

# Care service inspection report

## Little Stars Falkirk

### Day Care of Children

Falkirk Stadium  
2 Stadium Way  
Falkirk  
FK2 9EE

Inspected by: Olive Mills

Type of inspection: Unannounced

Inspection completed on: 15 October 2012



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### **Service provided by:**

Little Stars (Stirling) Limited

### **Service provider number:**

SP2011011652

### **Care service number:**

CS2011299469

### **Contact details for the inspector who inspected this service:**

Olive Mills

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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	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

The staff listen to parents/carers needs and do their best to provide a service that meets their child's needs.

The manager and deputy manager work hard to involve staff in the development of the service.

### What the service could do better

The service should continue to involve parents/carers, children, and professionals to participate in assessing and improving all aspects of the service.

The manager should ensure that all staff continue to follow the nursery's medication guidelines.

### What the service has done since the last inspection

The manager encourages parents/carers to provide a view on the service provided. Parents/carers are also encouraged to spend time in the service with their child.

Parents/carers told us, communication has improved. They are more aware of how their child has spent the day and the events that take place in the service.

## **Conclusion**

Overall, the service has progressed in some areas since the last inspection.

The service should continue to develop and progress by involving parents/carers, children and others further. We would like to see clear documentation of people's suggestions and action taken. This should help the manager to make further improvements.

## **Who did this inspection**

Olive Mills

# 1 About the service we inspected

Little Stars Nursery is privately owned. The company is registered as Little Stars (Stirling) Ltd. There are two other nurseries in the central belt area owned by the same company.

Little Stars is located within The Falkirk Stadium (Falkirk Football Club) in Falkirk. The nursery is open from 8:00 to 6.00 pm, Monday to Friday, 51 weeks a year. The service is registered for 73 children aged from birth to those not yet attending primary school.

This service registered with the Care Inspectorate on March 2012.

## 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.

The service states that the aims and objectives are:

'Our main aim is to provide a very high standard of childcare for children from birth to 5 years. We offer a high ratio of staff to children where possible, to ensure the maximum attention to children.

An open door policy is in operation where parents can feel free to drop in at any time to discuss the children's needs with staff, or simply to watch their children play.

Our main objective is to offer a safe, healthy, stimulating, educational and fun nursery. With this combination, parents will be able to work with an easy mind knowing that their child is safe, happy and developing well'.

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 - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - 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.careinspectorate.com](http://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 which took place over two visits; 11 and 15 October, 2012. We provided feedback to the manager at the end of our second visit.

As requested by us, the provider sent us an annual return and a self-assessment document.

We issued 20 questionnaires to the service to be distributed to parents and carers of children accessing the service, 12 were returned to us before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

- Aims and objectives of the service
- Self assessment form
- Visitors book
- Information pack provided to parents/carers
- Thank you notes from parents/carers who previously used the service
- The nursery's newsletters
- A selection of policies relating to the statements we examined, such as, medication policy, child protection policy.
- Maintenance folder
- Various risk assessments
- Questionnaires issued to parents/carers and children
- Three staff files and training records
- Four children's profiles
- Minutes of staff meetings
- Minutes of parents/carers meetings
- Information for people to view
- Children's work displayed

Interviews and discussions took place with the following:

- The manager and deputy manager
- 12 Early Years Workers
- A young person who was undergoing work experience from a school
- 20 children
- Two parents

### **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](http://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

## **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 completed self assessment document from the manager. The self assessment gave us information on the methods used to obtain the views of parents, carers and children on the quality of the service provided. The manager should continue to develop the self assessment, clearly demonstrating how outcomes for those accessing the service have been improved as a result of the strengths identified. This information should be available at the point of the inspection.

## **Taking the views of people using the care service into account**

Some children told us they liked coming to the nursery and enjoyed playing with the toys and playing in the garden.

Here are some comments made to us by the children:

"I like playing in the nursery and sometimes my friend comes home with me to play."

"We call for lots of walks with the ladies"

"Lego is my favourite toy and I like playing with this in the nursery"

Children's views will be reflected further in the body of the report.

## **Taking carers' views into account**

20 questionnaires were issued to the service to distribute to parents/carers. 12 questionnaires were returned to us. These clearly showed parents and carers were happy with the service received.

Some of the comments made to us are highlighted below:

"Both my husband and I are delighted with the facility. The ladies have always been extremely friendly and caring to-wards our daughters and us".

"There is a huge improvement in the nursery from last year".

"Staff provide us with a good summary each evening of what my son has done throughout the day. Children get a lot of time outside and learn about nature and growing things".

"The ladies take great care of my son and seem to be genuinely interested in his development".

"Little stars is a happy, fun, caring and stimulating environment for our daughter. The staff are very friendly and always take the time to discuss how our daughter's day has been and let us know any new skills she has acquired."

Further comments made by parents and carers are reflected in the body of this report.

## 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 service had a very good performance in relation to this statement.

The care service involved parents, carers and children and asked for their views in a number of ways which we have outlined below:

- Formal and informal meetings with parents/carers
- Questionnaires issued to parents/carers and children
- Parent's workshops
- Children consulted by staff using documents, Curriculum for Excellence, Early Years and Birth to 3 years - children's circle time.
- Newsletter

There was evidence information provided to parents/carers prior to their child starting the nursery asked for them to be involved in the operation of the nursery.

Questionnaires are distributed to parents/carers at different times within the year, asking about a range of issues, including the quality of the care and support they receive. Results were collated by the service and distributed to parents/carers. In one instance, some parents had asked for smaller snacks to be provided to the children as some parents felt children were eating too much at snack times. This has now been implemented by the service.

Newsletters are sent out to parents/carers by email or provided as a paper copy. Parents/carers considered the newsletters to be informative and provided a wide range of useful information.

The following comment was provided by a parent:

"The weekly update newsletter is fantastic; we receive this by email, great information."

Meetings with parents/carers took place at least every six months to let parents/carers know their child's progress and to further encourage people to give their views. Comments provided were well documented by the service.

Children were consulted by staff asking their views through activities and observing children's interest in the nursery. This was documented by staff, which helped them to plan for the child's next step of development.

Evidence showed that parents/carers had daily opportunities for one to one discussion with staff on their child's care needs. Parents/carers clearly appreciated the services' approach to encouraging input into the service.

"As working parents all of this information and communication makes us feel confident that our daughter is having a good day at nursery and being cared for very well."

We observed the service displayed information on their complaints procedure in a prominent area of the nursery. Parents/carers were aware they could use the complaints procedure if required.

We spoke with relatives/carers and children. We examined questionnaires returned to us. We viewed a selection of policies and procedures and observed staff practice. From the evidence examined we concluded the grade for this statement is very good.

## **Areas for improvement**

The service should continue to involve parents/carers, children, and professionals involved in the service to participate in assessing and improving the quality of care and support, the environment, staffing and management and leadership in the service (Please see recommendation 1).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. Parents/carers, children, and professionals should be encouraged to express their views on any aspects of the nursery at any time.

**National Care Standards Early Education and Childcare up to the age of 16 - Standard - 13. 1 Improving the service**

### Statement 3

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

#### Service strengths

We found that the service had a very good performance in relation to this statement.

Children had access to a range of activities and learning opportunities which included outdoor play which promoted their health and wellbeing.

We spoke with children between the ages of two to five years and all commented they were happy attending the nursery and liked the staff.

One child commented:

"We play outside a lot. We like running around and catching each other".

Parents/ carers also commented:

"I am very confident that my child gets the best education and care that the nursery can give. My child is happy and confident and always shows me new things he learns. Top marks in little stars".

"The service makes excellent use of their location with regard to the children's educational environment and exercise".

We found the service took account of best practice guidance and this was reflected in the service provided. Examples of this include; Curriculum for Excellence and Pre-Birth to Three.

Staff training records showed training attended was varied and relevant, which included: first aid, child protection, infection control, food hygiene.

Children helped to create the menus and were encouraged to choose snacks recommended in the guidelines. The children were provided with milk and water to drink throughout the day to ensure they receive sufficient fluids.

Lunches were provided by parents/carers with the service encouraging them to provide a healthy lunch. The manager told us they will once again provide a workshop to parents/carers on healthy lunch choices for their children. She is hoping parents/carers will take the opportunity to attend the workshop.

Policies and procedures used by the service were understood by the staff and were known to parents/ carers. Parents could see the benefits of some of the policies and procedures and how this reflected good practice. An example of this is child protection and how the service implemented the policy. This was evident in the questionnaires returned to us by parents/carers.

Staff worked along side other professionals when required, such as Social Work Services and Speech Therapist. This benefited families attending the nursery.

We spoke with relatives/carers and children. We examined questionnaires returned to us. We viewed a selection of policies and procedures and observed staff practice. From the evidence examined we concluded the grade for this statement is very good.

### **Areas for improvement**

The service should continue to develop in this area.

**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 service had a very good performance in relation to this statement.

Evidence to support some of the strengths in this quality statement is also detailed under Quality Theme 1, Statement 1.

The service has a participation policy, which lets parents/carers know there are a number of ways to express their views on improving and assessing the nursery environment.

Children evaluated the monthly topics and in doing so helped to evaluate the environment. This was achieved through circle games and other activities with children. Views were documented by staff and the information used to help plan the environment to suit the children's needs.

We spoke with relatives/carers and children. We examined questionnaires returned to us. We viewed a selection of policies and procedures and observed staff practice. From the evidence examined we concluded the grade for this statement is very good.

### Areas for improvement

Please refer to Theme one, Statement one, under 'areas for development', recommendation 1.

**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 service had a very good performance in relation to this statement.

The nursery had a secure system in place to prevent unwanted people accessing the building. Visitors were requested to sign a book when they entered and on leaving the building.

We found that risk assessments were carried out and recorded, which helped to ensure the environment is safe for young children.

In discussion with staff they demonstrated they had a good understanding on how to report maintenance issues that require to be addressed by the manager.

The premises were found to be clean and the service had a cleaning schedule in place to help keep all the rooms clean and tidy.

Staff had a very good knowledge on keeping children safe while attending the service. This included, child protection, outside play, and knowing where children were at all times.

The attendance register was accurate throughout the inspection; accidents and incidents were well logged and audited regularly by the manager. We saw a valid public liability insurance certificate and the services registration certificate displayed in a prominent location that people could view.

Policies and procedures were helpful as staff understood them and put them into their daily practice. This included:

- Accident procedures (First aid)
- Food hygiene procedures
- Outings

We spoke with relatives/carers and children. We examined questionnaires returned to us. We viewed a selection of policies and procedures and observed staff practice. From the evidence examined we concluded the grade for this statement is very good.

### Areas for improvement

The manager should continue to keep the environment safe and children protected from harm.

**Grade awarded for this statement:** 5 - Very Good

**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

Some of the same evidence is used, as stated under Quality Themes 1 and 2, statements 1, under service strengths.

We found that the service had a good performance in relation to this statement.

### Areas for improvement

We ask that the service continue to develop creative ways for parents/carers and children to participate in assessing and improving the quality of staffing in the service, for example:

- When the service is developing the staff training plans, the manager may want to consider asking parents/carers if they have ideas for staff training.
- Parents/carers could review or add to the services recruitment and retention policies.

**Grade awarded for this statement:** 4 - Good

**Number of recommendations:** 0

**Number of requirements:** 0

## Statement 3

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

### Service strengths

We found that the service had a very good performance in relation to this statement.

Staff were experienced and trained for the role they were undertaking. We examined a sample of staff training records and saw the service were committed to ongoing training and to further develop individual staff knowledge and skills.

We confirmed in talking to staff and examining records, the manager carried out regular supervision sessions and staff appraisal. There was evidence that supervision identified staff training and staff development needs.

Staff spoke with parents/carers on a daily basis and during parent's evenings. There was good evidence to show that staff worked with parents/carers and this provided important information about their child's development and learning needs.

Staff and the manager were registered with the Scottish Social Services Council (the registration body for care service workers). In discussion with staff they were aware of the importance of SSSC and the Code of Practice.

Parents/carers and children were relaxed with the staff and questionnaires confirm staff were friendly and approachable.

Regular staff meetings and planning meetings were clearly documented and helped lead to the smooth running of the nursery.

We spoke with relatives/carers and children. We examined questionnaires returned to us. We viewed a selection of policies and procedures and observed staff practice. From the evidence examined we concluded the grade for this statement is very good.

### Areas for improvement

The manager should continue to train and motivate staff to operate to National Care Standards, legislation and best practice.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

Some of the same evidence is used by us as stated under Quality Themes 1, 2 and 3, statements 1, service strengths.

We found that the service had a good performance in relation to this statement.

### Areas for improvement

The service should continue to develop creative ways for parents/carers and children to participate in assessing and improving the quality of management and leadership in the service, for example: Parents/carers should be further encouraged to be part of the evaluation of the service and to seek their views across all aspects of the themes.

**Grade awarded for this statement:** 4 - 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 service had a very good performance in relation to this statement.

The manager, deputy manger and seniors communicate regularly with parents/carers and staff to assess the quality of service provided.

Information collated by the service from the parents/carers and children is included in the services Improvement Plan for 2012/2013. As part of the improvement plan the service wishes to encourage parents/carers to be part of the parent forum.

The mangers of Little Stars (Stirling) Ltd meet to discuss how they can improve the service in their nursery. Ideas are discussed and shared and sometimes put into practice within the nursery. A good example of this is providing weekly bulletins to parents. Parents spoken with said they liked getting weekly updates on the service provided, so this appears to be working well for parents/carers.

There were systems and processes in place to assess the quality of service and some of these are listed below:

- staff meetings
- staff supervision - annual appraisals
- parents/carers meetings, formal and informal
- children's evaluations
- questionnaires issued by the service
- risk assessments carried out

Parents/carers were asked their view on the self assessment submitted to us. The manager provided parents/carers with the opportunity to comment or add to the self assessment. Parents/carers were happy with the manager's comments.

We spoke with relatives/carers and children. We examined questionnaires returned to us. We viewed a selection of policies and procedures and observed staff practice. From the evidence examined we concluded the grade for this statement is very good.

### Areas for improvement

We would like to see action plans in place on each method used by the service to get parents/carers and children's views. The action plan should set out the actions the service will take in response to suggestions made and should include a timescale.

**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

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 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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	4 - Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	4 - 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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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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