

Inspection report

Beechwood House Nursery (Kilmarnock) Day Care of Children

Barbados House
34 Dundonald Road
Kilmarnock KA1 1RX

Inspected by: Norma Armour
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 23 October 2008

Service Number

CS2003003589

Service name

Beechwood House Nursery (Kilmarnock)

Service addressBarbados House
34 Dundonald Road
Kilmarnock KA1 1RX**Provider Number**

SP2003000726

Provider Name

Childcare (Scotland) Ltd

Inspected ByNorma Armour
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

23 October 2008

Period since last inspection

20 months

Local Office AddressSuites 3 & 4A
Soverign House
Academy Road
Irvine KA12 8RL

Introduction

Beechwood House Nursery was based in a converted town house in the town of Kilmarnock, East Ayrshire. The service has been registered with the Care Commission since April 2002 and provides care to a maximum of 120 children at any one time children aged 0 to 8 years old. Places are available on a full time or sessional basis as parents require. The nursery is in partnership with East Ayrshire Council to provide ante and preschool education for children.

A summary of the aims of the service are:

At all times we strive to provide a safe and stimulating environment for all the children in our care as well as a flexible and reliable service for the parents. The happiness and well-being of the child being paramount.

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

Quality of Care and Support - 5 - Very Good

Quality of Environment - 5 - Very Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the 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

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

Forty Care Standards questionnaires were issued to gain parents/carers views on the service. Thirteen were completed and returned.

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.

LOW

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

Staff at inspection

The inspection was carried out by Care Commission Officers Norma Armour and Valerie Walker on 23 October 2008.

Evidence

During the 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:

Parent/Carer satisfaction questionnaires

Parents service evaluations and children's questionnaires

Children's ideas/suggestions

Weekly planning

Photographs

Complaints policy

Induction and Training policy

Staff Support & Review records

Development Plan

Evaluation policy

Newsletters

Snack menus

Child Protection policy/procedures

Notice board information

Displays of children's work

Risk assessments

Parent's handbook

- Discussion with the Director, 2 Managers and 14 members of staff.

- Observations of practice, the environment and resources

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

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

The service had developed procedures for safe contact with pets and other animals as required at the previous inspection.

Comments on Self Assessment

A comprehensive self assessment was submitted prior to the inspection. This contained relevant information under each of the Quality Statements and identified areas for improvement.

View of Service Users

The children in all areas of the nursery were happy and settled in their surroundings. Staff interaction in all rooms was warm and caring and the children's needs were readily met.

View of Carers

Thirteen Care Commission questionnaires 'How satisfied are you with this care service' was returned. The respondents were either happy or very happy with the service. Some of the comments made will be incorporated into the body of this report.

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

Following discussion with the management team, feedback from parents, a review of practice, this service was found to have a very good performance in relation to this statement.

Parents and children were routinely involved in assessing and improving the quality of the care and support provided by the service. A variety of methods to facilitate their involvement were in place including daily discussions with parents, carers and children, parents meetings and questionnaires. Daily information sheets were completed for children. A suggestion box is situated in the main hallway for parents to comment on any aspect of the life of the nursery. Monthly newsletters are distributed to parents.

One recent suggestion was that the newsletter be e.mailed to parents. The nursery has taken this idea forward and intend to e.mail the newsletter on request to parents.

The nursery is in the process of setting up a parent's committee.

Areas for Development

The nursery should continue with their plans in setting up a parent's committee.

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

Overall, the nursery offered a clean and hygienic environment. Staff promoted healthy lifestyles. A snack menu offered healthy options and choice and this was reflected in the snack enjoyed by the children on the day. Children who attended full day care were provided with a nutritionally balanced lunch. Most of the staff had achieved an elementary food hygiene certificate.

Posters and photographs were displayed encouraging good hygiene practices. A very good range of leaflets and posters promoting healthy lifestyles were displayed on the notice boards. Physical play was planned daily and the children had regular access to their own outdoor play areas and local park. The children also enjoy the experiences offered by a

dance, drama and movement teacher.

The nursery followed East Ayrshire Council's corporate policy on Child Protection. Staff confirmed that they discussed the child protection guidelines annually and were well aware of their responsibilities in protecting children from harm. A statement was included in the nursery handbook and a good range of information including the Children's Charter leaflets were available.

Areas for Development

The nursery should continue with their renovation plans.

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

The service's performance, in the evidence sampled for this statement, was found to be very good. Effective strategies supported participation by children and their parents (see Quality Statement 1.1).

Parents new to the service were shown around the nursery at the initial visits.

Newsletters informed parents and children of plans relating to the environment. Parents were advised and consulted when children were changing rooms.

Children's work was well used in the creation of attractive displays illustrating the nursery's themes and topics.

Areas for Development

The nursery should continue to build on their current good practice.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We make sure that the environment is safe and service users are protected

Service Strengths

Following discussion with the management team, feedback from parents, a review of the documentation relating to a safe environment and observation of practice, this service was found to have a very good performance in relation to this statement.

A warm and caring ethos was evident during the inspection visit. A few changes to the layout of the playrooms had been made since the last inspection visit and children now had more opportunities for indoor physical play. The ongoing programme of refurbishment will clearly enhance existing provision; replacement windows had recently been fitted.

The nursery had procedures for ensuring the health and safety of the children and for reporting repairs. Risk assessments for the nursery including trips and outings were in place. Environmental health officers inspected the kitchen area on a regular basis. The majority of

the parents who completed the Care Commission questionnaires indicated that they thought that the premises were safe and secure. One parent commented on occasional problems with the main door. Management were well aware of the problem and plans were in place to deal with the problem.

Areas for Development

The nursery should continue with their plans to improve the door entry system.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

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

Service Strengths

Following discussion with the management team, feedback from parents, a review of practice, this service was found to have a good performance in relation to this statement.

Parents and children had opportunities to comment on the co-operation and friendliness of the staff through discussions, children's daily report sheets and service evaluation questionnaires. Parents were also invited to vote on the employee of the month. The parents who completed the Care Commission questionnaires indicated a high level of satisfaction.

Parents comments included:

"I feel that staff are very helpful and professional they deal with any concerns I might have quickly and effectively"

"My child enjoys nursery his relationship with staff is excellent, he feels very comfortable with them"

"Beechwood Nursery is a super nursery, the staff are always friendly and helpful, the children have a great relationship with all staff"

"The carers my child has at present are helpful and friendly and I feel assured my child is well looked after when she is at nursery"

"Beechwood Nursery is a very good establishment, all who work there are friendly and seem very caring to the children"

Areas for Development

The service should now devise a written parental participation strategy.

CCO Grading

4 - 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

A staff recruitment policy, staff induction programme and whistle blowing policy were in place.

All staff held appropriate qualifications and had accessed further training. The service

operated an Induction/Training policy and an annual training plan was in place which offered staff a very good range of courses. Staff had their own Continued Professional Development folders and had participated in a varied range of training sessions both in-house and externally. Annual staff support and review meetings took place where training needs were evaluated and agreed. A timetable was available which showed full staff team participation. Regular staff meetings took place which enabled staff members who attended training to share information with others. Staff were guided by best practice documents such as Birth to 3, Child at the Centre 2 and the Curriculum Framework for 3 - 5 years.

Areas for Development

The nursery should continue with their plans to have written documents to record exit interviews.

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

Procedures had been established for parents to meet with the manager and staff both informally on a daily basis and during social events. More formal opportunities were established through parents evenings,

The management team stated that they welcomed opportunities to meet with parents and were available when children and families arrived providing good opportunities for informal chats as it supported the establishment of positive relationships with parents.

Parents were aware of the Complaints procedures for the service. These procedures were displayed on the nursery notice board. Discussion on all matters was encouraged between parents and management to resolve any issues or concerns.

Parents were provided with a wide range of information on the service including regular newsletters. The nursery also made effective use of photographs and displays to inform parents of the work undertaken by their children and the staff within the nursery. One parent stated in their Care Commission Questionnaire, "I am very happy with the care and facilities'

Following discussion with the management, nursery staff, observation of childcare practices and a review of documentation relating to service users and carers participate in assessing and improving the quality of management and leadership, the service was found to have a very good performance in relation to this statement.

Areas for Development

The nursery should continue to build on their current good practice.

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

Following discussions with the management team, feedback from staff and parents and a review of the documentation the service was found to have a very good performance in relation to this statement. Effective quality assurance processes were in use. Assessment of the nursery's performance and development planning focussed on 'The Child at the Centre 2', the core tool for self-evaluation for all early education centres. Monitoring of staff practice and service outcomes by the senior management was very good. Information on how the nursery approached management and leadership was available. Regular staff meetings provided opportunities for discussion and consultation. Parents had confirmed satisfaction with the quality of the nursery service. Targets for service improvement were identified and prioritised for the coming year.

The management team were very aware of the notification responsibilities to both the Care Commission and the Scottish Social Services Council.

Areas for Development

The nursery should continue to build on their current good practice.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

[If no enforcement action has been taken, use the following statement]:

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

Other Information

N/A

Requirements

None

Recommendations

None

Norma Armour

Care Commission Officer