

## Care Inspectorate self-evaluation tool (updated 20/8/20)

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

**Name of service:** Renfrew Street Nursery, Glasgow (CS2003014924)

**Manager:** Steve Rivers

#### Children's health and wellbeing

Quality Indicator 5.1: Children's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

#### How are we doing?

How are children nurtured and supported throughout their changed experience in the early learning and childcare setting? What is the effective communication with families enabling responsive care to support to children through the changing circumstances?

*When we closed we were concerned that children's connections with staff and peers would suffer, in addition to their learning. There were regular phone calls to most families. Some of these calls included chats with children. We shared 4 different home learning packs with families, which included paper based and active exploratory activities, suggestions for parents for learning at home, challenges and links to online learning resources, and online video story readings by staff to support connections with nursery adults as well as literacy. There were also information and videos about effective questions to develop early talking and literacy skills. This was coordinated through Twitter, with daily links and suggestions, based on home learning pack resources and other sources.*

*The collection of home learning packs from nursery (throughout the closure period) also enabled us to have regular contact and updates with parents, both about nursery plans and also about children's progress and feelings. We then arranged individual meetings at nursery in the garden, during the "lockdown", with the Head of Nursery and sometimes keyworkers present.*

*We have rearranged our staffing so that we now have joint working of smaller numbers of staff within bubbles of up to 30 children across the week. This not only supports safety but also enhances relationships, particularly upon return to nursery when children and families may feel uncertainty and be more sensitive to any change and inconsistency.*

*Arrangements of child groupings were made of the basis of previous groupings (which were based on four named coloured groups which were paired up in most cases) so that consistency of peer relationships was maintained. The initial prioritisation of nursery places (during the 2 ½ weeks prior to full reopening) was based on needs (children with additional support needs and families of keyworkers).*

*Daily drop-off and collection routines have been changed for safety reasons but also with a view to ensuring nurturing transitions for children coming in each day. During the initial phase, children have been dropped off with staff outside, under our gazebo allowing time for children to talk calmly with friends and with nursery adults. This has also allowed for staff daily interactions with parents to increase. Overall it has been noticed by the team that settling back into the nursery routine has been a very positive experience for children and the daily routine of drop off and collect has even been an improvement from before.*

*Children have been supported sensitively to understand the change in routines and the new groupings, and learning that they are now “upstairs or downstairs”. Whilst there are clearly designated groups (for safety reasons) staff are able to use some flexibility for children to be able to see adults who were significant to them in nursery before nursery closure and the subsequent changes. Child wellbeing is at the heart of what we do. The new nursery virtual tour also makes clear to children and parents some aspects of this new arrangement.*

*We were keen that the children who were leaving nursery for school had a meaningful ending that we were unable to provide as normal. Graduation celebrations with keyworkers took place during end of June on an individual basis , outdoors, with parents/carers invited along, presentation of certificates to celebrate their achievements within our outdoors celebration gazebo. We also offered some nursery places to pre-schoolers between 23<sup>rd</sup> July when we reopened and 7<sup>th</sup> August when they left for school. These were prioritised for families of keyworkers, children who normally attended through the summer, and to those who were felt to benefit from some additional transition time.*

*The overall communication of recovery planning with parents has taken place in various ways – phone calls to parents throughout the closure, updates on when the latest guidance will affect our plans, face to face meetings outside in the nursery garden and lots of written letters and information shared via Groupcall and Twitter and posted on our website. This has included information and reassurance about the variety of safety measures following the guidance, including limits to parents entry into the building. With regard to the nurture of children, this has included information that there may be circumstances during settling of children where we can make arrangements for parents to be in the building in proximity to their child, even though in general parental access to the building is very limited.*

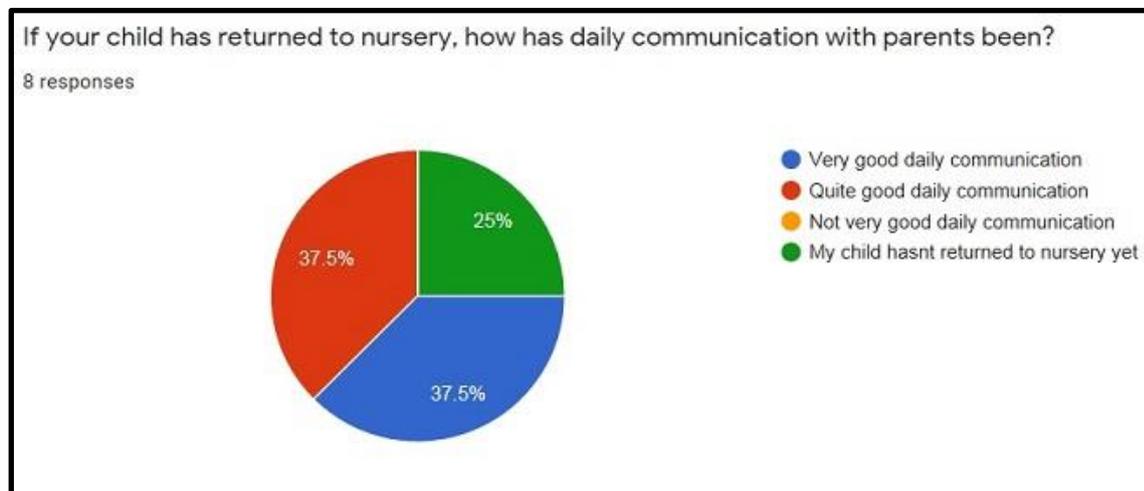
*We have also considered parents who wish to apply for a place for their child at nursery. We have created a virtual tour of the nursery (video and voiceover) and can arrange new parent visits to the nursery at the start and end of the day when children are either not present or numbers are very low. We carry out health screening questions for these visitors and have clarity about handwashing and physical distancing during this time.*

## **How do we know?**

*In particular, our observations of children returning and daily discussions about them (between each other and with parents) have shown that children have shown very little distress and anxiety on returning to nursery and the change in routine. In fact*

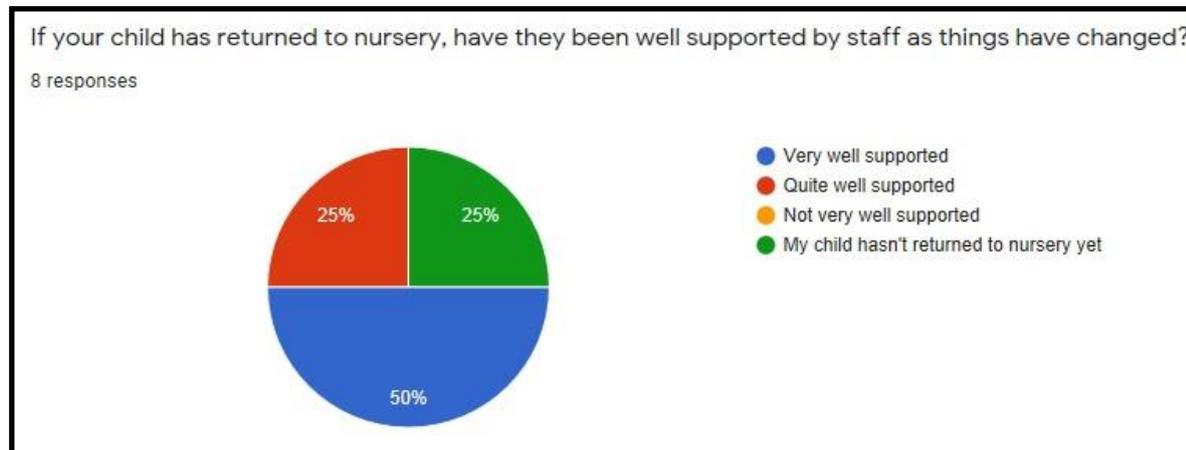
*they have surpassed our expectations in terms of how well they have separated from parents upon entry each day. Initial observations at planning meetings, and by Head of Nursery, Team Leader, and other staff have shown that there is some evidence of increased social interactions between children, perhaps due to the smaller consistent groupings.*

Parent survey views (Start of August 2020) were as follows:



“Fantastic! Multiple members of staff has kept us up to date with day to day goings on.”

“Nursery have been excellent with updates via messages and twitter page.”



“Communication has been excellent throughout lockdown especially with the activities on Twitter. This kept Y very busy and engaged throughout this period. Announcement’s on returning have been on point and we have been kept up to date.”

“I have seen no problem. My daughter expresses constantly how happy she is with the fun, support and caring of the nursery staff”

“Y has been supported very well as he has been happy returning to nursery and always has a smile. He looks forward going in everyday.”

## What are we going to do now?

Include the actions, the timeline, and who will carry them out.

For continuing to support children's wellbeing, safety and emotional development the curriculum will have a health and wellbeing focus. This will enable children's needs for physical activity, healthy eating, personal care and hygiene and ability to express their emotions to be fully supported. This will take place across the team, through nursery planning processes and support, throughout the year.

Nursery curricular planning will return to our more typical formats as soon as possible during the nursery session. Links with home are ever more important so twitter and Learning Journals will be used more consistently and we will aim to engage parents with these more frequently.

Parent-keyworker chats have been scheduled for October, March and May and we will look to offer both face to face meetings outdoors or alternatively online video calls (MS Teams)

For the children newly starting – we will in the short term replace home visits with nurturing meetings at nursery in the garden. We will look to reinstate home visits, or a suitable alternative, later during the session. For our induction session for parents later during 2021, will aim to stagger these dates to reduce numbers.

School leavers will be invited to return for garden party in September to build upon the unusual transition work that we did before and during summer and to ensure that even the children who have now left our care will have a positive and meaningful experience of this change.

We will continue to develop the Promoting Alternative Thinking Strategies (PATHS) program with children which enables them to develop language and skills around expressing emotions and developing positive peer relationships.

## Infection prevention and control

Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.

### How are we doing?

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

- *Collect and drop off takes place outdoors to reduce numbers of parents accessing the building.*
- *Symptoms screening questions at sign in for visitors, contractors, staff and parents (if accessing building)*
- *Information for parents and staff includes quarantine guidance (from travel abroad and symptoms) and information about symptoms which means people should not access nursery for 10 days following symptoms.*
- *Limited adults in building including only necessary visitors, contractors and support staff from within the authority*
- *Limited interactions between different groups of children – they may pass in corridors but not share play space with the other group*

- *Development of cleaning routine has taken place with an enhanced cleaning schedule*
- *Hand washing for all on entry – child and staff and visitors*
- *Social distancing between adults in nursery, both in play spaces and within offices and staff rooms. Capacity in some rooms has been reduced and rest breaks have been rearranged accordingly*
- *Additional cleaning hours are in place with a cleaner based at nursery until 4pm to support more frequent cleaning of regularly touched surfaces*
- *Reorganisation of environment has taken place to manage resources sharing between children and groups enabling more frequent cleaning and reduced infection risk*
- *Sharing of latest guidance with whole team (and risk assessment and recovery plan) so that all staff are aware and have opportunity to contribute to plans for hygiene and infection control*
- *Individual staff risk assessments are in place for some staff who may be at higher risk of infection. Parents have also been advised to seek a meeting with nursery if they or their child have any health concerns that they believe may place them at increased risk*
- *Personal protective equipment is available to respond if any child or adult becomes symptomatic, as well as procedures for additional cleaning in this instance and the process for liaising with track and trace agencies.*
- *Attendance and reasons for absence are closely monitored to ensure that clear advice is given to parents around when they need to keep their child off nursery and for how long, and how access testing if necessary.*
- *Handwashing routines have been made an even more important part of the nursery day. Children are evidently getting used to washing their hands when they arrive and depart nursery, as well as during the day, and their skills and independence in this are developing*

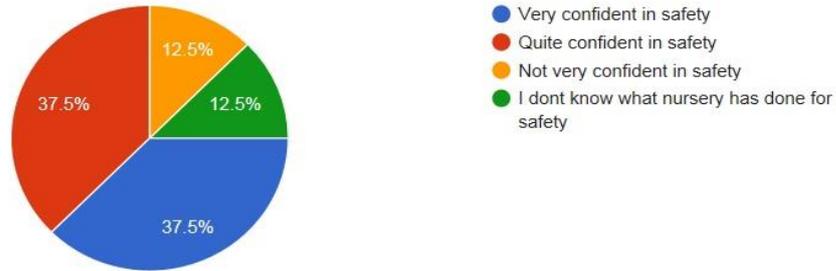
## **How do we know?**

The risk assessment and precautions follow the Scottish Government/HPS guidance and the Glasgow City Council Health and Safety risk assessment. This has been updated during the previous months, as guidance has changed and as the recovery plan has progressed. Staff have engaged in Zoom discussions since April 2020 and information has been shared and discussed at all stages and staff have consistently expressed their confidence in this process.

Parent survey views are as follows:

How confident do you feel about the safety measures that nursery has put in place?

8 responses

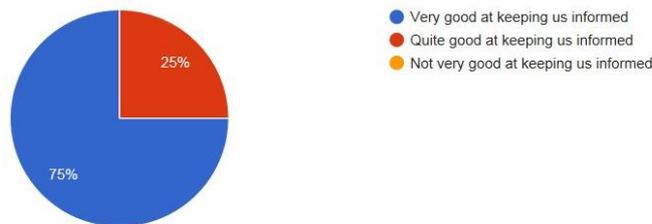


“Newsletter advise the new coming issue. Information update on time”

“I am confident of my child’s care and safety. This is because I can see clearly the hard work and dedication they have put into putting precautions in place.”

How good has communication been throughout the closure, and recently, about nursery plans and keeping in touch with families?

8 responses



One parent expressed views that they are concerned in general about risks from COVID-19:

“The nursery as per guidelines will promote hand washing, frequent cleaning etc., though it’s difficult to restrict children of this age to maintain social distancing. Hence if even one child in a group god forbid gets infected with virus high chances are it will spread across. Also it’s very common for children to get common cold and flu when attending nursery. Hence it’s risky to send children back.”

This was the 1 parent of those surveyed who indicated they were “not very confident in safety”. Offers to discuss safety arrangements, in addition to the information sent out, have been issued to all parents through the letters sent. The nursery respects the personal and individual decisions made by parents, and without further discussion with this parent, who was anonymous, it is difficult to know if their fears were generally about safety in any nursery during the Covid-19 pandemic as it appears, or whether there are specific concerns that can be addressed.

### What are we going to do now?

On-going monitoring of cleaning schedules by senior staff at nursery to ensure standards are consistent and maintained

Updates to procedures will continue as guidance changes both nationally and locally

## Staffing arrangements

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.

### How are we doing? What is our evaluation of performance?

How are staffing arrangements meeting the needs of children and families? How are staff supported to be confident?

*Regular consultation with staff has been made as recovery plans developed, through virtual forums such as ZOOM and face to face discussions with staff in nursery. Individual calls throughout summer took place to staff to ensure they were supported personally as well as professionally. Staff briefings also took place as we reopened, with particular forums for discussion on a virtual (online video chat) in-service day.*

*Staff joint working has been maintained with 2 core groups of practitioners forming supportive professional interactions with a number of support roles across this from our support for learning workers and English as Additional Language Teacher.*

*It was important that we keep sharing and celebrating learning and play in the midst of a potentially anxious and stressful time. There was professional reading during closure related to Realising the Ambition. We also spent a short time on in-service day (online) discussing questioning techniques (higher order thinking) in relation to supporting children's thinking and also practicing the use of makaton. This was intended to ensure the continued progression of the values and aims of the nursery and effective pedagogy.*

*Graduation celebrations with nursery keyworkers took place in June on a one to one basis, which enabled celebration of children's achievements as well as recognition of staff relationships with children. This also enabled staff to start to reconnect with each other.*

*Some staff have had individual risk assessments to ensure that safety measures are assessed and in place to maintain their health and wellbeing. Clarity for staff supports confidence and involvement during this process seems to have made staff feel secure. We have a new member of the team who was able to start at the beginning of term and she has been inducted into nursery in the usual manner with details of the extra precautions.*

*There have been changes in some staff working-hours and patterns, focussed upon maintaining good levels of staffing throughout the core part of the day. Staff "time out" plans to enable opportunity for tasks supportive to effective provision (e.g. children's profiles and administrative time) have been adapted to the new situation including reconfiguration of staff desk for a safer and more effective workspace. Planning meetings have also started in a slightly different arrangement but with the same format for responsive planning, thus ensuring consistency from last year whilst adapting to new circumstances.*

## How do we know?

Engagement with staff throughout closure period, as well as the range of discussions daily during reopening, has shown that staff confidence is high with the plans and with the return of children. This is of course requires on-going engagement and support.

## What are we going to do now?

Include the actions, the timeline, and who will carry them out.

There will be a need to guide staff through next stages of recovery as guidance changes over time.

Ensuring that staff development and professional learning remains effective, considering that face to face training and development may be curtailed, will be very important.

Maintaining good levels of staffing and good staffing patterns when there are challenges to this, due to the requirements to self-isolate when symptoms are very mild, will be an ongoing goal.

There are impacts on the ability to meet as a team at the present time, so good arrangements for weekly communications and in-service days are very important