

Inspection report

Rascals Nursery Day Care of Children

Balmoral Court
West End
Carnwath ML11 8RX

Inspected by: Tracy Johnston
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 6 June 2008

Service Number

CS2003006615

Service name

Rascals Nursery

Service addressBalmoral Court
West End
Carnwath ML11 8RX**Provider Number**

SP2003001511

Provider Name

Elaine Bose

Inspected ByTracy Johnston
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

6 June 2008

Period since last inspection

Twelve months

Local Office AddressSouth West Region,
60 Castle Street,
Princes Gate,
Hamilton,
ML3 6BU.

Introduction

Rascals private nursery was registered with the Care Commission on 1st April 2002, to provide a care service to a maximum of 63 children from the hours of 0700 to 1900 Monday to Friday. These numbers are inclusive of out of school children.

The service is provided from a self contained building in the West End, Carnwath. The premises comprise a controlled entry system to the cloakroom/foyer, office, kitchen, four large play rooms, a self contained unit for children under two years and children's toilets at each end. Both outdoor areas can be accessed directly from the playroom.

The service aims to provide a safe, secure and stimulating environment for children, working in partnership with parents to ensure the best possible learning opportunities for children.

The full statement of the aims and objectives of the service is available to carers.

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

Quality of Care & Support – Grade 5 – Very good

Quality of Environment – Grade 5 – Very good

Quality of Staffing – Grade 5 – Very good

Quality of Management & Leadership – Grade 5 – Very good

The inspection report and grades represent the Care Commission's assessment of the quality of areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following an unannounced inspection carried out by Tracy Johnston and Lynn Clements, Care Commission Officers on Friday 6 June 2008 between the times of 8.30 and 16.15. Verbal feedback was given to the manager and providers at the end of the inspection.

Before the Inspection

The service submitted a completed Annual Return as requested by the Care Commission which ensured that the Care Commission had up to date and accurate information about the service.

The service submitted a self-assessment form as requested by the Care Commission and contained information about how well the service was performing and how things could be improved. It also included information on how service users participated in the process.

Views of service users

The Care Commission issued 20 care standards questionnaires of which 12 were returned. The care standards questionnaire provides an opportunity for parents or carers to comment on the quality of the care service.

Regulation Support Assessment

The inspection plan for this service was decided 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. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process evidence was gathered from a number of sources.

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

- Registration certificate
- Insurance certificate
- Development plan
- Child protection policy
- Equal opportunities policy
- Partnerships with parents policy
- Confidentiality & open access policies
- Infection control procedures
- Risk assessments
- Complaints procedure
- Staff induction
- Whistle blowing policy
- Staff records
- Carer and children's questionnaires and audits

Discussion took place with the manager, the providers and nursery staff. The Officers chatted to children informally during the course of their play. Two carers were spoken with during the inspection visit.

Observation took place of staff practices and the environment and equipment were reviewed.

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

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:
<http://www.carecommission.com/>

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 since last Inspection

No requirements were made in the last inspection report.

Comments on Self Assessment

The service submitted a fully completed self assessment form. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and areas for future development and gave good evidence of service user involvement and how they planned to implement changes.

View of Service Users

The children present during the inspection were settled and content in their surroundings and happily engaged in play. They chatted to the Officers about their chosen activities and what they enjoyed doing.

The preschool children actively engaged with the officers to welcome them to the nursery and involve them in the nursery routine. One child invited the officer to the graduation rehearsal carefully explaining the officer would not be able to take part as they were not graduating for the nursery.

One child welcomed the officers back to nursery after lunch by explaining to his carer that "it's the new children back".

View of Carers

Twelve care standards questionnaires were completed by carers using the service. These gave carers the opportunity to comment on how the service provided privacy, dignity, choice, safety, realising potential and equality and diversity.

Most respondents were very happy with these aspects of the service. Overall, eleven were very happy and one was happy with the quality of service their child received.

Nine carers were aware of the complaints procedure and eleven carers were aware of the child protection procedure.

Twelve carer questionnaires were returned and comments included:

"I've never had to talk privately about my child and there haven't been any big issues. However, staff make me and my children aware if there are any issues they are there to talk to us."

"My child attends afternoons until closing; staff always seem to be in a hurry to get home rather than discuss anything."

"My children always know that the staff are always approachable, with any concerns they may have."

"Rascals is a very good nursery, my child has been there since they were a baby and the care has always been good."

“They always provide a good varied diet, lots of different tastes.”

The nursery makes a conscious effort to involve parent’s views and best practice events to encourage sharing of views and best practice.”

There were several positive comments relating to child protection information and children who had food allergies, which were successfully being managed in the nursery.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very Good

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

Staff consulted with children using a range of methods including age appropriate questionnaires, circle time, talk and thinking floor books, one to one discussions and small group discussions. Children and staff in the 3 to 5 room also used video evidence of children's comments. The information gathered was audited and used in the planning of the service.

Staff spoke with carers daily and exchanged information giving carers the opportunity to comment on their child's care needs, make requests or raise any concerns as necessary.

Various methods were used by staff to gain the views of carers and allow them to make comments or suggestions for improvements in the service. These included questionnaires, newsletters, open evening's and one to one discussions. Carers were invited to attend the planning meetings with staff and minutes gave evidence of their input.

Parent's information evenings covered child protection, toilet training and promoting positive behaviour. Carer's comments included:

"Very interesting"

"Excellent, enjoyed all 3 topics"

"Look forward to future topics."

Parent's evening allowed staff and carers to discuss the children's progress in all key aspects of the curriculum and carers gave written feedback about the process and information shared.

Carer questionnaires and other consultation methods were audited by the service and discussed and taken forward at staff meetings.

A written policy for Parental Partnership had been established and its ethos reflected in the work of the service.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 1.1 grade 5 - very good

Areas for Development

The service is currently maintaining a good standard against this quality statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

The aims and objectives of the service were available in written format and reflected how the service would meet the needs of the children

Other policies and procedures had been established to support good practice in promoting good personal hygiene and personal safety with children, infection control, health and safety, child protection, the use of medication, healthy eating, emergency procedures and first aid. These policies were shared with staff and carers.

Discussion with staff, observation of practice and a review of documentation and records demonstrated their understanding of meeting young children's needs. Staff displayed a caring, warm manner while responding to children's physical and emotional needs and a key worker system was operated. Children were encouraged by staff to care for and consider each other and each group had a nominated daily helper. Staff had developed and promoted citizenship through their practice and demonstrated they were positive role models for the children. The children demonstrated through their practice and welcoming of visitors that citizenship was embedded in the ethos of the nursery.

Appropriate systems were in place for accessing help from other agencies to support children's learning. There was evidence of partnership working with other agencies.

Staff, carers and children confirmed that children had daily access to the outdoors for fresh air and energetic play. Appropriate clothing was available in the service for children to access outdoor activities all year round. Opportunities existed for children to have a rest or quiet time whenever required. There was suitable space to allow children to access energetic play indoors.

The service access a range of infection control information through a range of mediums this is then cascaded to staff through notice boards and staff meetings. The service has a policy relating to ill children and display exclusion periods for carers. Observation of practice indicated that staff carefully follow the nursery's infection control procedures and a high standard of hygiene was evident throughout the premises. Children take part in a hand washing programme and there are regular staff reviews on hand washing practice. Staff members had undertaken food hygiene training.

The nutritional guidelines for children under five years were used in the nursery. Healthy snack options were offered in consultation with children and carers. Menus were displayed for carers' information. All meals and snacks are cooked from fresh ingredients and prepared in child sized portions. Carers confirmed that meals are prepared to suit all children and staff support children with complex food allergies.

The children participated in the national oral hygiene programme and drinking water was available to them throughout the session.

There is a parents committee to support the nursery in their work as a health promoting nursery. Staff, carers and children had achieved a silver award and are planning to embark

on their gold award.

The service has a child protection policy and through discussion staff demonstrated a clear understanding of their roles and responsibilities in protecting the children in their care staff. This is supported by South Lanarkshire Council's, "Protecting People" document and Scottish Executive's Protecting Children and Young People: Framework for Standards and Children's Charter. Each member of staff had their own child protection information and guidance. The child protection policy included all the key information required. Staff received updated annual training in child protection and had previously taken part in "Protective Behaviours" training. The child protection policy was shared with carers in the parent's handbook and displayed on notice boards. A child protection workshop was carried out for carers.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 1. 3 grade 5 - very good

Areas for Development

The service is currently maintaining a good standard against this quality statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

See also Quality Statement 1.1

Documentation showed that children and carers were consulted and their views and opinions valued in relation to the environment.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 2.1, grade 5- very good.

Areas for Development

The service plans to develop the outdoor area in consultation with carers and children.

CCO Grading

5 - Very Good

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

The accommodation was safe, well maintained and provided suitable equipment and resources for the children attending. The premises offered a stimulating environment for children. The layout of the play rooms and outdoor areas allowed children opportunities to play alone or with others in small or larger groups.

Resources were well organised and stored in such a way as to ensure easy and independent access by the children. An inventory was available for staff, which they used when planning with the children. Observation indicated that the resources available during the inspection were age and stage appropriate, supporting the five key aspects of children's development and learning. Children had access to materials and experiences which reflected an awareness of different cultures.

Children had opportunities to use up-to-date information and communication technology, including the cameras, videos and leap pads. Children's work was valued and attractively

displayed in the nursery.

Outdoor play was an extension to the indoor activities and children moved freely between areas.

Children had the opportunity to access physical and energetic play both in and out doors.

Based on the findings of this inspection the service has been awarded the following grades: Quality Statement 2.5, grade 5 - very good.

Areas for Development

The service is currently maintaining a good standard against this quality statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

See also Quality Statement 1.1

Children and carer questionnaires gave the opportunity for them to comment on staff and their performance. Following a suggestion from carers the service had introduced an "employee of the month" This allows carers to nominate a member of staff for this award.

The nursery handbook and notice board informed carers of staffing levels and qualifications held. Any staffing changes or achievements were communicated to carers both verbally and through newsletters.

It was evident from the minutes of staff meetings and newsletters that there was consultation with carers.

Carers' confidence in the nursery staff was confirmed by discussion with them during the inspection and the following comments made by respondents to the care standards questionnaires:

"My children know that staff are always approachable."

"My child has multiply allergies and the nursery and staff have been exceptional at dealing with this."

"I have always felt completely confident my children are receiving excellent care."

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 3.1 grade 5 - very good

Areas for Development

The service is currently maintaining a good standard against this quality statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

The service appointed new staff following their policies and procedures for safe recruitment and taking account of the Scottish Social Services Council (SSSC) Codes of Practice.

An induction process was in place which included ensuring the staff's knowledge of policies and procedures in relation to confidentiality, whistle blowing, child protection, health and safety, emergency procedures, management structure, roles and responsibilities and additional support for learning needs. Staff job roles, responsibility and lines of communication and accountability were clearly defined. They had individual copies of the SSSC codes and had applied for registration with the council where appropriate.

There was an annual training plan which included both internal and external training. Staff's individual skills and strengths were recognised by the management. Staff held appropriate qualifications in child care and education and had various opportunities for further training. A review of staff records and other documents confirmed that annual appraisals took place the outcome of which identified individual training needs and informed the nursery's development plan. Any new knowledge from training was shared with colleagues at staff meetings. Regular meetings with the management also took place.

Staff commented positively on their relationships with management team and felt that they were supported in their work. The manager and providers spoke highly of staff's commitment and valued their contributions to the ongoing development of the nursery.

Through discussion with the officers staff demonstrated they were motivated, enthusiastic and worked well together and through this there was a very positive ethos.

Staff demonstrated a working knowledge of relevant childcare legislation guidance. They used this to monitor and develop the work of the service and the development needs of the children in their care. Staff took an active role in the evaluation and development of their work and the work of the service.

Staff were deployed in the nursery to ensure continuity of care for the children and benefit the staff team and their individual skills.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 3.3 grade 5 - very good

Areas for Development

The service is currently maintaining a good standard against this quality statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

See also Quality Statement 1.1

The nursery handbook and notice board informed carers of the staffing, management and operations of the nursery. They were kept up to date and able to comment on changes, new developments in approaches to child care and education through newsletters, questionnaires and notices. Staff actively encouraged carers to become involved in the work of the nursery and made them welcome.

Nursery questionnaires and informal daily verbal exchanges with staff provided carers with opportunities to comment on the quality of management within the nursery, assisting with the self-assessment process and informing the nursery's development plan which was reviewed by the Officers.

Carers' confidence in the way the nursery was managed was confirmed by discussion with them during the inspection and a review of written feedback.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.1, grade 5 - very good

Areas for Development

The service is currently maintaining a good standard against this quality statement.

CCO Grading

5 - Very Good

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

The service had a clear statement of aims and objectives which was available to carers and adhered to by nursery staff. A complaints procedure was also shared with carers who were encouraged to make comment on the service at any time verbally or in writing.

Children's and carers' questionnaires had been developed, the results of which were analysed and communicated via the notice board and newsletters. It was clear from discussion with carers and written feedback that the nursery listened to their views and took forward suggestions for change or improvement. Carers were able to take an active part in the curriculum planning for the nursery and evidence was in place to support their views being taken forward.

The management team demonstrated through discussion their vision to achieving the best quality of care possible for service users and this vision was shared by staff. Regular staff and management meetings took place. A review of the minutes of these meetings indicated an organised approach to the way agenda items were discussed, recording actions, outcomes and responsibilities. It was clear from the minutes that the management team and staff were committed to further developing carer involvement and consultation. Developing involvement and consultation with carers and children were priorities for the nursery as was monitoring various aspects of the nursery's work and evidence collecting for self-assessment.

Staff and management were familiar with the National Care Standards and accompanying principles. The manager used them to establish the development plan for the service. The development plan was used to facilitate the self assessment process for service with staff and carers on a six monthly basis. Other approaches to self-assessment included the use of the Child at the Centre 2 and the curriculum for excellence documents.

A review of staff records confirmed that staff were encouraged in continuing professional development and had opportunities for further relevant training identified through appraisals and assessment of their work.

The service was aware of its responsibility to notify specific events or incidents to the Care Commission, SSSC or other professional bodies and confirmed that no such action had been necessary to date. The service had copies of Care Commission notification guidance and forms.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.4 grade 5 very good

Areas for Development

The service is currently maintaining a good standard against this quality statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

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

Other Information

Two recommendations were made in the last inspection report and had been implemented satisfactorily.

1. Staff and children should ensure good infection control practices when disposing of used tissues.

Staff had introduced waste bins in the garden to allow children to dispose of used tissues.

This recommendation has been.

2. Risk assessments for trips and outings should clearly identify hazards.

The staff had reviewed the risk assessments for trips and outing to clearly identify hazards.

This recommendation has been.

Requirements

There were no requirements at this inspection visit.

Recommendations

There were no recommendations at this inspection visit.

Tracy Johnston
Care Commission Officer