

Care service inspection report

Bathgate West Nursery School

Day Care of Children

63 Millburn Road

Bathgate

EH48 2AF

Telephone: 01506 652 004

Inspected by: Sarah Connell

Linda O'Neill

Type of inspection: Unannounced

Inspection completed on: 13 September 2012



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Service provided by:

West Lothian Council

Service provider number:

SP2003002601

Care service number:

CS2003017486

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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	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

The enthusiastic, motivated and highly skilled staff team continue to work well together to provide a stimulating learning environment for children. Families and carers of children are warmly welcomed into the service regularly resulting in exemplary partnership working.

What the service could do better

The service, as planned, should continue with the introduction of 'natter time' and floor books. This will enable the children to further participate in the service and voice their opinions in more varied ways.

What the service has done since the last inspection

The service has been working on the areas for improvement from their last HMle (Her Majesty's Inspectorate of Education) and Care Inspectorate joint inspection.

Conclusion

From the evidence examined and the outcomes for children we observed during our inspection, we concluded that the service provided excellent care and support to children and their families. The partnership with parents, carers and other agencies is effective, ensuring good communication and results in children's needs being met.

Who did this inspection

Sarah Connell

Linda O'Neill

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

Bathgate West Nursery School is situated on Millburn Road in Bathgate, West Lothian. Its conditions of registration are:

* To provide a care service to a maximum of 60 children aged 3 years - entry into primary school.

* Staffing ratios as stated in the National Care Standards - Early Education and Childcare up to the age of 16 (Appendix A) must be maintained at all times. A minimum of two adults must be present at all times.

* The care service will operate between the times of 8.00am - 6.00pm Monday - Friday during term time.

The nursery is situated in a stand alone building with access to its own large outdoor area.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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.careinspectorate.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 compiled this report following an unannounced inspection that took place on 13th September 2012 between 9.15am and 2pm. The inspection was carried out by Care Inspectorate Inspectors, Sarah Connell and Linda O'Neill.

As requested by us the service sent us an annual return. They also sent us a self-assessment form.

We issued 20 questionnaires to relatives and carers of people who used the service. 14 completed questionnaires were returned before the inspection.

During this inspection we gathered evidence from a number of sources, including the following:

1. Evidence from the most recent self assessment.
2. Children's records.
3. Accident and incident records.
4. Written policies and procedures
5. Discussions with staff and observing children who were present during the inspection.
6. Observation and inspection of the environment, toys and equipment and staff work practice.
7. Children's learning journey folders
8. Care plans and medical information
9. Information for parents

We have taken account of all of the above information when writing this report.

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.

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

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the staff had taken part in the self assessment process.

Taking the views of people using the care service into account

On the day of the inspection there were 37 children present for the morning session. We spent time with the children and observed their interactions with their friends and teachers. The children's needs were met, independence was encouraged and learning opportunities were provided in abundance during our visit. The children took great pride in showing us their planting area where they had recently harvested potatoes and cooked these for snack.

Taking carers' views into account

We sent out 20 Care Service Questionnaires to parents of children who use the service. We received 14 completed questionnaires before the inspection took place.

11 parents strongly agree and 3 agree that overall they are happy with the quality of care their child receives in this service.

Parents' comments included:

"The service provides a great deal of innovative activities and ideas to promote learning. It is clear a good deal of planning takes place by staff, but evidence of individual child or group input lacks- it may well take place but I am unaware. Staff on the floor, including office staff, are considerate and very welcoming. Staff changes in the hierarchy may cloud vision, secondments etc may make this difficult. Overall the service is very well established and my trust in the delivery is strong. Progression is consistent and breadth and balance of overall care is obvious. However more trips outwith the nursery ie visits to the fire station etc would add to this, and its community links."

"It would be good to have day trips/visits to more places such as country parks, library and walks."

"My child has been attending the nursery for just less than one year. I feel they have really enjoyed their time there and look forward to going. All of the staff have been excellent in providing information and with the care and manner they have provided both with my child and I. Overall I couldn't ask for anything more."

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: 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

From the evidence sampled and discussion with children, parents and staff we awarded an excellent grade in relation to this statement.

The care service involved children who use the service and their parents and carers and asked for their views in several ways. Model examples of these included:

- * Monthly newsletters were considered to be informative and wide ranging; they included stories about the environment, upcoming events, staffing and encouraged people to express their views.
- * PEEPS - This time is spent with parents who are invited to the service to look at how they can use toys and equipment with their child to promote learning and development.
- * Daily chats with parents - We observed the management and staff team welcoming every child into the nursery and speaking with parents.
- * Parent's nights give the parents the opportunity to discuss their child's learning and development at length.
- * Mind mapping is used to plan for future activities and opportunities to offer children.
- * Questionnaires are regularly given out. We could see the responses were collated, parents were given feedback and action plans were created to improve the service.
- * Parents' focus group meetings take place every few months; here parents are asked about future events and can help with the planning of these.

This outstanding practice demonstrates that the provider values the importance of working in partnership with parents and encourages them to be involved in children's care and education, which helps to ensure each child's needs are identified and met. 9 parents strongly agreed and 5 agreed that they are kept well informed about what is happening in the service.

9 parents strongly agree and 5 agree that they are kept informed about what is happening in the service, for example through newsletters and information boards.

Areas for improvement

The service should continue to seek ways to gather children's and parents' views. They should continue with their own identified area for improvement which is to introduce floor books, children's natter time, involve children in eco groups and welcome children into focus groups.

We would support the service's plans to introduce a blog onto the school website. This will further strengthen the ways in which the nursery communicates with parents.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

There was excellent evidence to support that the nursery continues to ensure that service users' health and wellbeing needs are met.

The preparations for new children coming to the service are outstanding. Packs are sent out to the parents which give information, ask for forms to be completed and encourages participation and communication with the service even before the child's first day. Children's pegs and name tags are ready for them arriving and the settling process at the start of term is embedded in the planning of the centre. An ideal example of this is when we observed a staff member speaking with a parent about their child and how they were settling. The member of staff was reassuring and offered different strategies and suggestions which they could both try to help the child settle.

The children are fully involved in the preparation and serving of snack. There are exceptional opportunities for the children to learn through this everyday activity; staff supported and encouraged the children to be independent throughout this process. This results in a calm and stimulating atmosphere, where children are valued, included and able to fully participate in all activities, at their own pace.

Medical and individual support plans are in place for children; these were individual to each child, detailed clearly how they would be helped and were reviewed regularly. This ensures that the staff are aware of the children's individual needs and made preparations to meet these. We observed the staff putting one of these care plans into practice when we visited. We could see how their support encouraged that child to be fully included in all aspects of the session.

Best practice was displayed in the use of the children's learning journeys. We could clearly see model examples of observations taken on children, how staff would provide opportunities for further learning and development and how all achievements were celebrated. This ensured that the children's achievements were acknowledged which will promote their confidence and self esteem.

Staff confirmed they have access to training which helps them to provide for children's individual needs. For example, a local primary school, which is also managed by the headteacher, has a new autism unit which staff can visit to get first hand experience and knowledge.

Throughout our visit we observed excellent interactions with children; they were treated with dignity and respect. We could see how confidence was boosted as they learnt new things by asking questions and being encouraged to speak constantly to staff and each other. A patient and nurturing atmosphere was evident throughout the whole staff and management team. Staff performing in such a way will encourage the children to grow and develop confidence and trust in the staff team.

Adventure Ted is a bear who goes home for the weekend. The children and their parents are encouraged to make up stories of where Ted has been and what he has done.

* Circle time is used to gather children's views and work in a larger group, for example we observed the whole group practicing songs for the upcoming grandparents' concert.

* Individual group times take place regularly, we observed a group time which focused on mathematics. Children read a story and played number games.

All parents agreed that they received clear information about the service before their child started using it.

8 parents strongly agree and 6 agree that staff share information about their child's learning and development with them and, where appropriate, their child.

Areas for improvement

The nursery plans to introduce the use of 'Bonnie Blooms'. This is a tool used to engage learners by asking certain types of questions. We would support this area for development.

As discussed at the inspection, the provider should ensure that the medication policy and procedure adheres to current best practice guidance.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

The evidence for the grade awarded for this statement is included under quality theme 1, statement 1.

Areas for improvement

See quality theme 1, statement 1, areas for improvement.

Grade awarded for this statement: 6 - Excellent

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

From the evidence sampled and discussion with children, parents and staff we awarded an excellent grade in relation to this statement.

Exemplary use of the space, buildings, outdoor areas, resources and time meant that this gave an extensive range of learning opportunities to encourage children's development. We could see that the resources were well maintained and changed to suit learning interests and needs.

There was exceptional use of pictorial prompts and rules which meant that children with less developed language skills could still participate fully in all aspects of the service.

We found the premises to be a clean, secure, safe, bright and stimulating environment. Space is well planned and organised encouraging children to move freely between different areas, increasing independence as they help themselves to equipment and make decisions about what to play with.

The children were fully supported in their play; we could see that staff members were always on hand to help if needed. The staff proved to be an outstanding catalyst for promoting the effective use of the many resources. For example, the staff encouraged the children to move between rooms as they continued their play; the children's imagination and flow of learning was encouraged in all areas the children played.

9 parents strongly agree and 5 agree that the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

8 parents strongly agree and 6 agree that there is enough space for the children to play and get involved in a range of activities. They also feel that the service has a suitable range of equipment, toys and materials for the children.

Areas for improvement

The service should continue, as planned, with the introduction of parent helpers to the service. This will strengthen links between the parents and the service. Parents will also learn more about using resources effectively by undertaking the induction training for parent helpers.

The provider should give consideration to creating a pictorial resource book. This will provide another way children can request resources which may not be visible to them at all times.

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: 6 - Excellent

Statement 1

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

Service strengths

The evidence for the grade awarded for this statement is included under quality theme 1, statement 1.

Areas for improvement

See quality theme 1, statement 1, areas for improvement.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

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

There was excellent evidence to support that the nursery continues to ensure that service users' health and wellbeing needs are met.

It was evident that the nursery has a professional, trained and motivated workforce. We came to this conclusion after considering the following:

- * We spoke with staff who confirmed they felt supported and comfortable to speak to the management team regarding anything they felt necessary.
- * The management team have included the nursery staff in the larger staff meetings with the school to enable staff to create communication links with each other.
- * There are two weekly meetings held with the staff and management team. These are used to discuss children's learning and development so that opportunities for progression can be an integral part of the planning.
- * Staff have regular performance meetings, here their work is discussed and goals are agreed upon. The manager checks how each member of staff is doing with their goals on a regular basis. Staff explained that this helps them to feel continually supported and kept them on target.
- * The management team have a system in place to ensure they monitor staff practice. This ensures that staff are encouraged to work in line with best practice guidance and receive regular verbal feedback on their work.
- * Staff explained how they have opportunities to continue their professional development by regularly attending training courses.
- * Staff have regular opportunities to be involved in the assessment and improvement of the service, speak to management and give ideas and feedback. A model example of this is the staff being involved in the completion of the self assessment document which is sent to us.
- * Staff are encouraged to take forward the service's improvement plan. We could see elements of this within the work the staff were carrying out on the day of the inspection.
- * Staff were clearly very enthusiastic and dedicated to their work with children and families. We could see their commitment to training and putting their training, skills and knowledge into practice to further meet children's individual needs.

These excellent examples help to ensure there is, and remains to be, a trained and motivated workforce which the children and families using the service will benefit greatly from.

The management team also encourage the staff to reflect on any training they have attended. Staff complete an impact document; this encourages staff to realise what impact their training may or will have on the service and the children. This is an excellent example of how staff are encouraged to reflect upon and improve their practice.

11 parents strongly agree and 3 agree that they are confident that the staff have the skills and experience to care for my child and support their learning and development.

9 parents strongly agree and 5 agree that they are confident there are always enough staff to provide a good quality of care.

Areas for improvement

The provider should, as planned, introduce formal feedback sheets for staff. This creates a way in which staff can reflect on their progression following feedback from the management team on their performance.

The provider should ensure staff continue to be consulted, asked for ideas and encouraged to assess the service in the future.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

The evidence for the grade awarded for this statement is included under quality theme 1, statement 1.

Areas for improvement

See quality theme 1, statement 1, areas for improvement.

Grade awarded for this statement: 6 - Excellent

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

From the evidence sampled and discussion with children, parents and staff we awarded an excellent grade in relation to this statement.

It was evident during our visit that the management team are very involved with the service. They are not only involved in the leadership of the nursery but are included and devoted to the delivery of high quality care and support to children. The presence of management in the delivery of the service created an opportunity for the staff to learn from the manager's examples of best practice interactions with children.

The management team use their Standards Quality Improvement Plan to inform their goals for the service. They monitor the service's progression of improvement through the 'management and leadership calendar'. This ensure that goals and tasks are carried out in the allotted timeframe and that improvements to the service do happen.

We could see the management team regularly ask the staff for their input. One excellent example of this is the suggestions pages on the staff room wall; the management team ask questions based on their area for development at that time to encourage staff to participate and give suggestions to help the whole team achieve these goals.

The staff are also involved in the recent HMle action plan which is due to be submitted soon. This type of consultation with staff ensures they are aware of the action plans for the future and aware of their role to help the service reach these goals.

Regular planning meetings are held. These ensure that the staff are involved in the future day to day plans for the service and allow them another opportunity to discuss the quality of the service.

After discussions with the staff and management team, it was clear that the management team have made exceptional efforts to help take the centre forward, get to know the staff and children and work with staff to create a vision of what they, as a team would like to achieve in the future.

The management team use parent and staff questionnaires to help them to assess the service and their own leadership. This way they can receive feedback from an outside perspective on how they are doing.

When asked for an example of how reflection and monitoring staff practice has made an impact on the service, the management team said, "We observed the children's group times and changed how the staff were tracking and recording children and their achievements in their learning journeys. By alerting staff to the possibilities smaller group times presented we created a more individual and meaningful approach to monitoring child development."

7 parents strongly agree and 7 agree that the service has involved them and their child in developing the service, for example asking for ideas and feedback.

Areas for improvement

The service should continue to establish ways in which parents, staff and children can be involved in the systems and processes which assess the quality of the service provided.

Grade awarded for this statement: 6 - Excellent

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 - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Management and Leadership - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings
11 Jun 2008	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very Good Management and Leadership 6 - Excellent

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 cànanan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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本出版品有其他格式和其他語言備索。

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