

Inspection report

Oakwood House Nurseries Ltd Day Care of Children

7 Lochbrae Drive
Burnside
Glasgow G73 5QL

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| Inspected by: (Care Commission Officer) | Aileen Quinn |
| Type of inspection: | Unannounced |
| Inspection completed on: | 31 January 2008 |

Service Number

CS2003006468

Service name

Oakwood House Nurseries Ltd

Service address

7 Lochbrae Drive
Burnside
Glasgow G73 5QL

Provider Number

SP2003003297

Provider Name

Oakwood House Nurseries Ltd

Inspected By

Aileen Quinn
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

31 January 2008

Period since last inspection

12 months

Local Office Address

Princes Gate
Castle Street
Hamilton
ML3 6BU

Introduction

Oakwood House Nurseries was registered with the Care Commission in April 2002. Since the last inspection an additional building has been erected in the grounds of the nursery to accommodate children aged up to three years. This now means that the service can be provided to a maximum of 64 children aged between three and five years and 55 children aged from babies up to three years, with a maximum of 48 children being cared for in the new building, Oak Cottage. The service is available Monday to Friday 52 weeks of the year between the hours of 8.00am and 6.00pm. A manager is located in each building, with appropriately skilled staff providing direct care for children.

The aims and objectives of the service include to "work closely with parents and others involved with the child and value their experience and expertise" and "offer the children a sense of belonging, a feeling of being welcome and of being important and valued."

Basis of Report

This report was written following an unannounced inspection which took place on 31 January 2008 between the times of 10.45am and 5.15pm. The service completed and submitted an Annual Return ensuring that the Care Commission has accurate and up to date information about the service. A self evaluation form was also completed and detailed the strengths and areas for development for the service. Forty Care Commission service user questionnaires were issued and 31 of these were returned before this report was written.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant Inspection Focus Areas of Child Protection and associated National Care Standards for Early Education and Childcare up to the age of 16 and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity:

This service was included in the sample of 25% of services with a low RSA score for which the inspection was also based on the focus areas Infection Control and Active Play. Standard 2, A safe environment was also inspected during this visit as the new building Oak Cottage was now being used by the younger children.

Infection control/inspection of new building - Standard 2: A safe environment
Protecting People - Standard 3: Health and wellbeing
Active Play - Standard 5: Quality of experience
Staff Training - Standard 12.2: Confidence in staff

During inspection evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation, including the following:

Child Protection Policy
Infection Control Policy
Recruitment Procedures
Parents' Evaluations

Discussion with staff and both managers
Discussion with children
Discussion with one parent

Observation of practices

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

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

There were no requirements made at the last inspection.

Comments on Self-Evaluation

The management team completed the self evaluation outlining the strengths and areas for development for the service. A hand written copy of this document was available for the Care Commission Officer during this visit and the manager was in the process of submitting the document electronically.

View of Service Users

Children in the pre school centre spoke openly with the Care Commission Officer. Children were observed to enjoy their time at nursery and took part in a wide range of activities. Comments from children included "we have good fun" and "I like playing with friends". Children spoke enthusiastically about the activities available to them.

Younger children in Oak Cottage were observed to be happy and confident in their surroundings. Two children were on "settling-in" visits, and came into nursery smiling and cuddling staff. Younger children talked about their routine and what they liked to do. Children were observed to enjoy a range of activities during this visit.

Children's views are reflected in this report.

View of Carers

Thirty one parents completed Care Commission questionnaires. These gave parents the

opportunity to comment on how the service provided privacy, dignity, safety, realising potential, and equality and diversity. Overall, the vast majority of parents were very happy with the service. In particular, most parents indicated that if they raised a matter of concern, the service would always do something about it to their satisfaction. The vast majority of parents indicated that they were "very happy" that staff treated their child respectfully and fairly, and all were "happy" or "very happy" that staff knew their child as an individual. Comments from parents included, "I am very happy with Oakwood. The staff are excellent, always friendly and professional", "(child) comes home singing and dancing...progress obviously very good...obviously stimulated", "Oakwood is a first class nursery. The facilities, activities and staff are all excellent", "Staff in the nursery appear to be a happy, well informed team, who respect the children and communicate with parents", "(staff) obviously care a great deal for the children and I trust them completely with my child", and "(child) is delighted to arrive and often sad to go home! All staff are friendly and welcoming." Two parents indicated that they would regularly like a more detailed report about their child's day.

One parent spoke briefly to the Care Commission Officer during this visit. Overall, they said that they were very happy with the service and had found staff to be approachable. The parent said that they were comfortable raising any concerns and felt that time was given to address these.

Parents' views are reflected in this report.

Regulations / Principles

National Care Standards

National Care Standard Number 2: Early Education and Childcare up to the age of 16 - A Safe Environment

Strengths

This part of the report relates mainly to the new building with infection control being examined in both buildings.

The new building comprised of four large playrooms and children were accommodated according to their age and stage of development. Rooms were brightly decorated and staff had displayed children's work attractively around the walls. Both rooms on either side of the central entrance could be opened up to provide a larger space for children. Each room had doors leading directly to the enclosed decking area to the front of the building. There was secure entry at the entrance to the building and plans were in place to install gates at the side of the main pre-school building to further secure the garden area. The large garden could be accessed by children attending both buildings.

Staff had carefully considered the layout of each room and children were observed to be happy and comfortable playing and relaxing in the playrooms. Each room could easily accommodate sleeping children and staff could supervise them at all times. A separate dining room was accessed by the older children with plans being in place to use the temporary staff room as an additional dining area for younger children. Toilets and nappy changing areas were located centrally and could be easily accessed by all staff and children.

Measures to reduce the spread of infection in both buildings were in place and effectively used by staff. Nappy changing procedures in the new building were detailed and displayed for staff in the changing area. Staff spoken with were clear about these procedures and observations confirmed appropriate procedures were followed. Staff in the new building were also clear about the procedures when using potties with children. Handwashing was encouraged in both buildings and children were confident in these routines before eating food and after using the toilet. Toilet cleaning rotas were displayed and it was clear that regular cleaning took place. A plentiful supply of liquid soap and paper towels were in place in each building. Staff had accessed information on infection control and were familiar with recommended exclusion periods for infectious illnesses. Most staff working in the nursery had completed a course on food hygiene. The provider ensured a safe environment for staff through the detailed policies which were discussed during staff inductions, and providing a constant supply of disposable gloves and aprons for dealing with bodily fluids.

Areas for Development

Children were observed to use cold water when washing their hands before snack in the new building. The water temperature was regulated and safe to be used by children. (see recommendation 1)

Although staff were confident in the procedure for the use of potties, there was no written procedure for this. (see recommendation 2)

Although there were sufficient toilets for children, there had been a problem with the

installation of the cubicle walls, which meant that at times when more than one child used the toilet, their privacy and dignity was compromised. Staff were very aware of this and advised that plans were in place to install the cubicle walls within three weeks of the date of this visit.

Although there was a policy on infection control, this did not make any reference to contact with animals. The manager agreed to further develop the policy to include a statement to support staff on the rare occasions that children had contact with animals while attending nursery.

Although the nursery staff had placed a notice on the main door to the pre-school building requesting that parents do not open the door for anyone else, on the day of inspection a parent did allow two adults to come into the nursery. Both were visitors to the nursery looking for information about putting their child's name on the waiting list and were not known to staff or the parent who let them in. At the same time another parent came into the nursery while the door was open. This has been raised as a concern at previous inspections and some parents who completed the Care Commission questionnaires for this inspection and previous inspections had indicated that this was a concern for them. This was discussed again with the manager who agreed to write out to parents repeating the importance of ensuring the door remains secure.

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

The nursery had identified a staff member who had responsibility as child protection officer. This member of staff attended regular updates on their training and maintained an information folder to be used for in-house staff training. All staff had attended in-service training since the last inspection. The policy on child protection was detailed and supported staff in the procedure to be followed if there was a concern. All staff spoken with were confident in the procedures. The nursery regularly provided parents with information from the Area Child Protection Committee and this information was also displayed. Detailed recording procedures were in place for any accidents and incidents. These were audited regularly to ensure appropriate action was taken if necessary.

The nursery had been taking part in an audit of their child protection procedures as part of their partnership agreement with the local authority. They had completed most of this audit, with only one priority still being audited. All staff had been involved in this process. Parents were made aware of the child protection policy through the Handbook and the policy being displayed in the nursery. Several parents who responded to the Care Commission questionnaires indicated that they knew about this policy. Information about the Children's Charter and the Framework Standards for child protection was also available in the nursery for staff and parents.

Areas for Development

Although the nursery followed the guidance from the Area Child Protection Committee, their policy did not make reference to this. The manager agreed to ensure this information was included when the policy was next reviewed.

National Care Standard Number 5: Early Education and Childcare up to the age of 16 - Quality of Experience

Strengths

The designated physical play room in the pre-school building was well used during this inspection. Children in the pre-school building had been involved in planning a "superhero" day, and were dressed according to their "super powers". Staff were also fully involved with this activity and all were observed to be enthusiastic when participating in play. Staff discussed the plans for the day with the children who were confident with the routine.

During inspection, all children were observed to take part in energetic play and to enjoy their time at nursery. Staff interacted well with children, offering praise and encouragement and providing opportunities to practice new skills. The nursery brought in outside organisations to provide energetic play for children in both buildings on a weekly basis. Staff in the new building had set out the rooms to allow children large floor spaces for physical play and the garden was well used by all children.

The nursery had applied for funding to further improve the garden and had sought professional advice on how to make best use of the space available. A wide range of activities were available indoors and outdoors and parents were regularly involved in evaluating these. Detailed risk assessments were in place for each area, and staff were observed discussing safety with children throughout this visit. Parents were kept informed through the notice board, newsletters and the diaries and had put a lot of effort into making costumes for the "superhero" theme. Parents indicated on the Care Commission questionnaires that they were happy with the outdoor play area and most indicated that their child "always" had access to fresh air and energetic play. The nursery kept a supply of outdoor clothes to ensure all children had the opportunity to play outside. There were regular walks to local places of interest and children were enthusiastic when talking about the various activities they took part in.

The nursery had recently gained the silver award for a Health Promoting Nursery and were planning their work for the gold award. Detailed records of the way parents were involved with this project were in place and the designated member of staff with responsibility for equality had recently carried out an evaluation with parents. Staff working with younger children were currently working through the Birth to Three materials, which included aspects of active play.

Areas for Development

Staff should continue to provide opportunities for children to take part in active play and support staff in attending training to further enhance their skills in this area.

National Care Standard Number 12: Early Education and Childcare up to the age of 16 - Confidence in Staff

Strengths

The manager and provider had completed an audit of staff training needs and identified where staff required further qualifications as part of their registration with the Scottish Social Services Council (SSSC). A staff training policy was in place which made reference to the

support offered through the nursery and the guidelines from the SSSC. A staff training plan and detailed records of any training was in place. Staff could access training on fire safety, first aid and food hygiene as well as courses that would enhance their skills in providing effective learning for children. Induction procedures were discussed with one new member of staff whosaid that they had felt supported and confident in their role. All staff had completed registration forms for the SSSC and these were being processed. Training was identified during appraisals and evaluated through observations by the manager. These were recorded and the findings discussed and agreed with staff.

Areas for Development

Although a staff training policy was in place, this did not detail how staff training needs would be identified, for example through annual appraisals, or how the learning would be applied in the workplace, or how the effectiveness of training was evaluated. (see recommendation 3)

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

None.

Requirements

None.

Recommendations

1. Staff should ensure that children use the warm water when washing their hands. (National Care Standards Early Education and Childcare up to the age of 16, standard 2: A safe environment.)
2. A written procedure on the use of potties should be available. (National Care Standards Early Education and Childcare up to the age of 16, standard 2: A safe environment.)
3. The staff training policy should be further developed as detailed in this report. (National Care Standards Early Education and Childcare up to the age of 16, standard 12: Confidence in staff.)

Aileen Quinn

Care Commission Officer