



Inspection report

Giffnock Nursery Class Day Care of Children

Giffnock Primary School
Academy Road
Giffnock
G46 6JL
0141 570 7180

Inspected by: Marrassa Laird
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 27 October 2010

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Service provided by:
East Renfrewshire Council

Service provider number:
SP2003003372

Care service number:
CS2003015832

Contact details for the Care Commission officer who inspected this service:

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	 6	Excellent
Quality of Environment		N/A
Quality of Staffing	 4	Good
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

We found that the service had excelled in participation. A wide range of evidence was available that showed how they involved parents and children in shaping the way in which the service is planned and delivered. They have a very good understanding of the cycle of participation.

What the service could do better

The service should continue to provide robust and comprehensive evidence of regular parent and child involvement using a range of methods. In order to maintain 'Excellent' they should also continue to be rigorous in identifying areas for improvement and implementing action plans to address them.

What the service has done since the last inspection

The service had developed the technique of consulting with children and parents and empowering them to participate effectively. The service was committed to working in partnership with parents and their approach to participation means that all children's individual needs are highly considered and effectively met.

Conclusion

We found that the service was performing well in the areas which we inspected and was committed to providing a quality service. The staff worked well as a team and was enthusiastic and committed to continually assessing and improving all aspects of the service provided. The service aims to implement the recommendations made in this report to further improve the quality of the service provided.

Who did this inspection

Lead Care Commission Officer

Marrissa Laird

Other Care Commission Officers

n/a

Lay Assessor

n/a

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Giffnock Nursery Class is a Local Authority provision which operates from within Giffnock Primary School. The service was registered with the Care Commission on 1 April 2002, to provide education and care to 80 children aged between 3 - 5 yrs. Most children attend on a part-time basis although a wraparound service is available. The service operates Monday - Friday from 08:00 - 17:30hrs, term-time only.

The aims of the service are to provide a "safe and secure environment and actively work to develop a partnership between home and nursery."

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

Quality of Care and Support	6 - Excellent
Quality of Environment	N/A
Quality of Staffing	4 - Good
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

We wrote this report after an announced inspection that took place on the 27th October 2010 and a telephone conversation on the 10th November 2010.

As requested by us, the care service sent us an annual return. The service also sent us a self assessment form.

We issued 20 questionnaires to friends, relatives or carers of people who used the service. Eight questionnaires were returned before the inspection.

In this inspection we gathered evidence from a number of sources, including:

- . Discussions with the head teacher, staff and children
- . Viewing a range of policies, procedures, questionnaires and evaluation process
- . Observing how staff work
- . Observing the children

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

As part of the recruitment process, the provider should consistently implement the stated policy regarding securing two suitable references for each employee. This is to comply with SSI 2002/114 Regulation (9) (1) relating to the fitness of employees. SSSC Code of Practice - Employer

- Make sure people are suitable to enter the workplace
- 1.1 Using rigorous & thorough recruitment & selection processes etc

Safer Recruitment through Better Recruitment-Scottish Executive (2007)

Action taken on the Requirement

The requirement is:

Met

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes

Comments on Self Assessment

We received a fully completed self assessment document from the service. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they did well and highlighted areas they wished to develop further.

Taking the views of people using the care service into account

On the day of the inspection visit the Care Commission Officer spoke with many of the children attending the service. They were observed to be settled, happy and contented.

They had access to resources that were well organised and easily accessible. Pictorial catalogues were available for them to make individual choices. They were happy to share their views on the things they liked best about the nursery. Comments included:

'I get to play with my friends'

'The ladies help you and they are nice'

'I love painting the best'

'I can choose the toys'

Taking carers' views into account

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

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

The service had excelled in meeting this Quality Statement. A wide range of evidence was available that showed how they involved parents and children in shaping the way in which the service is planned and delivered. Methods used included:

- Questionnaires
- Circle time
- Gathering time
- Suggestion Box
- Formal and informal consultations
- Evaluations
- Feedback forms
- Responsive planning
- Newsletters
- Speech bubbles
- Children profiles
- Individual learning plans
- Story sacks
- Mind mapping
- Parent council
- Parental workshops
- Children's committee

A partnership policy was in place and all parents were given a copy of the service handbook which contained policies and procedures, such as a mission statement, confidentiality, infection control, behaviour management, child protection and complaints.

Through discussion and viewing evidence, it was clear that the manager and staff had a really good understanding of the cycle of participation and that it was about "taking part", asking children and parents what works, what doesn't and what could work better, and involving them on an ongoing basis using a range of methods as described above.

They had developed the technique of consulting with children and parents and empowering them to participate effectively. For children these include allowing them to

explore and experiment, offering and encouraging choices, listening to them, building up individual development profiles, increasing dialogue and involving them in the planning and review process.

The services approach to participation and working in partnership with parents and other agencies means that all children's individual needs are highly considered and effectively met.

The service actively promoted their open door policy and invited parents and carers to share their ideas and discuss issues informally at any time or formally through the complaints procedure.

A feature of good practice in this service is responsive planning. Staff respond to children's views as well as regularly involving them in decisions about their learning and care. This approach has been extended to develop creative strategies and materials to engage young children in meaningful participation throughout the service.

Overall the service has successfully created a listening culture that enables these experiences and views to inform day-to-day practice; develop the quality and sustainability of the service; and ultimately improve the outcomes for children.

Through the care standard questionnaires 3 parents 'strongly agreed' whilst 5 'agreed' that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

Areas for Improvement

The manager stated that she the service would continue to ask parents and children to participate in the running of the service and develop different ways of involving them in the planning, delivery and review of the quality of care and support provided. They should continue to provide evidence of this and demonstrate the cycle of participation (see recommendation 1).

The service was in the process of producing their participation policy in written form detailing the various methods they use to consult with parents and children, and their partnership policy detailing how they work with other agencies to support children and families.

Grade awarded for this statement

6 - Excellent

Number of requirements

0

Number of recommendations

1

Recommendations

1.

The service should continue to develop the ways in which service users can become involved in the assessment and improvement of the quality of the care and support and provide evidence of this.

NCS Early Education and Childcare up to the age of 16: Standard 13.1 Improving the Service.

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service Strengths

The service had developed and implemented a range of methods to ensure effective communication between parents and the nursery. These included verbal feedback, e-mails and newsletters; drop in sessions, visits prior to using the service, enrolment forms and child information sheets, individual plans, speech bubbles and other methods as detailed in Statement 1.1.

A comprehensive nursery handbook containing service policies and procedures was given to parents prior to using the service. This also gave details of the staff, management and administration, complaints and information about the aims of the nursery. Additionally parents could access information from the service website.

The bilingual support worker and assistant translate for parents for whom English is not their first language and offers support in their homes.

Through the care standard questionnaires all the parents confirmed that they received clear information about the service before their child started using it.

The nursery staff were very welcoming to service users and the key worker system enabled information about progress, daily activities and achievements to be shared informally at drop off and collection times.

Records and plans showed that that staff shared information about each child's learning and development with parents and, where appropriate, their child.

Although parents could discuss their child's learning and development at anytime they were invited to two formal meetings throughout the year.

A confidentiality policy was in place and staff demonstrated a good working knowledge of this.

Individual educational plans were developed in consultation with parents and other specialists if needed. Staff used information from assessments and evaluations to plan the next steps in each child's learning and development.

Through the care standards questionnaires 3 parents 'strongly agreed' whilst 5 'agreed' that staff have worked with them and their child to develop an individual education and support programme for their child.

Notice boards and displays were actively used to provide parents with a range of

updated information about the service, events, activities, resources and other national and local initiatives/guidelines.

A monthly newsletter was produced by the service and the parent council provided minutes of their meetings. These kept parents updated on what was happening in the nursery, and openly invited them to share their views with staff.

Through the care standards questionnaires all the parents confirmed that they were kept informed about what was happening in the service, for example through newsletters and information boards.

Areas for Improvement

The service was maintaining good practice in this area. Through the self assessment form the service identified the need to further encourage parents in supporting good communication thereby promoting strong nursery/parent partnership.

Some staff had attended training in Makaton sign language. Following discussion with the manager, it would be beneficial to the service to look at the various ways that they could use this to communicate with parents and children with limited or no English language and how this could be used in the nursery as a whole.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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

The service could demonstrate how they sought the views of parents and children in relation to this statement. The methods described under Quality Statement 1.1. remain relevant for this statement.

Through the care standards questionnaires all the parents 'strongly agreed' that they were confident that staff have the skills and experience to care for their child and support their learning and development.

One parent commented;

'I have been impressed by how well the staff know my child... '

The service had received very positive feedback about staff through their own questionnaires.

Areas for Improvement

Although the service has received positive feedback from parents and children they recognise the need to continually review and evaluate the service and are committed to making improvements (see recommendation 1).

The manager stated that she would continue to develop effective information gathering systems.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

The service should continue to develop the ways in which service users can become involved in the assessment and improvement of the quality of staffing in the service.

NCS Early Education and Childcare up to the age of 16: Standard 13.1 Improving the Service.

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

An audit was carried out centrally to assess how effectively safer recruitment processes are carried out. A selection of staff files were viewed to make this assessment. In addition, relevant policies and related documentation were examined. A relevant Recruitment and Selection procedure was in place. This included checks with professional registers such as the Scottish Social Services Council and the General Teaching Council where applicable

Each candidate was provided with a recruitment pack which included the Local Authorities Code of Conduct for employees. Where applicable staff files contained copies of qualifications in order to ensure that qualification requirements were adhered to. The induction programme for individual services included information pertaining to that service including their aims and objectives.

Effective systems were in place for the retention of data from Disclosure Scotland in line with the relevant guidance.

Areas for Improvement

While clear progress had been made in the recruitment process it was viewed that "testimonial" references had been sought for some staff some months subsequent to individual's appointments. The process should be regularised to ensure receipt of relevant references prior to appointment. It would also be of benefit to establish a clear system for references being viewed and signed off as accepted by a suitable member of Council staff (see recommendation 1).

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

As part of the recruitment process the provider should further clarify the procedure for securing two appropriate references for each appointment.

National Care Standards for Early Education and Childcare up to age 16.
Standard 12:1 Confidence in Staff.

Other Information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

n/a

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent
Quality of Environment - Not Assessed	
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings								
30 Jun 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very Good</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and Leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	5 - Very Good	Staffing	3 - Adequate	Management and Leadership	4 - Good
Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	3 - Adequate									
Management and Leadership	4 - Good									

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد یم وونابز رگید روا دولکش رگید رپ شرازگ تعاشا هی

ਬੈਨੜੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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Web: www.carecommission.com

Improving care in Scotland