

Cheeky Monkeys Day Care of Children

Abbey Road
Auchterarder
PH3 1DN

Telephone: 01764 664500

Type of inspection:

Unannounced

Completed on:

5 April 2019

Service provided by:

Ashley Craik trading as Cheeky Monkeys

Service provider number:

SP2008010131

Service no:

CS2008180295

About the service

Cheeky Monkeys is a privately owned day care of children service. The service works in partnership with Perth and Kinross Council.

The nursery operates from a two storey building in the town of Auchterarder. It is situated close to shops, the local library and parks. Playrooms for the youngest children and children attending the after school facility are located on the upper floor with children aged between two and five years cared for on the ground floor. Children on the ground floor have direct access to the nursery garden.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The service is registered to provide a care service to a maximum of 69 children at any one time aged from 0 to 16 years, of whom no more than 12 have not yet reached their second birthday and no more than 13 are of school age.

We wrote this report following an unannounced inspection which took place on 4 April 2019. We completed the inspection and gave feedback to the manager on 5 April 2019.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

The nursery aims to communicate effectively, promote independence, encourage friendships and strong relationships, nurture, provide opportunities for exploration, be inclusive, make a positive impact on the local community and build a competent workforce.

A full list of aims are available from the service.

What people told us

We provided the service with 30 Care Standards Questionnaires (CSQs) for parents of children using the service. Nineteen completed questionnaires were returned to us before the inspection. All of those who completed our questionnaires agreed and strongly agreed that they were happy with the quality of care and support their child received while in the service.

Parent's comments from the questionnaires included:

'My son loves the cooking classes and the lunches. I really commend how often they take him on walks and to the care home. I love the posts on Facebook which keep me informed of what's happening at nursery. They're all so nice and caring. It's a great place for my son.'

'Great nursery! Staff are personable and caring. Good focus on learning and education but in a fun and vibrant setting.'

'Cheeky Monkeys has a family feel with extremely caring and nurturing staff. Both of my children love coming to nursery here and have thrived from their experiences and interactions provided in their nursery.'

'Key highlights have been the food programme, both what's being served and how the key worker involves the children in the kitchen. I have also been impressed with the friendliness of all the staff and the care and compassion they show the children.'

'Cheeky Monkey's is a wonderful nursery. The quality and standard of care is exceptional. They are very responsive to my child's needs and always make her feel welcome and safe. The range of activities on offer and ever-changing stimulating new topics to explore ensure nursery is a fun and happy place to be. They are very informative and always welcome feedback on the service. The staff at this nursery is what makes it so special.'

'My child loves attending and has developed well since starting. He has formed great relationships with both the staff and other children.'

During the inspection we observed the children at play and having their snacks and lunch. Children were seen to be confident and comfortable in their setting, and were happy to chat to inspectors. Their comments included:

'I just like to settle in and then I choose what I would like to do.'

'I have to do it all by myself.'

'I poured you some water.'

'I made all this. Two apples and a banana and an orange. You have to eat it all up.'

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 paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

During the inspection we considered the quality of care and support, from the evidence gathered during our inspection we evaluated this theme as very good. We also looked at the quality of staffing which we evaluated as very good.

We spoke with staff about safeguarding children. We were satisfied they had good working knowledge of their responsibilities and the procedures to ensure children were protected from harm.

The nursery had a calm, relaxed and welcoming ethos which supported children to feel safe and secure. Children were happy and confident individuals who had developed kind and compassionate relationships with each other.

Children were encouraged to be independent throughout all aspects of their nursery day. This was particularly encouraged during preparation for snacks and meals. Mealtimes were of a high standard and provided children with opportunities to be responsible. We observed mealtimes to be relaxed, unhurried and a sociable experience for children. The manager discussed their plans to increase the use of real crockery to promote respect.

Staff were very responsive to children's ideas and encouraged them to follow their interests and lead their own play and learning. Staff knew the children very well and understood their individual needs. Staff in the baby room were in tune with their individual routines and had a flexible approach to their care. We heard staff using positive language and praise throughout. They provided children with comfort, cuddles and reassurance and were kind and compassionate towards them.

Transitions were well planned and managed. We particularly liked the individual transition books which supported children to experience smooth transitions.

Parents and carers were very much involved in the life of the nursery and information between nursery and home was shared well.

The nursery made very good use of the local community and enabled children to have a broad range of experiences. They made regular trips to the local library and woods. They visited the local care home and invited residents to the nursery. We saw the children had developed strong relationships with the residents. Staff shared with us the positive impact this had on the children.

All staff were registered with the Scottish Social Services Council (SSSC). Staff had been recruited following best practice guidance and a comprehensive induction was in place for new staff. Six-monthly appraisals were carried out with all staff to support their development. Staff were well trained, motivated and eager to learn. They had attended a range of training and were confident about sharing their learning at regular staff meetings. They told us they felt well supported by management.

Staff were very knowledgeable about their improvement plan. They had been involved in developing and evaluating it and were confident to discuss how it linked to their practice. They were very reflective practitioners who were committed to supporting improvement.

What the service could do better

Staff should become more consistent in recording observations of children's learning. Observations should identify significant learning and not descriptions of activities. One next step for each child was identified and reviewed. We would ask that staff begin to record next steps to show how children are progressing and challenged in further areas of their play and learning. Where next steps are identified these should be measurable and achievable. Staff had begun to involve children in setting their own next steps. We would like to see this further developed to give children a sense of ownership and achievement in their learning.

We made some suggestions as to how staff could further develop floorbooks to ensure children are more involved in planning, evaluating and reviewing their own learning.

Since the last inspection, the staff had begun to take on leadership roles. We would like to see this further developed. We suggested to the manager ways to take this forward.

Regular staff meetings were held. We suggested staff should have opportunities to chair and scribe at meetings to feel more included. We asked that the service note actions to be taken from staff meetings and identify staff to take responsibility for carrying these out.

We saw that some staff challenged children through effective questioning. Staff should reflect on their use of questioning to further extend children's learning.

Following the last inspection, staff had participated in peer observation and assessment. They should ensure that their comments are evaluative and enable them to improve their practice. We made some suggestions as how this could be developed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that all staff employed in the provision of care service are suitably registered with the relevant regulatory body, or have applied for such registration.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210. Regulation 9 Fitness of Employees (2)(c).

Timescale: with immediate effect.

This requirement was made on 13 April 2017.

Action taken on previous requirement

All staff were appropriately registered with the relevant regulatory body.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
7 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
25 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
5 May 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Nov 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
5 Jun 2013	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
10 May 2012	Unannounced	Care and support 1 - Unsatisfactory Environment 1 - Unsatisfactory Staffing 2 - Weak Management and leadership 1 - Unsatisfactory
29 May 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
22 Sep 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good
10 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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