

Care service inspection report

Caldercuil Nursery School

Day Care of Children

101 Invershiel Road

Summerston

Glasgow

G23 5JG

Telephone: 0141 946 7450

Inspected by: Fiona Stewart

Type of inspection: Unannounced

Inspection completed on: 2 June 2014



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Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Care service number:

CS2003014860

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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

Caldercuil Nursery School is a family friendly service.

Staff are welcoming towards parents and children and they want to hear their views and ideas.

Staff find out what children are interested in and they plan activities which will help them learn more about the topic.

What the service could do better

The nursery management should make sure that staff get to attend the training identified to meet their learning needs.

They should also develop quality assurance further and show how they take action on the improvement they find is needed.

What the service has done since the last inspection

Developments over recent months include the nursery manager and staff further developing planning and recording of children's learning, carrying out an assessment of the quality of some aspects of the service and reviewing policies.

Conclusion

Caldercuilt Nursery School has hard-working, capable staff. Children are well cared for and have positive experiences playing and learning.

Parents are happy with the care and support staff provide and feel involved.

Who did this inspection

Fiona Stewart

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it 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 Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Caldercuil Nursery School is situated in the Summerston area of Glasgow next to Caldercuil Primary School. The service is provided by Glasgow City Council and it offers term-time places for up to 40 children aged 3 years to not yet attending primary school at any given time. Each day there is morning and afternoon sessions and up to ten full day places available. Children have use of two playrooms, an enclosed outdoor play area and access to the school gym for physical play. At the time of this inspection there was a temporary nursery manager in place.

The service aims are shown in the following statement:

"We will provide a happy, healthy, secure and inclusive environment for all our children where they can develop as co-operative, independent learners who are able to achieve their potential socially and academically. We will create an ethos for our school which values respect, honesty, responsibility and co-operation, promotes the rights and responsibilities of all and seeks to remove discrimination of any kind and create opportunities for the nursery, its parents and the community to work together in enterprising ways to develop our children's skills, experiences and achievements."

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 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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by one Inspector. The inspection took place on Thursday 29 May 2014 from 9:15am to 4pm and Monday 2 June 2014 between 9:30am and 3:15pm. We gave feedback to the nursery manager at the end of the second day.

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

We sent fifteen care standards questionnaires to the provider to give out to parents and carers of children who use the service. Six parents and carers sent us completed questionnaires before the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- The nursery manager and the four nursery staff working during our visit
- Children attending the nursery during our visit
- Three parents

We looked at:

- The environment and equipment
- The nursery brochure for parents
- Communication between the service and parents through newsletters, displays and noticeboards
- The Improvement Plan
- A range of policies including Parental Participation, Health Promotion and Outdoor Play

Evidence of:

- Staff asking parents and children for their ideas and their views about improvements
- Staff meetings, training and development

Records of:

- Personal Planning for children's care and learning needs
- Children's involvement in planning
- General safety measures identified due to risks on the premises
- Accidents and incidents
- Medicines given to children by staff

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 requirements we made at our last inspection

The requirement

As part of the recruitment process, the provider should consistently implement the stated policy relating to safe recruitment of managers.

This is in order to comply with The Social Care and Social Work Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 7 (1) Fitness of Managers.

What the service did to meet the requirement

This requirement related to the provider failing to send us an Appointment of Manager fitness form on the appointment of a new manager in December 2012.

Since the last inspection when we made the requirement, the service has had another manager appointed temporarily and we have no record that the provider responded to our invitation at that time to verify their fitness using our updated online form.

The service has now advised us that a decision has been made about future management of the service from August 2014. We emphasise that they send us the appropriate change of manager notification as a priority so that we can provide accurate details on the certificate of registration from the start of the new school year. We make further comment about this later in this report.

The requirement is: Not Met

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

We made two recommendations in the last inspection report. The recommendation to replace a worn section of flooring in the playroom has been met. The acting manager advised that the other recommendation to enclose the side playground area has not been met following a Glasgow City Council decision on the grounds of cost. A grassed area beyond that has, is, however, enclosed with a fence and the nursery has its own enclosed garden.

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

We received a self assessment document from the provider before this inspection. We were satisfied that they had completed this with relevant information for each heading that we grade services under.

They provided information about the areas of work they consider they do well, what they have improved and work they plan to further develop. They also told us how they gather the views of parents, children and staff to help them make improvements.

Taking the views of people using the care service into account

During our visit we spent time with children indoors and outdoors.

Children were happy, busy and confident talking to staff and us.

Some of them showed us around the nursery taking us to their favourite activities and proudly showing us their work displayed on walls. Others were eager to talk to us about their folders showing what they had learned. They talked to us about photographs which clearly brought back happy memories about fun they had with their friends. A lot of the children were excited to talk to us about their current minibeasts project. They were remembering facts staff had told them about the life of caterpillars and different kinds of insects and their interest continued outside as they searched under logs for more examples.

Taking carers' views into account

Six parents gave us feedback through our questionnaires and we spoke to three more during our visit. They all said they were happy overall with the nursery. They felt welcome and involved.

Comments about staff included:

"They are all very friendly and helpful."

"Staff are always pleasant, helpful, kind and interested in the children."

They liked the friendly atmosphere, thought staff kept their children safe and helped them learn.

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 the service following a very good approach to involving parents and children.

We reached this conclusion from our observations of staff speaking with children and parents, from feedback parents gave us and from a range of evidence showing the service gathering and using parents' and children's comments.

Like parents told us, we too saw that children were happy and confident with staff. Contributing to this was each staff member's good-humoured, patient approach when speaking with children. They listened closely, giving each child the time they needed to say what was important to them. This promoted children speaking openly with them. The children freely asked staff questions and gave honest answers and opinions when staff consulted them. They routinely gave children individual choices to make about things like what and who to play with, when and what to have for snack and whether to play inside or outside. Through group discussions children were able to say what they wanted to learn and help plan and review the learning they chose. Staff were therefore giving children meaningful involvement in shaping what they did and what they learned at nursery.

We found that there was also a well established culture in the nursery of routinely inviting parents to participate and comment.

As with the children, staff also helped parents feel comfortable to take part. They welcomed them into the nursery with a member of staff always at the entrance to greet them at the start and end of each session and they invited them to join in

nursery activities and events throughout the year. This helped to build positive relationships between staff and parents and helped parents see that they were genuinely important to the service as individuals. Parents told us they felt welcome and valued for their views. This promoted them continuing to take part.

We found staff promoting parents' partnership in their child's journey through nursery from the time they joined the service. Children's learning records showed staff involving parents in compiling the information about their child to help them plan. They then went on to keep parents involved by providing regular informal and formal updates on their child's progress and asking them to comment. A questionnaire asking "are we getting it right for your child" gave parents opportunity to consider their child's entire nursery experience and influence development of the ways staff worked to care for and support their needs as a whole.

Feedback forms attached as standard to regular newsletters meant parents could comment and influence change on each nursery event or development as it happened. It was also commonplace for staff to seek parents' feedback about things that went on all the time like the home/nursery book lending scheme or the current focus for learning, which was mini-beasts when we visited. These consultations helped staff capture feedback while it was still fresh in parent's minds and could potentially be used to make a difference while they were still using the nursery.

The nursery also encouraged parent's involvement in wider service improvement and development. A consultation about the aims of the service had led to a review bringing them in line with the service's work as it is now.

An opportunity to attend a workshop about the transition of school to nursery led to 16 parents who attended being able to identify improvements to the current process for their child and for children at the nursery in future.

Areas for improvement

The provider says in the inspection self assessment that they will continue to develop their self-evaluation processes.

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

The service's approach to promoting children's health and wellbeing was very good.

We reached this conclusion after we sampled children's personal plans, looked at photographs and records of children's experiences and took account of information from staff and parents.

We found that staff gathered meaningful information about each child when they started nursery. This told them things like any health needs they had, their likes, dislikes and things that worried or upset them, things they could do for themselves and things they needed help or prompting with.

We could see this meant staff started with the same thorough knowledge of each child which, in turn, helped them develop and follow a consistent plan of care and support for them. This was potentially reassuring for children and promoted them settling smoothly into nursery.

Nursery staff promoted children who required medicines staying well. They told us they rarely had medicines to give children. However, we saw that when they did, they made very good use of current guidance to store medicines and administer them safely and only with the written permission of parents.

Staff promoted children learning good health habits.

They followed current nutritional guidance for children and provided healthy snacks like fresh fruit and salad vegetables with milk or water to drink. By doing this, staff were contributing positively to children developing a taste for foods which were healthy to eat.

Children took part in a tooth brushing programme which helped them towards a positive understanding of good dental hygiene. Staff provided hand washing facilities which children could easily access and they encouraged them to wash their hands at times most important for their continuing good health like after playing outside, after using the toilet and before eating. We saw that the children were used to this routine of hand washing and we heard staff asking children to try again when their first efforts had not got their hands completely clean. In this way, staff were teaching children effective hand washing to keep them healthy.

Children had very good opportunity to play outside in all reasonable weather conditions. During our visit, the weather was showery but staff made sure the children wore jackets to keep them dry and they provided welly boots for borrowing. The children rode wheeled toys, practiced football skills and searched for bugs and insects. As a result, staff were helping children develop a positive attitude towards the healthy habit of keeping active, fit and enjoying outside even in our changeable climate.

Staff helped children's emotional wellbeing and development at nursery. Each child was allocated as a member of a small group led by a member of staff, their key

worker. The name of each group was a different colour and everything to do with the child members of this group was identified by the same colour - name badges, learning folders, coat pegs, gym shoe bags and trays where parents could collect important newsletters. This coded system was easily recognisable for children. They understood how things related to them as a result and so it effectively promoted their positive identity and connection to the service.

Furthermore, staff recognised children's efforts and successes through openly offering praise. We saw children proud to be noticed and, in this way, staff promoted their confidence to keep trying hard at what they were doing.

Staff expected all children to abide by the golden rules of nursery they had drawn up together and which children told us included things like "don't run and don't push". This helped them develop an understanding that their actions had consequences for others which they had it in their power to keep positive, so keeping themselves and others safe.

Staff also encouraged older children to look after younger children at nursery. The more experienced children wore badges with pencils on. We heard staff encouraging them to help new children and show them the positive ways nursery children should behave.

By doing these things, staff were helping children's developing sense of respect and responsibility.

Areas for improvement

Personal Planning - in the nursery's continuing work to implement personal planning, they should ensure that the plan for each child continues to:

- Set out their health, welfare and safety needs.
- Show how the service will meet their needs.
- Show that staff are involving parents and (where applicable) the child in developing and regularly reviewing all aspects of the plan at least 6 monthly.

Where children have additional needs e.g. health, learning or behavioural needs, staff should set out in writing the risks to the child resulting from their needs and the action the service takes to reduce harm to the child. This should also be discussed with the child's parents and recorded to promote a consistent approach among staff.

Infection Prevention - through discussion with staff we learned that they had not had opportunity to access infection prevention training except from what was included on the subject in other courses including food safety and first aid.

Infection Prevention was one of the nursery policies the manager was in the process of updating in line with current infection prevention published guidance. Our

observations at this inspection did not highlight any concerns in current staff infection prevention practices. However, we advise the nursery management to consider infection prevention specific staff training and regular, formal practice monitoring to ensure that staff continue to effectively follow-up to date infection prevention practices.

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

In this section of the report, we consider the service's approach to helping parents and children have their say about the environment and resources staff provide.

From our findings we are confident that the service's performance in this area of work is very good.

Parents may use any of the methods we outlined in Quality Theme 1, Statement 1, Service Strengths to comment on the environment. Children have their say about the toys and play materials through staff observation of how they use activities and resources and through staff directly consulting them about planning.

Areas for improvement

The management and staff should continue to involve parents and children in shaping the nursery environment through active consultation, evidencing the changes they influence.

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 consider that the service is very good at making sure the environment is safe and children are protected.

We reached our conclusion by looking at the nursery accommodation, equipment and play materials, viewing policies and records, by talking with staff and from information parents gave us.

Parents told us they were confident that the nursery was a safe and hygienic place for their child.

Staff were very safety aware.

During each session, each member of staff had an area they were responsible for. They stayed in this area meaning that they were present to supervise children and keep them safe. If they had to leave their area briefly, they alerted their colleagues who then provided the required support until their return. We saw that this kept children appropriately supervised.

Risk assessments displayed around the nursery gave staff relevant detail of potential hazards to children and to themselves. Safety measures identified on the assessments helped promote staff follow a consistent approach to minimising these risks causing harm. We also heard staff talking with children about keeping safe. They repeatedly reminded children to hold on to the rail when using the stairs between the two playrooms. In the garden, they spoke with children about using play equipment with consideration for their own safety and the safety of the other children.

Staff maintained an organised and tidy playroom. There were well-defined activity areas with many of them like the snack area, the construction area and the book corner having their own storage for the equipment and resources used there. In addition, staff tidied as each session went along and encouraged children to do the same before moving on to the next activity. This helped the playroom floors stay largely clutter free, meaning children had safe space to play and move around.

The nursery was also clean. Staff routinely wiped surfaces between activities and kept the playroom floors mopped if there were spills of paint, sand, water or children's drinks. Staff made checks on the children's toilets during each session meaning they stayed fit for use. In addition, the toilets were fully serviced between the morning and afternoon sessions meaning they were fresh and restocked for the children arriving.

The service took a responsible approach to protecting children in other ways too.

Regular training helped staff stay confident about the service's Child Protection approach and the process for reporting any serious concerns they had about a child. They safeguarded children also through making good use of measures in place to ensure only authorised persons came into contact with them. This included a secure door entry system and allowing only previously authorised people to collect children.

Parents confirmed in their feedback to us that they were confident staff would protect their child from harm.

Areas for improvement

The provider says in the inspection self assessment that they will continue to uphold the good practice already in place. They should continue to evidence this through regular, formal health and safety audits, developing action plans for improvement on recommendations identified.

We also discussed with the manager further developing evidence of the children's involvement in risk assessment and risk management.

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

In this section of the report we consider the opportunity parents and children have to influence staffing in the service.

From our findings we are confident that they currently have good opportunities to comment using the methods we listed in Quality Theme 1, Statement 1, Service Strengths.

Children have recently been asked for their views on what makes a good member of nursery staff.

Areas for improvement

We encourage the provider to consider further developing and evidencing the following practices:

- Parents being able to contribute to staff recruitment through consultation about qualities they would like in nursery staff.
- Parents/children contributing to interviews for new staff eg taking part or contributing a question they would like to ask.
- Staff consulting children about who they like to help them in different activities which then helps decisions about staff deployment in general.
- Parents and children giving feedback as a contribution to staff annual appraisals/ personal development.

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

The nursery had a very good staff team.

We reached our conclusions from parents' feedback, by speaking with the nursery manager and staff, from observing staff and by looking at a range of records showing staff development and learning.

All parents who completed our inspection questionnaire said that they were confident that staff had the skills and experience to care for their child and support their learning and development.

All four nursery staff we met were qualified, capable and hard-working. They understood their given responsibilities and carried these out efficiently, meaning that children experienced smooth running sessions of safe activity.

The staff upheld very good standards of professional conduct, treating parents, children and each other with respect. We heard staff being courteous and actively interested in conversation and we saw them being caring and helpful. This resulted in a positive nursery atmosphere, supportive relationships and effective team working.

Through our discussions with staff, they clearly remained highly motivated to keep their practice in line with current legislation and practice guidance. Staff with responsibility for first aid had recently undertaken refresher training and all staff were gradually updating their food safety knowledge. From records we also saw that in-house training provided regular updates on Child Protection and gave them time to learn about a range of other relevant topics including developing creativity in early years, nurture, attachment theory and oral health and eating.

Recent individual meetings with staff had resulted in the identification of personal learning targets.

Areas for improvement

Staff expressed concern that some prolonged staff absences had meant there was some planned training they had not been able to attend over recent months as that would have left insufficient staffing in the nursery. Some of this training has now been rescheduled and the manager says in the inspection self assessment that they intend to establish long-term training plans for staff.

We strongly urge them to make this work a priority, basing the staff training plan on the identified individual learning needs of staff and the needs of the service as a whole. They should evidence that this plan is implemented as planned. We will monitor this through routine inspection. **(See Recommendation 1)**

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should evidence implementation of a staff training plan developed on the basis of the individual learning needs of staff and the needs of the service.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 12 - Confidence in Staff; Standard 14 - Well Managed 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

In this section of the report we consider how well the provider helps parents to have their say about how the service is managed and led.

From our findings we conclude that their performance in this area of work is good.

Parents may use any of the methods we outlined in Quality Theme 1, Statement 1, Service Strengths to comment and there has been recent direct consultation with them about service wide matters like the nursery aims and the transition approach for children moving on to school.

Areas for improvement

The provider says in the inspection self assessment that they will continue to build on the success of the participation procedures already established.

We encourage the provider to continue to evidence how they make use of formal and informal feedback from parents and children to review and develop service policy and other written information explaining the service's approach, management systems and management approaches.

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

In this section of the report, we consider the methods the service uses to check the quality of their work and how well they use the assessment results to make

improvements.

We conclude that their approach in this area of work is good.

We viewed records and took account of what staff and parents told us to reach this conclusion. The service has been working to develop the following areas identified in their improvement plan:

- Further develop the curriculum to ensure even more challenge, choice and flexibility.
- Assessment is for Learning.
- Develop a whole establishment nurturing approach.
- Develop agreed vision, values and aims in consultation with staff, parents and children.

Having a structured plan like this promotes everyone with an interest knowing what they should expect to see improve. We found the manager and staff beginning to assess the progress being made. This helps to keep the developments happening within reasonable timescales and provides useful information to report back to interested parties.

We found that the nursery gathers information to identify improvement in a number of ways.

In Quality Themes 1-4, Statement 1, Service Strengths, we have already outlined the evidence we found of regular opportunities parents and children had to contribute to the service improving and developing. We could see that this gave them a steady influence over the individual service they receive and how the service operates in more general terms.

Routine meetings give the manager and staff opportunity for regular review of planning in general, the care and support to meet individual children's needs and playroom practices. This allows planning and practice to be adapted on an ongoing basis to keep them appropriately meeting children's needs and providing beneficial experiences for them. The manager and staff had also spent a recent in service day using nationally recognised standards to assess the quality of the nursery's work. Once fully collated, this would provide a helpful overview of wider service development to work on.

Since coming into post the manager had reviewed a number of areas of work including planning and recording of children's care and learning. Staff were now working with the more streamlined system and the manager was keeping it under review for further development.

She had also begun a gradual review of nursery policy. This had led to policies being

updated in line with current guidance such as Infection Prevention and additional policies being developed to supplement what was in place.

Areas for improvement

Quality Assessment - we found good quality assessment processes being implemented by the current nursery manager. Some of these are, however, still at an early stage of being used, like the manager and staff evaluating progress with the improvement plan. Other formal monitoring and audit processes are still to be implemented such as audit of care practices like giving children medicines and infection prevention practices. This tends to be monitored informally only at present. The nursery management should now further establish a range of formal quality assessment measures involving everyone using, working in and contributing to the work of the nursery. They should evidence action planning to meet improvements identified. **(See Recommendation 1)**

Notification - during the inspection, the current nursery manager told us about plans for a change of manager from the start of the new term in August 2014. We strongly urge the provider to notify us formally using our online e-forms system in good time for the certificate to be updated accurately for the start of the new nursery term.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Quality Assessment - the nursery management should further establish quality assessment and evidence action planning to meet improvements identified.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 13 - Improving the Service; Standard 14 - Well Managed Service.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in 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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
19 Jun 2013	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
10 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	3 - Adequate
13 Aug 2012	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	3 - Adequate
		Management and Leadership	Not Assessed

Inspection report continued

17 Nov 2011	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 3 - Adequate Not Assessed
26 Jan 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 3 - Adequate Not Assessed

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

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

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ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم اذہ

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