very receptive'

The Care Inspectorate questionnaires indicated that parents/carers strongly agreed that their child appeared happy and confident with the staff. A written comment was:

'Excellent staff, supportive and friendly'

### Areas for improvement

Information in Theme 1, Quality Statement 1 is also relevant for this statement.

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**Grade awarded for this statement:** 6 - Excellent

**Number of recommendations:** 0

**Number of requirements:** 0

## Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

From talking with staff and observing their practice and a sample of training records we saw that staff were appropriately qualified and experienced. Staff were registered with the Scottish Social Services Council (SSSC) and either had an Higher National Certificate (HNC) in childcare and/or had a relevant Scottish Vocational Qualification (SVQ) level 3 or equivalent. The service had an expectation that all staff would be registered to this level on appointment or would work towards it.

Staff said that there was a real emphasis on training and it was always discussed as part of the staff meeting and individual supervision with their line manager. Staff spoke highly of feeling very much a part of a team and that they enjoyed their job, VIP being a great place to work. A staff member said that they had recently completed leadership training which had been of real benefit and they were looking forward to putting it in to practice.

Records showed that staff had completed training such as attachment, a story telling workshop, infant mental health, pre-birth to three refresher training, Curriculum for Excellence and relationship training. We saw that there was a small office area located each of the rooms that contained best practice documents such as 'pre birth to three'.

Staff appeared very happy and motivated in their roles, they responded with enthusiasm when delivering activities such as rhyme time and story time. They gave lots of praise to the children on their achievements and promoted good manners and respect with the use of please and thank you.

The Care Inspectorate questionnaires indicated that parents/carers strongly agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development.

### Areas for improvement

The self assessment form identified that:

relevant training would continue to be sourced and made available to all team members

to continue to build and enhance relationships with directors, parents forum and team members to encourage communication especially through the annual visioning day workshop.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

### Statement 2

We involve our workforce in determining the direction and future objectives of the service.

### Service strengths

Staff spoken with said that there were regular staff team meetings with the manager, the agenda was displayed beforehand and they could add items for discussion if they wanted to. Staff said that they felt that any ideas or practice issues were listened to and acted on by the manager. A sample of the minute of the meeting showed that the employee of the month was revealed, key policies, the moving on questionnaires and training issues were discussed.

Staff were able to discuss their individual progress and training needs at their one to one supervision with their line manager. It was also an opportunity to give feedback about training that they had completed and how it informed their own personal development.

Staff said that they found the manager very approachable and accessible at all times, they considered that their opinions were valued. Senior Childcare Practitioners supported staff that were less experienced and took on additional roles such as mentoring. At the time of the inspection two staff had completed leadership training and had both been successful in attaining a job share position as Senior Childcare Practitioners. A staff member said that they were really pleased that they had been given the opportunity and they were looking forward to the challenges and experiences such a role would bring.

At the time of the inspection the manager and staff were in the process of introducing a reflective training programme with the use of an ipad. Particular areas of practice would be recorded and then discussed as part of individual supervision. It was also intended that it would be used to reflect and evaluate a particular activity/ piece of work with the children.

Staff also had an opportunity to influence the service at the annual visionary day and through their involvement in additional events/workshops such as 'All Bairns Connecting'. A senior member of staff was on the interview panel at the end of the session and some staff were able to participate in the whole event.

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## Areas for improvement

The self assessment form identified that management would continue to value the opinions of the staff whether in one to one sessions, team meetings or other forms of planning.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## 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

### Service strengths

Children and their parents/carers were involved in the service and this is detailed above in Quality Theme 1, Statement 1.

The service had an active and committed Board of Directors; two parent representatives formed part of the board and all members had defined roles and responsibilities. Board meetings took place monthly and established sub-committees who considered issues such as staffing, finance and health and safety. The general manager and child care manager were responsible to the board. The moving on questionnaires were shared with the board, with the expectation that any suggestions/areas for improvement would be taken forward.

The service had achieved the Investors in People award and we saw that an interim report continued to highlight the positive progress that the service was making. More recently the service had entered the Moray Social Enterprise Network 2012 Awards - 'Determined To Make A Difference'. It had been nominated for three awards and won the one for Innovation - a service that stood out from the crowd, was creative, fresh, unique and different in how they operated, with their ideas or in general. The nomination and award plaques had been displayed in the service.

The service evaluated all events such as Father's week, the annual visioning day and the 'All Bairns Connecting' conference. The questionnaires sampled during the inspection indicated that they had been very worthwhile and people would be happy to attend future events.

A couple of staff had participated in an exchange with another nursery in another area. That exchange had been influential in the service purchasing new furniture which was better suited to the 0-2 age group. A hands on visit from the Chair of the Board of Directors had also aided the decision making process. The managers also

participated in the Moray Manager's Forum as a means of sharing good practice with other local child care providers.

Staff members were also involved in evaluating events and they had also been asked to give their feedback via a specific questionnaire. Those sampled showed that staff considered that they were part of an excellent team which provided great learning opportunities which fostered a culture of peer support.

Throughout the course of the inspection it was clear that staff sought and took account of the views of the children for planned activities and gave impromptu responses to their ideas/suggestions.

Parents said that they were very happy with all aspects of the service and most importantly their child was always happy to go to VIP.

The Board, managers and staff had a clear commitment to ensuring that everybody involved in VIP Childcare had opportunities to be involved in the ongoing development of the service.

### **Areas for improvement**

The self assessment form identified that the service would review its benchmark of standards ensuring that everyone involved had a commitment and ownership that progressed improvement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Environment - 6 - Excellent</b>	
Statement 2	6 - Excellent
Statement 5	6 - Excellent
<b>Quality of Staffing - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Management and Leadership - 6 - Excellent</b>	
Statement 2	6 - Excellent
Statement 4	6 - Excellent

## 6 Inspection and grading history

Date	Type	Gradings
8 Dec 2010	Announced (Short Notice)	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
27 Oct 2009	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
18 Apr 2008	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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