

Care service inspection report

Lockerbie Nursery

Day Care of Children

Lockerbie Primary School

Glasgow Road

Lockerbie

DG11 2AT

Telephone: 01576 203361

Inspected by: Allison Tyson

Type of inspection: Unannounced

Inspection completed on: 12 January 2012



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Service provided by:

Dumfries & Galloway Council

Service provider number:

SP2003003501

Care service number:

CS2003015499

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing		N/A
Quality of Management and Leadership	5	Very Good

What the service does well

There is a kind and caring staff team, who respect the children they are caring for. Staff are open to comments and welcome feedback from parents.

Children are happy and confident in nursery. They have opportunities to learn and practise new skills. Children have made friends and they play together very well.

The nursery is in a new building, which is a secure, spacious and pleasant place for children and staff.

The staff worked together very well. They talked about their work and they wanted to make sure that the nursery was of a high standard.

What the service could do better

Management and staff of the nursery should continue to develop and improve the ways in which it involved children and parents in assessing and improving the quality of the nursery.

What the service has done since the last inspection

This was the first graded inspection with the Care Inspectorate.

Conclusion

Lockerbie Nursery is a very good nursery. Children are confident and secure in the nursery. Staff work together very well and ensure that children are well cared for and develop into confident individuals.

Who did this inspection

Allison Tyson

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), and now known as the Care Inspectorate, took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration with the Care Inspectorate.

Lockerbie Nursery provides a day care service for a maximum of 40 children not yet attending primary school, from age 3 upwards, the main purpose of which is the provision of pre-school education.

The nursery operates one morning and one afternoon session of two and a half hours from Monday to Friday during school terms. The nursery is based in Lockerbie Primary School, which is a newly built school. There is a secure outdoor play space, where children can explore and enjoy active games.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - N/A

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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 we did during the inspection

We wrote this report after an unannounced inspection which took place on Thursday 12 January 2012.

The inspection was carried out by Inspector, Allison Tyson.

As requested by us, the service completed an annual return and sent us a self assessment form.

We issued questionnaires for parents of children using the nursery. Eleven parents returned questionnaires and told us what they thought.

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

- discussion with the Headteacher, Depute Headteacher, Nursery Teacher and Nursery Nurses
- observation of how staff worked with children
- talking to children
- talking to 2 parents and carers
- comments from questionnaires returned by parents
- looking at the playroom environment, toys and resources
- looking at policies, procedures, records and other documents.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service provided a self assessment which gave clear evidence of the strengths of the nursery and identified some areas for improvement. The assessment would be improved by more information about how children and parents were involved in the assessment process.

Taking the views of people using the care service into account

We spoke to children and we observed them during our visit. Children were happy and confident in the nursery. They knew the rules and routines and were able to tell us about their nursery experiences. Children were happy to show us their personal learning folders. We saw that children were confident that adults would help them and that they talked to them openly.

Taking carers' views into account

Parents were very happy with the service provided by Lockerbie Nursery. They told us that they thought that "the staff are great with my child. My child really looks forward to nursery and is really happy there." They described staff as "enthusiastic and dedicated to providing a great learning environment for the children". Parents said that they felt "fully informed and I am confident that I can approach the staff with any questions or concerns I have".

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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

We found that the quality of service provided by Lockerbie Primary School Nursery Class in relation to this statement was 5 - very good.

During our visit we talked to staff, parents and children; we looked at children's personal learning folders, planning paperwork, newsletters, information leaflets, minutes of meetings, noticeboards, photographs, questionnaires and we observed how staff worked with the children.

We found that staff at the nursery valued the views of the children and their parents. They treated children with respect and listened to them. We saw that they had developed very good relationships with parents, which enabled them to work in partnership so that the needs of the children were being met.

We found that the nursery gave parents information about the care and support they provided by:

- giving parents a handbook, which gave them useful information about the nursery;
- inviting all parents and children to visit the nursery before starting there;
- holding parents evenings and information evenings, when parents were able to find out about the nursery and the curriculum;
- displaying useful information about the nursery and other information about community resources and some parenting information in the foyer area of the nursery;
- providing regular newsletters, which gave parents information about what was happening in the nursery and how they could be involved.

Staff welcomed parents' opinions. We found that parents often recorded their opinions in the comments book in the foyer area. Staff regularly asked parents for their opinions about activities by using questionnaires and talking to them after

events. Staff made sure that they had time to talk to parents every day about what they were doing with the children.

We found that the staff knew the children in their care very well. All children had personal learning folders which contained information provided by parents, as well as staff observations and children's artwork and photographs. Children enjoyed looking at their own books and were happy to tell us about what they had enjoyed doing at nursery. We saw that parents added their comments to their child's folder regularly.

We saw and heard staff talking to children and asking their opinions. Staff used together times to talk about their learning topics and they used their observations and knowledge of the children when planning for their next steps. We found that children were involved in planning their own learning, as well as other activities in the nursery, for example they were involved in snack menu planning.

Children were encouraged to take responsibility in the nursery. Children chose to do helpful jobs around the nursery, for example feeding the fish. They were encouraged to share and to look out for one another. We found that children knew the rules and routines of the nursery very well and were confident when talking to adults.

Parents told us that they felt "fully informed, the nursery always seems to be well organised and give us plenty of notifications on events that are happening". They said that "I feel confident that I am able to approach the staff with any questions or concerns I have".

Areas for improvement

We observed some records were not dated, for example the parents comments book and we agreed with staff that it would be good practice to date these.

We discussed the evaluations, which they asked parents for after events and agreed that they could develop these to cover daily activities, as well as special events like trips, visitors and concerts.

We agreed with staff that they should continue to develop a variety of ways of involving parents and children in assessing and improving their care and support, for example by improving the way they use mind mapping so that parents are more directly involved in planning their child's learning.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

We respond to service users' care and support needs using person centered values.

Service strengths

We found that the quality of service provided by Lockerbie Primary School Nursery Class in relation to this statement was 5 - very good.

During our visit we spoke to the headteacher, staff, children and parents; we looked at records including planning and children's learning folders and we observed how staff worked with the children.

We found that staff knew the children very well and were sensitive to their needs, interests and family circumstances. They had a procedure which provided families with effective support whilst they were settling into nursery routines.

All children in the nursery had personal learning folders, and these included photographs and observations about children's progress. Staff used observations of children when planning for their next steps.

We found that staff worked together very well. Staff had a keyworker system, which means that an identified member of staff took responsibility for each child. They had regular opportunities to meet to talk about the children's needs, their observations and to plan for children's learning and next steps.

Staff responded to children very well and they acted as good role models. They encouraged children to talk for a variety of purposes and to develop independence. We saw that children could dress themselves, pour their own drinks and spread butter on their toast. Children were confident about asking for support. They knew about germs and how to wash their hands properly. Some children had just started at nursery and we found that the majority of children were familiar with the rules and routines of the nursery. They enjoyed helping in the nursery. Staff praised children and celebrated their achievements.

Children were confident and happy at nursery. They had made friends and they played together very well. We saw that they were busy and were motivated and keen to learn.

We found that staff had worked hard to develop the way in which they supported children to move onto new stages and challenges, for example moving up to primary one. Children enjoyed transition activities with children in primary one, like baking.

Parents told us "I think the staff are great with my child. My child really looks forward to nursery and is really happy there."

Areas for improvement

We talked about the way that the nursery planned for children's own learning targets, the curriculum and how they involved parents in this process and agreed that staff would continue to develop this.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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

We found that the quality of service provided by Lockerbie Primary School Nursery Class in relation to this statement was 5 - very good.

Comments made under Statement 1.1 are also relevant to this statement.

Children and parents were able to visit the nursery before they started and encouraged to become familiar with the environment. Parents were welcomed into the nursery and were welcome to stay whilst their child was settling in.

We saw that children moved freely around their spaces and they were able to choose whether they wanted to play indoors or outdoors. Toys and resources were stored in labelled boxes so that children could choose what they wanted to play with or use. Children could choose where in the room they wanted to play, as well as who they wanted to play with.

Staff involved parents in some of the nursery risk assessment procedures, for example where children had additional support needs and trips.

Areas for improvement

We talked about how to improve the way parents and children were involved in assessing and improving the quality of the environment, for example more choosing books, so that children could make more choices about the available toys and games. We agreed that staff could include questions about the environment in the evaluations they asked parents to complete.

Grade awarded for this statement: 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

We found that the quality of service provided by Lockerbie Primary School Nursery Class in relation to this statement was 5 - very good.

Children were being cared for in newly built accommodation. The premises were spacious and attractive. A secure entry system was installed for the building as a whole and additional security had been installed in the nursery suite. Visitors to the building were monitored.

Children were able to enjoy a variety of activities in the playrooms. These included messy activities. Children had sufficient space to play individually or in a variety of group sizes.

Children were able to choose from a variety of toys and resources which were appropriate for their ages and stages of development. Toys and other materials, such as craft materials, were stored so that children could choose what they wanted to play with and use.

Despite limitations to display space staff were able to display children's artwork. They used notice boards to provide parents with a wide variety of news and information.

Risk assessments had been completed and safety measures were in place. We observed that the nursery was clean, and that there were appropriate arrangements for routine maintenance and cleaning.

Areas for improvement

Staff were continuing to develop the outdoor opportunities in partnership with the local community and parents. They were looking forward to outdoor learning opportunities which a local forest area would provide as well as their plans to grow fruit and vegetables in their allotment.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 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

We found that the quality of service provided by Lockerbie Primary School Nursery Class in relation to this statement was 5 - very good.

Comments made under Statement 1.1 and 1.2 are also relevant to this statement.

Parents were involved in the Lockerbie Primary School Parent Council with the school management team. All parents received information about the parent council in the school newsletters and were encouraged to be involved in school projects and activities.

The school management team involved parents from the parent council when carrying out evaluations of the nursery and the school. They used the "two stars and a wish" format, as a way of finding out how well the nursery was performing and how it could do better.

The nursery did have a complaints procedure, which parents received individually and was also on display on the nursery noticeboard.

Areas for improvement

Management and staff of the nursery should continue to develop and improve ways of involving children and parents in assessing and improving all aspects of the nursery.

Grade awarded for this statement: 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

We found that the quality of Lockerbie Primary School Nursery Class in relation to this statement was 5 - very good.

We found that there was a focus on improvement in the nursery. Staff in the nursery worked together very well. They had regular opportunities to meet and to talk about their work. Staff were familiar with quality assurance procedures and used Child at the Centre 2. They talked during and after sessions and they took time to consult the children at together time. Staff were approachable and we saw that they had good relationships with parents. They were available to talk to parents every day.

There was a Nursery Improvement Plan, which was monitored and updated regularly. The nursery was part of the whole school monitoring process and the Depute Head Teacher undertook regular monitoring of the nursery.

All staff had had appraisals, using the local authority's professional review procedures. They were encouraged and supported to attend training and development opportunities. We found that staff were motivated and keen to improve themselves.

The school management team met with nursery staff regularly and the Depute Headteacher was a regular visitor to the nursery. They valued and respected their staff, who in turn felt well supported.

Areas for improvement

Management and staff of the nursery should continue to develop and improve ways of involving children and parents in assessing and improving all aspects of the nursery.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 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

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 SCSWIS 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).

5 Summary of grades

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

6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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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।

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