

Care service inspection report

Primrose Day Nursery

Day Care of Children

10-24 Gairbraid Avenue

Glasgow

G20 9AB

Telephone: 0141 946 6966

Inspected by: Fiona Buchanan

Annemarie McGinn

Type of inspection: Unannounced

Inspection completed on: 28 August 2013



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Service provided by:

Maryhill Childcare Ltd

Service provider number:

SP2011011756

Care service number:

CS2011305851

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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 | 3 | Adequate |
| Quality of Environment | 4 | Good |
| Quality of Staffing | 4 | Good |
| Quality of Management and Leadership | 4 | Good |

What the service does well

We found that the manager and staff had created a happy and welcoming environment for children. The nursery building was beautifully presented and was decorated to a high standard. The staff and manager had a good understanding of the needs of children and had formed very good relationships with the children and parents. Children were seen to eagerly take part in and enjoy the range of activities on offer. The staff were keen to develop their skills, with the good support from the manager, in order to enhance the children's experiences while they attend the nursery.

What the service could do better

The manager should review and update the medication policy.

The manager should introduce record sheets to show the checks staff undertake to ensure the building or activities are safe. This procedure will compliment the risk assessment documentation.

The manager should review the information documented as part of the children's care plans and update this to make them more robust.

Staff photographs and qualification information should be displayed.

What the service has done since the last inspection

This is Primrose Day Nursery's first inspection.

Conclusion

We found that the manager and staff demonstrated a strong commitment to continuous improvement.

Who did this inspection

Fiona Buchanan

Annemarie McGinn

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 13 September 2012.

Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could 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 but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Primrose Day Nursery is registered to provide daycare to a maximum of 40 children at any one time. The provider is Maryhill Childcare Ltd.

The age range of the children attending is as follows:

9 children aged 0 to under 2 years of age

15 children aged 2 years to under 3 years or 13 children 18 months to under 3 years of age; of whom no more than 6 are under 2 years of age

16 children aged 3 years to those not yet attending primary school or 14 children aged 2 years to those not yet attending primary school.

The service is also registered to offer a crèche facility for 20 children aged from 0 to 12 years. The crèche operates Monday to Friday evenings from 6.30pm to 9.30pm and Saturday and Sunday from 9am to 9.30pm.

The nursery/crèche operates within the newly refurbished Maryhill Burgh Halls in the Maryhill area of Glasgow. The service is close to local amenities and bus routes. The accommodation is based on the ground floor of Maryhill Burgh Halls. The nursery/crèche has a secured entrance area. This leads to an open plan area. This area is flexible and can be used for a range of activities for example physical play, arts and crafts and sand and water play. Staff also use this area to serve lunch to the children.

Sliding patio doors lead to a safe and secure outdoor area which has safety floor coverings and a range of toys and equipment for the children to play with. The accommodation also has three bright playrooms, staff room, office, kitchen, toilet facilities and changing units.

Two of the nursery aims are "for children to operate as independent learners and thinkers.

To listen to children, to encourage them to express their views and to involve them in planning and evaluating their own learning."

A full statement of services values, aims and objectives are available to people who use the service.

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

Quality of Care and Support - Grade 3 - Adequate

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

We wrote this report following an unannounced inspection. This was carried out by Inspectors Fiona Buchanan and Annemarie McGinn.

The inspection took place 15 August 2013 between 9:30am and 7pm. We gave provisional feedback to the manager on the day of inspection. Additional feedback was given to the manager by phone on 23 August 2013. During this conversation we requested further documentation. This was received to the Care Inspectorate on 28 August 2013.

As part of the inspection, we took account of the self-assessment form and annual return that we asked the provider to complete and submit to us.

We sent twenty care standards questionnaires to the management to distribute to parents. Fourteen parents completed questionnaires and returned them before the inspection. Please note throughout this report, the term 'parents' should be taken to include carers such as relatives, friends or foster carers.

We also asked the management to give out seven questionnaires to staff and five were returned to us.

We spoke with:

- eight children
- five parents
- manager
- eight care staff
- cook
- one trainee.

We looked at:

- supporting evidence from the up to date self assessment
- leaflets for parents
- photographs of children taking part in activities
- aims and objectives statement

completed care standards questionnaires that had been sent to the parents from the Care Inspectorate
completed staff questionnaires that had been sent to the staff from the Care Inspectorate
participation strategy, this is the service's plan for how they will involve services users
minutes of staff meetings
children's files, care plans and profiles
observation of how staff worked
staff training records
complaints policy
environment and equipment
snack and lunch procedures
hygiene policies and procedures
cleaning rotas
risk assessments
medication, accident and incident records
certificate of registration
insurance certificate.

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 Care Inspectorate received a fully completed self-assessment document from the manager. We were satisfied with the way the manager had completed this and with the relevant information included for each heading that we grade services under.

The manager identified what it thought the service did well, areas for improvement and any changes it had planned. The manager told us how she had gathered information from the people who used the care service and had used this in the self-assessment process.

Taking the views of people using the care service into account

There were 16 children present during the inspection visit aged 0 years to five years. We observed the children enjoying a variety of play experiences. We talked with 8 children and all of them told us that they enjoyed playing at the nursery and appeared to be very settled and happy with the staff.

Comments from the children are included in the body of the report.

Taking carers' views into account

For this inspection, we received views from nineteen people using the service. Fourteen people gave their views via the care standards questionnaires and we spoke with a further five people on a one to one basis during the inspection.

The five parents spoken with were very happy or happy with the service provided for their child.

We have included further comments and views from people using the service throughout the 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: 3 - Adequate

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 performance in the areas covered by this statement was good. We concluded this after we spoke with parents, children, manager, and staff. We looked at samples of relevant documentation including questionnaires returned to us by parents. And we observed the children's experience and staff practice.

The management and staff had put in place the following systems to help seek parents' and children's views on the quality of provision.

This included:

- parent participation policy
- staff discussion with parents regarding the individual needs of their child
- key worker system
- staff consulted with the children throughout the day
- questionnaires issued to parents seeking their views on various topics and issues
- settling in procedure
- children's meetings to influence daily planning
- children's mind mapping, big books, evaluations and planning records
- children's achievement wall
- newsletters
- parents meetings with staff to share information and their children's achievements
- photographs of children taking part in activities
- general information about the nursery
- parents forum.

We spoke with parents, viewed photographs and activity planners and watched the staff and children. This confirmed that the children had lots of opportunities to share their views, and help decide the daily activities. Staff listened to the children and helped and supported them while they played. Discussion with staff during the inspection confirmed that the staff were very responsive to the children in their care. The staff used a range of methods; pictures, mind mapping, big books, (books which record the progress of an activity or interest that children have taken part in) discussion and voting to help the children make choices and evaluate their experiences. This information helped the staff to plan the next step for learning for the children in their care.

We found that staff and parents discussed the children's care and support needs during the settling in period and then throughout their time attending the service. When settling, parents and children had opportunities to visit the service and meet the children and staff. At this time parents and staff talked about the child's likes and dislikes, routines, emergency contacts and health issues and completed relevant documentation. This approach helped the child and parent settle into nursery life and it allowed them to get to know the staff, children and the nursery routines.

The completed care standards questionnaires told us that thirteen parents had received clear information about the service before using it and fourteen parents were able to visit the service before starting. Seven parents "strongly agreed" seven "agreed" that staff shared information about their child's learning and development with them and where appropriate, their child. Three parents "strongly agreed" and nine "agreed" that the service involved them and their child in developing the service, for example asking for ideas and feedback. One disagreed but in the feedback said that they had only just started using the service. And one parent had ticked "not applicable."

We found that regular newsletters, verbal communication, notice boards, children's achievement wall, children's profile folders, photographs had kept parents informed of current events and activities taking place in the nursery. Furthermore, questionnaires, parents' nights and parent forum had helped promote opportunities for parents and staff to share the children's achievements and learning and offer ideas to improve the nursery provision. Parents' comments from the questionnaires: "I am really happy with the care and the staff are fabulous.", "I am delighted with the level of service and care at Primrose Nursery."

Parents and children were encouraged to express any concerns. Parents we spoke with told us that they felt the nursery would address their concerns. The complaints policy was contained within the handbook.

Children's views were sought through participation in group discussions to identify goals they wished to achieve. We viewed the mind maps, big books showing how the children had been involved in the planning and evaluation of the activities, planning documents, profile folders and achievement wall. This told us that the children were given opportunities to take ownership of decisions made and how they evaluated their learning.

We found the management and staff were very keen to take forward participation of people who use the service.

Areas for improvement

A parent told us that "written communication and IT skills could be improved." As although issues raised were dealt with, she felt that the service should have a quicker response time. We discussed this with the manager who agreed to look at ways to address this.

A parent highlighted in a questionnaire that during the summer most of the keyworkers from her child's room were on holiday. She felt that the other staff did not know her child or their care needs as well as the keyworker. We discussed this with the manager and she agreed to look at ways to keep parents informed about staff holidays and other days they may be absent. We found that the staff and children moved around the nursery throughout the day and there seemed to be very good relationships between all the staff and children. However the manager should ensure that when a keyworker is absent, the parents are informed as to who will be caring for their child. We found that the service did not have photographs of staff or their qualifications displayed. Addressing this issue could help parents identify the staff working in the rooms if there were changes due to absence. The manager told us that she intended to set up a display board with staff photographs and that this had been discussed at a forum meeting. See recommendation 1

Management and staff should continue to develop ways in which parents and children can be involved in the assessment and continuous improvement of the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should ensure that parents know who will be caring for their child.
And that parents can identify all the staff working in the nursery and the roles they play within the nursery.
National Care Standards early education and childcare up to the age of 16.
Standard 3: Health and wellbeing

Statement 3

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

Service strengths

We found this service had performed to an adequate standard in the areas covered by this statement. We concluded this after we spoke with parents, children, manager and staff. Observed staff practice and sampled relevant health and wellbeing documentation for example key worker system, admissions, personal care plans, and learning profiles, hygiene, infection control and medication. And we looked at the responses from parents in the care standards questionnaires returned to us.

We observed that the staff had very positive interactions with children and parents who used the services. We found that children benefited from having a key worker (staff member identified as key person for child). Some of the parents told us that they knew who their key worker was. All parents we spoke with told us that staff were friendly and caring. Parent's comment: "What impressed me most was that we were encouraged to sit in with (child's name), join in, it was really lovely. She got to join in with snacks. Nice two weeks of settling in before going back to work. It built up really nicely. She played and I could chat to the staff and I got lots of information. And I liked the way the staff interacted with (child's name)."

Parents completed the nursery registration forms during the settling procedure. Information relating to children's individual needs included; allergies, G.P. medication, emergency contacts, diet and additional support.

We sampled children's folders. These showed us that the documentation provided some information about children's personal care needs, routines, diet, family members and preferences. The manager confirmed that she would continue to develop the care plans in line with current legislation. We have identified this in the areas for improvement section below.

Staff recorded children's learning in individual folders. We viewed recorded information, which showed how children's interests and next steps were observed and taken forward. The staff used a range of information including; written, verbal, photographs and drawings of how children had evaluated their learning.

The management and staff worked closely with other agencies to support the children. We found staff took forward recommendations for individual children, if required. As a result of joint working practices children benefited from having additional support to aid their development and learning.

Children had opportunities to learn about healthy living, diet, exercise, environmental issues, personal hygiene and tooth brushing. We observed that children had lots of opportunities to get fresh air. For example the babies took part in a buggy walk every Wednesday, a local community project. They also attended Bounce and Rhyme every Tuesday at the Library. They went out most days to visit local parks or canal and staff were able to tell us about the teddy bears picnic which they had recently taken part in at the Botanic Gardens. The older children were seen to regularly play outside in the secure play area and were free to choose whether they wanted to be indoors or outdoors. The service was beginning to develop a good range of toys for the children to play with. The staff were seen to support and encourage the children as they played.

Children were aware of hand washing procedures and we found that staff encouraged children to wash their hands after toileting and before eating. Children's comments: "I have my own soap as my hands get sore.", "This is the dryer."

The service provided lunch for children attending the service. We looked at the menu and viewed the children having lunch. This showed us that the children were provided with regular fruit and vegetables, which would help contribute to a healthy diet. We spoke to parents and looked at minutes of the forum meeting and this confirmed that the service had sought the views of the parents when preparing the menus for lunch and snacks.

Parents with babies under 12 months supplied their food. The nursery had employed a cook which ensured that the children were given freshly cooked food. Staff encouraged the young babies to begin to feed themselves by giving them their own spoon. Children had age appropriate drinking cups. Staff sat with the children during lunch, which helped children to develop independent skills and good manners. We observed the older children confidently interact with staff and their peers creating a pleasant experience. At snack the older children were able to self-select. However the children did not have an opportunity to self-select at lunch or pour their own drinks. The manager agreed to look at ways to enable the children to be more involved in the lunchtime experience. We have identified this in the areas for improvement section below.

The service held information on children's dietary requirements and this information was shared with staff and the cook to ensure that the children's diet needs were being met.

The service provided drinks either water or milk at snack and lunch times. And the children had access to water throughout the day.

If the older children became tired or needed a quiet time, there was a quiet area for children to relax in. The younger children were able to sleep on mats or in cots. Each child had their own bedding and this was laundered appropriately. Staff monitored the sleeping children. The staff caring for the younger children completed daily diaries detailing the child's care needs and daily activities. These were shared with parents.

We spoke with and observed staff and children. This showed us that children had lots of opportunities for active and physical play; indoors and outside. The children had a fantastic time playing outdoors. We watched the children take the lead in lots of outdoor activities. Staff told us that children played outside on a daily basis and that they loved it. Children told us that they liked: "Going outside and skipping.", "Playing in the garden and in the house." The children also told us that they liked their lunch.

We looked at the medication records. This told us that parents had given consent for staff to administer medication. We have identified this in the areas for improvement section below.

Accident and incident forms were completed by staff and signed off by parents. We have identified this in the areas for improvement section below.

Areas for improvement

The children could not tell us what was for lunch. It would be helpful to the children if the menu was shared with them each day.

The manager had started to implement individual care plans for each child attending the service. However we found that the information held by the service relating to the child's health needs, in some cases, was limited and needed to be reviewed and updated in conjunction with the parent in order for the service to fully support and care for the child. The manager agreed to do this. See recommendation 1

The manager agreed to review the medication form in order to make the information requested and the procedure more robust and in line with current best practice. See recommendation 2

The manager had not signed off all the accident sheets. The manager agreed to check and sign all forms in line with company policy. And set up audit sheets to monitor accidents. She also confirmed that she would include in the accident policy a procedure for head injuries.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The manager should collate, review and update the information held in each child's care plan to ensure that the care plan holds enough meaningful information for the staff to support the children and their care needs. When required the manager or staff should complete a risk assessment for the individual child to assess and record if additional support is required to be put in place. This procedure would help identify for example equipment, staff, and training.
National Care Standards early education and childcare up to the age of 16.
Standard 6: Support and development
2. The manager should review and update the procedure and policy on the administration of medication to bring it into line with current best practice guidance.
National Care Standards early education and childcare up to the age of 16.
Standard 3 Health and wellbeing

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

We found that the service performance in the areas covered by this statement was very good. We concluded this after we spoke with parents, children, manager, and staff. We looked at samples of relevant documentation including questionnaires returned to us by parents. And observed the children's experience and staff practice.

Methods to involve people who use the service are outlined under Quality Theme 1, Statement 1.

Parents' comments from the questionnaire: "The facilities are outstanding and well utilised.", "The facility and staff are excellent and I particularly like the outdoor space which although has no natural grass or garden space, can be used all year round."

The children had been involved in developing the outdoor area and had planted strawberries and other items in containers. The children told us that the strawberries "had all gone." We found that the children really enjoyed playing outside and the staff helped them to play safely. Staff praised and encouraged them to try to balance, slide, run, skip and peddle. There was a good range of outdoor toys for the children to choose from. The children showed us how they could balance and slide. Children's comments: "Like playing outside.", "I like playing on the slide.", "I like playing on the aeroplane."

The children told us that they were growing tomatoes and were keen to show us the plants. A parent had given the nursery a range of plants. Child's comment: "We are growing tomatoes but somebody ate the tomato."

Some of the parents had attended another nursery which was closing and amalgamating with Primrose Day Nursery. Parents told us that prior to moving to the new nursery, they were shown around the building by the management. And they told us that this had been arranged out with operational hours due to the parents work commitments. "Discussed what we thought of it. We took our time."

The children also had opportunities to visit before moving to the new nursery. "They were taken over to see the new nursery and had settling in days so that the kids would not get upset." This approach helped the parents and children settle into the new building and they were also able to give ideas as to how it should be set out.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Theme 1, statement 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 this service had performed to a good standard in the areas covered by this statement. We concluded this after we spoke with parents, children, manager, and staff. Observed staff practice and sampled relevant health and safety documentation; security, hygiene and infection control, maintenance reporting, first aid, accident and incident reports, risk assessments and environmental checks.

The service had a secured door entry system. This helped staff effectively monitor people arriving and leaving the service. Staff were aware of procedures for monitoring children collected by relatives. The staff kept a register of all the children attending the service on a daily basis. We found there was an effective system to monitor people within the building who were visiting the service people had to sign in and out of the building.

The nursery building was decorated to a high standard. And the entrance area was welcoming and bright with a seating area and informative notice boards and displays. This meant that the parents and visitors were kept informed about what was happening in the nursery and the local community services available to them.

The playrooms were bright and welcoming and were set out to allow children to select the toys and equipment they wanted to play with. The rooms had wall displays that showed samples of the children's work and photographs of the children taking part in a range of activities. Big books and the children's folders also showed samples of the children's work and the activities they had taken part in. These were displayed at their level to allow the children to look at them and share them with their friends. This approach helped the children have a sense of belonging. We noted that the older children moved freely around the rooms and outdoor play areas and were confident.

As stated previously, we found that the children really enjoyed playing outside and the staff helped them to play safely. Staff praised and encouraged them to try to balance, slide, run, skip and peddle. There was a good range of outdoor toys for the children to choose from. The children were keen to show us how much they enjoyed playing outside.

We found that the service was beginning to develop their range of play equipment for the children. And that the children really enjoyed playing with the toys and equipment and were keen to learn and explore their environment. We have identified this in the areas for improvement section below.

Infection control policies were displayed in the nursery. Staff were aware of policies relating to prevention of infection, including, hand hygiene, toilet, kitchen and daily/weekly cleaning tasks. The service had infection control procedures in place. Protective clothing was available to staff.

Risk assessments were in place. Staff risk assessed the rooms daily. Staff also risk assessed the outdoor area. We have identified this in the areas for improvement section below.

The service had a maintenance reporting procedure through Maryhill Burgh Halls.

The service had systems to record fire drills and alarm test. Evacuation procedures were in place.

Some staff held a current first aid certificate. And first aid procedures were in place. We have identified this in the areas for improvement section below.

Some staff held a food hygiene certificate.

Areas for improvement

The service did not have a record of the daily checks made by staff to confirm that rooms and outdoor areas were safe. The service should also develop a check sheet to show what has been considered when taking children on trips and outings for example the library or park. The manager agreed to set these up.

The nursery first aid policy was that the majority of staff would be first aid trained. At present only three staff held a current first aid certificate. We will highlight this in areas for development under quality theme 3, statement 3.

The management was beginning to develop the range of toys and equipment for the children attending the nursery. We noted that the range of natural fabrics and equipment was limited and we would recommend that they increase the use of natural materials within the nursery environment. See recommendation 1

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The management should continue to develop the range of equipment and play materials within the nursery. Natural materials should be increased to enhance the environment for babies and children.

National Care Standards early education and childcare up to the age of 16.

Standard 2: A 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

We found that the service performance in the areas covered by this statement was good. We concluded this after we spoke with parents, children, manager, and staff. We looked at samples of relevant documentation including questionnaires returned to us by parents and staff. And we observed the children's experience and staff practice.

Methods to involve people who use the service are outlined under Quality Theme 1, Statement 1.

We spoke with parents who told us "Staff are friendly and approachable. Very happy.", "Staff could not be better. They spend time chatting to you. You get lots of feedback on how the children are doing. I am on the forum. We talk about trips, food, their activities and what they want to do. Staffing changes, anything we want to talk about. Would definitely take on ideas for improvement. In every way the staff are great. We got good feedback at the parents evening."

The completed care standards questionnaires told us twelve parents "strongly agreed" and two "agreed" that their child appeared happy and confident with the staff. And eleven parents "strongly agreed" and three "agreed" that the staff treated their child fairly and with respect. Ten parents "strongly agreed" and two "agreed" that they were confident that there are always enough staff in the service to provide a good quality of care. Two parents "disagreed." We looked at the staffing rotas and children's register for two weeks and this told us that the staffing levels complied with the National Care Standards Guidance. We discussed this with the manager and she has agreed to put in place more information about staff so that parents can get a better picture of who is on duty and the ratio of staff to children. Parents' comments from the questionnaires: "The staff are highly professional but also extremely friendly and I am confident my children are receiving a fantastic education as well as being cared for."

They are happy and flourishing at this nursery.", "The mix of management, knowledgeable trained staff and younger trainees works well.", "I have found the staff extremely caring towards my child and they are genuinely interested in her wellbeing."

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Theme 1, statement 1.

Grade awarded for this statement: 4 - 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

We found that the service performance in the areas covered by this statement was good. We concluded this after we looked at the responses in the returned staff and parent questionnaires, spoke to parents and observed staff practice. We spoke with the manager and staff and discussed appraisals, qualifications and staff remits.

Staff who were eligible were registered with the Scottish Social Services Council. Staff had been given copies of National Care Standards and these were used when working in the nursery.

There was a rolling programme of staff training in place to support staff's continuous professional development. Staff told us that they had taken part in a range of training. We found that the staff were motivated and keen to continue to develop their childcare skills and knowledge to ensure best outcomes for children attending the nursery. Staff comments from the questionnaires: "All staff are asked to attend staff meetings at least once a month to discuss anything that needs to be discussed as a group.", "We have a good staff team and a lovely nursery." "...management team are always friendly, welcoming and always there to help with problems." Staff confirmed that they had opportunities to access education/training in the last 12 months. And that the training had helped them with their job. And that they had the necessary equipment/materials for the job.

The service had a rolling programme of training and closed three days per year for training events. Staff had attended training courses both in-house and with external training providers. Recent training included induction training which covered child protection, fire safety, infection control, food hygiene, allergy awareness and manual handling. Two staff were undertaking a SVQ childcare qualification at level 2 and level 3. Three staff held a current first aid certificate. The manager had attended pre-birth to 3 training and had then shared this with the staff. We have identified this in the areas for improvement section below.

We looked at a range of documents including minutes of staff meetings. This confirmed that staff and management discussed service improvement and how staff could take forward their ideas in order to support the children's interests and development needs. The manager used the information from the staff meetings to form part of future training and service plans.

Areas for improvement

As detailed in quality theme 2, statement 2, the nursery first aid policy stated that the majority of staff would be first aid trained. At present only three staff hold a current first aid certificate. The manager confirmed that additional staff would be first aid trained.

Although staff had some training in pre-birth to 3, we felt that heuristic play had not been fully embedded into the staff practice or nursery routines. See recommendation 1

The manager confirmed that staff appraisals would be implemented within the next few months.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Although the staff had received pre-birth to 3 training. We would recommend that staff should be given additional training to help them to fully develop the heuristic play experiences for children and bring in more natural materials into the rooms.
National Care Standards early education and childcare up to the age of 16.
Standard 13: Improving the service

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

We found that the service performance in the areas covered by this statement was good. We concluded this after we spoke with parents, children, manager, and staff. Looked at samples of relevant documentation including questionnaires returned to us by parents. And observed the children's experience and staff practice.

Methods to involve people who use the service are outlined under Quality Theme 1, Statement 1.

Feedback from the fourteen care standards questionnaires told us that nine parents "strongly agreed" and five "agreed" that overall, they were happy with the quality of care their child received in the service.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Theme 1, statement 1.

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 performance in the areas covered by this statement was good. We concluded this after we observed manager and staff practice, sampled relevant documentation, including returned questionnaires, and talked to the manager, parents and staff.

We found that the manager had the skills and experience to take the staff team forward. She was very aware of the tasks that needed to be undertaken to improve the service for children and parents. And had completed the nursery improvement plan which was shared with parents.

The service is still quite new and the manager is very keen to develop the quality assurance systems. She was utilising a range of documents as part of the audit process. These included: feedback from the nursery questionnaires completed by parents and the National Care Standards. She also used feedback from staff gathered during meetings and playroom monitoring. The manager confirmed that the information from these discussions and documents would help her identify what had been successful and future areas for improvement.

The manager was very aware of building staff's knowledge and skills to enable them to be reflective practitioners and help them gain confidence in taking forward a shared vision. We found that the staff were enthusiastic and motivated. They worked as a team to help improve the quality of service. Staff told us that they felt that the management was supportive.

Regular meetings held between the manager and staff demonstrated commitment to improving outcomes for people using and employed in the service.

The service had a complaints procedure and policy in place. The parents we talked to were aware of the policy.

Parents confirmed they found the manager and staff team to be very approachable and supportive.

Areas for improvement

We spoke with parents and a couple of them told us that they had not received the service handbook. The management should ensure that all parents get a copy of the handbook.

The policies and procedures were being reviewed and updated. The manager should update the review dates.

Grade awarded for this statement: 4 - 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

None.

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 - 3 - Adequate | |
| Statement 1 | 4 - Good |
| Statement 3 | 3 - Adequate |
| Quality of Environment - 4 - Good | |
| Statement 1 | 5 - Very Good |
| Statement 2 | 4 - Good |
| Quality of Staffing - 4 - Good | |
| Statement 1 | 4 - Good |
| Statement 3 | 4 - Good |
| Quality of Management and Leadership - 4 - Good | |
| Statement 1 | 4 - Good |
| Statement 4 | 4 - 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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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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