

Care service inspection report

3 Bears Nursery @ Linwood

Day Care of Children

33 Napier Street

Linwood

Paisley

PA3 3AJ

Telephone: 01505 325080

Inspected by: Barbara Miller

Type of inspection: Unannounced

Inspection completed on: 25 April 2013



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Service provided by:

3 Bears Nursery Ltd

Service provider number:

SP2006008256

Care service number:

CS2009193627

Contact details for the inspector who inspected this service:

Barbara Miller

Telephone 0141 843 6840

Email enquiries@careinspectorate.com

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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The staff work closely with parents to support and inform them of their child's care and learning. Children are nurtured and supported to develop and learn in a tranquil and meaningful environment.

What the service could do better

The service should review the menus to reflect healthy choices and the crockery and utensils offered to children. They should follow the national toothbrushing guidelines. The storage of babies milk formulas should be in line with best practice. The service should have consent forms for each child having nappy cream applied. They shouldn't administer generic creams. The nursery have to carry out a proper outdoor risk assessment to ensure broken toys and inappropriate equipment is removed. Staff should be more vigilant to ensure stained face cloths and soft furnishings are removed in the baby room.

All staff should be afforded a regular one to one support and supervision with their manager.

What the service has done since the last inspection

The manager has only been in post for one year. She has been ensuring all the staff are aware of all policies and procedures.

Conclusion

The nursery is a happy place for children to thrive, learn and play. The staff team genuinely cared about the nursery community. Children enjoy the extensive resources and equipment available. We saw that children under three were emotionally and socially supported and cared for. Children aged three to five years were encouraged to take next steps of learning.

Who did this inspection

Barbara Miller

1 About the service we inspected

3 Bears Nursery @ Linwood has been registered by the Care Inspectorate since 27th February 2009. The service operates from a converted building within the Linwood area. The service was registered to provide a day care service for 57 children from birth to children of primary school age. The service operates Monday to Friday between the hours of 7:30am to 6:30pm. The accommodation offers four playrooms and an enclosed outdoor play area for children.

The service aims to provide a safe, stimulating environment for children to learn through play.

The full statement of aims and objectives is available to service users.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - 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 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

This report was written following an unannounced inspection carried out by Inspector Barbara Miller, on Thursday 25 April 2013, between the hours of 9am and 3pm.

As requested by us, the service sent us a completed self assessment. There were 10 questionnaires sent to the service for relatives or carers of people who used the service and seven questionnaires returned. During this inspection we gathered information from various sources including the relevant sections of policies, procedures, records and other documents including:

- * Evidence from the service's most recent self-assessment
- * Completed parent questionnaires
- * Cleaning schedules, risk assessments and Children's Care Cards
- * Medication storage and consents
- * Complaints procedure
- * A sample of children's profiles
- * Staff development folder
- * Staff comments book
- * Accident and incident records
- * Staff personal files/appraisal
- * Student/trainee review sheet
- * Children's profiles
- * Staff team meeting minutes

Discussions with various people, including:

- The Area Manager
- The Manager
- Nursery staff
- Two parents
- Children

The manager collated evidence for the four quality themes.

Observations of how staff cared for children and a review of the resources and environment and outdoor play area also took place as part of this inspection

We observed and chatted with the children attending the after school care service. They enjoyed a healthy snack. They were playing and participating in age appropriate equipment and activities. There was positive interaction between the staff and children.

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

What the service has done to meet any recommendations we made at our last inspection

The administration and storage of medication should follow best practice.
National Care Standards Childcare and Education up to the age of 16 Standard 3 health and well being.

This has been met.

Children should be encouraged to be independent at lunchtime. The service should review the lunchtime procedures.
National Care Standards Childcare and Education up to the age of 16 Standard 3 health and well being.

This has been met.

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.

A completed self assessment document was submitted by the service. This was fully completed to a good standard and gave relevant information for each of the quality themes and statements. The service identified its strengths and some areas for future development and gave some examples of evidence of service user involvement in service improvement and in assessing the service against the quality themes and statements.

Taking the views of people using the care service into account

All the babies and children were happy and confident on the day of the visit.

The older children told us they liked their nursery. Two of the children cuddled each other and said "We are all friends in this nursery."

Taking carers' views into account

We sent ten questionnaires to parents and nine were returned. The majority were very happy with the service. Some comments included:

"For the period my child has been at nursery he has come a long way from the shy 9 month old baby he was, to this playful energetic wee boy who I believe gets on well with all the children and staff. A big thanks to the staff as I think the nursery has played a big part in him coming out of his shell."

"Great nursery, very happy with the service provide. My daughter is getting so much from nursery."

"My only comment is that the menu could be a bit more varied. For example, snack times cocktail sausages and the lunch is sausage pie."

We noticed the menus didn't reflect healthy choices. We have made a recommendation for the service to review the menus.

We spoke with three parents and they said the nursery was a great place and staff were friendly and approachable.

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: 4 - 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

After examination of relevant documents, feedback from service users and the staff, this service was found to have gained a very good performance in relation to this statement.

A range of methods were used to find out service users' and carers' views of the service. These included daily conversations with staff as well as telephone or email communication. Carers were encouraged through the suggestion box, newsletters, notice board, open evenings, meetings and the parents' handbook to comment or make suggestions for improvement on any aspect of the service.

Daily diaries for the children contributed to the continuity of care between home and nursery. We saw that each child has a child centred care card. Parents have been consulted to their child's routines and personal information.

A written policy for working in partnership with parents was in place and parents' evenings are regular. There was evidence that the service responded to specific issues raised by parents/carers.

Children had been asked for their thoughts and feelings about different areas in the nursery using a combination of text and pictures.

Children were also consulted through floor books and mind-mapping. Those leaving the service were asked to complete a transition or exit questionnaires. Photographs showed children being consulted and participating.

Planning demonstrated children were consulted in planned activities.

There was evidence that the service had considered responses to their questionnaires and informed carers of the results and any action taken to improve the service. A parent suggested that they were invited in to the nursery to join in the play activities. We saw that a grandparent had enjoyed a "stay and play session"

We saw that children were invited to air their views throughout the day, they were able to choose and plan their activities.

Staff led by the effective recently appointed manager are committed to improving the work of the nursery. The nursery values the views of parents and children and takes appropriate action.

Areas for improvement

The nursery should further improve innovative participation methods for example social networking and/or digital photographs.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

After examination of relevant documents, feedback from service users and the staff, this service was found to have gained a good performance in relation to this statement.

The staff team had focused on encouraging positive relationships between children, staff and parents within the nursery.

Children take part in oral health routines which are monitored by the Oral Health Team. We saw some of the children being supported to wash their hands before lunch.

Children were comforted appropriately when upset. Staff genuinely cared for the children and they were given lots of praise, cuddles and encouragement.

The programme reflected emotional, personal and social needs of children. Children were encouraged to take part in physical and quiet activities.

The children slept in a quiet comfortable area. The staff knew what comforter the children liked for example teddy, dummy or blanket.

The majority of the children slept for a short time and got up refreshed and eager to play and learn.

There are infection control, medication and emergency procedures and policies.

Medication storage and procedures were robust and followed best practice guidance.

The children enjoyed a relaxed and sociable lunchtime experience.

Areas for improvement

The nursery menus' didn't reflect healthy choices, inappropriate crockery and utensils were offered to children. The nursery should follow the national toothbrushing guidelines. The storage of babies milk formulas should be in line with best practice.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The children should be offered healthy meals and use appropriate crockery and utensils for their age and stage.
National Care Standards Early Education and Daycare up to 16 Standard 3 health and well-being.

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

Please refer to Quality Theme 1, Quality Statement 1.1 Service Strengths.

Areas for improvement

Please refer to Quality Theme 1, Quality Statement 1.1 Areas for Improvement.

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

After examination of relevant documents, feedback from service users and the staff, this service was found to have gained a good performance in relation to this statement.

The premises are in a good state of repair. Staff told us they have a maintenance log and repairs are carried out quickly. The foyer is welcoming and attractive. The playrooms are well set out and children could move freely round the room. The furnishings and resources were appropriate for the age and stage of the children. There is a safe and secure door entry system. The outdoor area is well maintained.

The children could access the toilet facilities easily.

Visitors are encouraged to sign the visitors book. Students and trainees are supported and monitored by qualified staff.

There are child protection procedures and various safety policies in place.

Children were encouraged by staff to be eco friendly, they had an "eco station" whereby they were recycling paper and ink cartridges.

The walls display a mixture of parental information, children's work and photographs. Children's work were linked to themes, topics or interests. They reflected cultural differences and festivals.

Areas for improvement

The service did not have consent forms for every child having nappy cream applied. They shouldn't administer generic creams. The nursery did not carry out a proper outdoor risk assessment to ensure broken toys and inappropriate equipment is removed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The nursery should follow best practice guidance for infection control. National Care Standards Early Education and Daycare up to 16 Standard 3 safe environment.

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

Please refer to Quality Theme 1, Quality Statement 1.1 Service Strengths.

Areas for improvement

Please refer to Quality Theme 1, Quality Statement 1.1 Areas for Improvement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

After examination of relevant documents, feedback from service users and the staff, this service was found to have gained a good performance in relation to this statement.

The service has robust recruitment procedures. There are various policies in place for example a whistle blowing policy.

Staff records showed that training and SSSC registration was documented.

Staff meeting minutes demonstrated that best practice and new developments were discussed. Staff held meetings with parents.

The staff team work a rota to provide a continuity of care. We saw a professional interaction with parents. Staff responded very well to children's needs and worked very well as a team. They knew the children and responded to individual all round needs. Planning next steps was child centred and individualised.

Displays and photographs demonstrated to parents the nursery follows best practice guidance.

Areas for improvement

We had to point out to the staff some worn, stained face cloths and soft furnishings were being used. Staff were unaware inappropriate equipment and resources were laid out.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The staff team should be vigilant, to identify risks and hazards.
National Care Standards Early Education and Daycare up to 16 Standard 3 A safe environment

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

Please refer to Quality Theme 1, Quality Statement 1.1 Service Strengths.

Areas for improvement

Please refer to Quality Theme 1, Quality Statement 1.1 Areas for Improvement.

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

After examination of relevant documents, feedback from service users and the staff, this service was found to have gained a good performance in relation to this statement.

The aims and objectives of the service were available to parents/carers. The complaints procedure and other operational policies were available.

A parental participation policy had been developed. These included admission, transition and exit questionnaires in respect of all four quality themes being covered.

Staff participated in formal annual appraisals of their work.

Staff told us they found the management approachable and supportive and felt they could share their ideas and views about the future development of the service.

The newly appointed manager is visionary and forward thinking, she has plans to further improve the quality of the service.

Areas for improvement

The staff team didn't receive support and supervision sessions with their line manager.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The staff team should receive regular, structured one to one support and supervision sessions with their line manager.
National Care Standards Childcare and Education up to the age of 16 Standard 14 Management and Leadership.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	5 - Very Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
10 Jun 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
30 Jun 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate

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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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com