

# Dingwall Ducklings Day Care of Children

Pefferside Park  
Dingwall  
IV15 9PW

Telephone: 01349 865 698

**Type of inspection:**  
Unannounced

**Completed on:**  
24 June 2021

**Service provided by:**  
CALA Direct Management Services

**Service provider number:**  
SP2010011106

**Service no:**  
CS2019373568

## About the service

Dingwall Ducklings is operated by CALA Direct Management Services. The accommodation used by the service is a stand alone building within a large parkland area. There is direct access to a large secure outdoor area. The service also has direct access to the large public play park and grass areas.

The service is registered to provide a daycare of children service to a maximum of 20 children age from two years to those attending primary school. Staffing ratios as stated in the National Care Standards - Early Education and Childcare up to the age of 16 must be maintained at all times. A minimum of two adults must be present at all times.

We wrote this report following an unannounced, focused inspection which evaluated how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. Two inspectors from the Care Inspectorate carried out the inspection using a blended approach of virtual and on-site scrutiny.

We started the inspection on 11 June 2021 and gave feedback to the manager on 24 June 2021.

## What people told us

Following the onsite visit we contacted three parents. They told us:

"The staff were all so helpful and reassuring doing everything they could to win him over."

"He is now so happy going to nursery."

"His confidence growing each week."

"They have all done such an amazing job and he really enjoys his time there."

"My son has a mild form of cerebral palsy and they have been great with working with Physio or any other service that needs input."

"We have been supported so well from the nursery even in these trying times with Covid-19 making communication and interaction difficult."

The children we spoke with told us:

"Look at my hands!"

"Come and sit here."

"Do you want a tomato?"

"I've got a big tomato."

"I've got a wee one."

"We are hiding the dinosaurs."

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

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

4 - Good

### 5.1 - Children's health and wellbeing are supported and safeguarded during Covid-19

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

From the evidence gathered we evaluated this quality indicator as very good.

We observed responsive and nurturing interactions between staff and children. We saw that children were happy, confident and engaged in play. Staff used an emotional check in as children arrived and understood the importance of supporting children's health and wellbeing. Children experienced warmth, kindness and compassion as a result of being cared for by staff who knew them well.

The service had made considerable effort to keep in touch with children and families during periods of closure through online videos, phone calls and newsletters. Children engaged in activities to share their lockdown experiences which supported them to understand the changes to their childcare experiences. Parents confirmed that the use of social media and regular contact had supported them to feel well informed of changes within the service.

Sensitive settling in procedures were in place to support children. Staff told us that most children settled in with ease. We sampled children's personal plans and found these had been updated in consultation with parents. This information was shared with all staff who knew the children well. Staff were responsive to the children's changed needs so they received care and support that was right for them.

Existing relationships with other professionals had been enhanced to ensure continued support for children. Staff felt that this had been very effective and that children were progressing due to strategies put in place. Parents told us that they felt very supported by the staff team when their children needed additional support and were well informed about their child's experiences in the setting. Children experience high quality care and support that was right for them.

### 5.2 Infection prevention and control practices support a safe environment for children and staff

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

From the evidence gathered we evaluated this quality indicator as good.

Effective infection prevention and control measures were in place. Staff had undertaken training to help them understand the need for enhanced cleaning. The service was clean and clutter free and we saw staff cleaning high touch points, such as door handles. A Covid-19 risk assessment had been developed and shared with staff and parents, this was updated regularly to include any changes to guidelines. Staff understood their roles and responsibilities which meant that additional tasks did not interrupt children's routines.

Children were supported to understand the need for good hygiene, we saw children wash their hands before and after snack. However, facilities for children's handwashing were not easily accessed from outside. During the inspection we asked the manager to consider adding additional facilities to the outside area. The manager was responsive to this and had introduced a portable hand washing facility to the outdoor area by the conclusion of this inspection.

We saw staff wear the appropriate personal protective equipment during snack and when social distancing could not be maintained. This protected both adults and children. Parents told us that test and protect guidance had been shared with them and that they were aware of the procedures to follow when a family member was unwell, this reduced the risk of infection coming into the service.

The setting was maximising the use of outdoors which reduced the risk of infection spreading. Measures for drop off and collection ensured parents and carers did not enter the garden when children were playing outside. Procedures were in place for parents to come into the setting in line with guidance to support children's emotional wellbeing if required. Parents told us they felt confident the nursery was doing all it could to keep their children safe.

### 5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19

- **Staffing arrangements meet the needs of children and families.**
- **Staff are well supported and confident.**

From the evidence gathered we evaluated this quality indicator as good.

The setting was appropriately staffed to meet the individual needs of the children attending. Staff demonstrated a positive ethos towards their work and they were responsive to the changing needs of the service. Additional staff had been employed to ensure all children received the support they needed. They told us that they had undertaken induction training and were clear on their role within the setting. Staff ratios were maintained, enabling continuity of care for children.

Staff had completed enhanced training on infection prevention and control, we saw staff put this into practice during this inspection. The setting had a cleaner who undertook additional tasks at the end of each day, these could be carried out without compromising the quality of care, play and learning experiences for children.

Effective sharing of information and regular meetings allowed for planning together and for actions to be taken forward, such as the addition of a permanent outdoor shelter. Management understood the impact of Covid-19 could have on staff considered staff's health and well being. Staff told us they felt supported by their senior and newly appointed manager. Staff worked well together which provided a consistent and stable environment for children to play and be cared for.

Staff had undertaken appropriate child protection training and explained the procedures they would follow if they had any concerns about a child. During inspection, we discussed with the manager the need to ensure that the child protection procedures on display were up to date and included name and contact details for the child protection officer. The manager agreed to do this, this would reduce any potential delay in protecting children from harm.

Existing quality assurance processes had been enhanced by the recently appointed manager. They were

aware of the need to extend these to cover infection prevention and control. This would support all staff to maintain their good practice.

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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