

Care service inspection report

West End Montessori Pre-School

Day Care of Children

23 Park Circus
Glasgow
G3 6AP

Type of inspection: Unannounced

Inspection completed on: 11 November 2014



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	25
5 Summary of grades	26
6 Inspection and grading history	26

Service provided by:

Denise Guthrie

Service provider number:

SP2003001287

Care service number:

CS2007150195

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at 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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

Throughout the inspection visits, both management and staff displayed a sensitive and respectful approach towards supporting children and their parents. Staff related to the children in a very warm, caring and sensitive manner. We heard staff praising children and developing their confidence and self-esteem. All of the staff members worked very well together.

What the service could do better

The service should revisit their medication policy and procedure and ensure they are following it. They should continue to develop children's personal plans and their accident recording procedure.

What the service has done since the last inspection

Staff had worked particularly hard at developing participation with the children and parents using a wide variety of different methods to gain this information.

Conclusion

We found the service was performing very well in most of the areas covered by this inspection. The enthusiastic staff team are well supported by a dedicated management team. The whole team demonstrated a very positive approach towards the continued development of the service.

There was a pleasant, happy atmosphere throughout the service. The service provides a caring, respectful environment for children to grow, develop and learn. Parents told us they were happy with the service provided. This was confirmed by the parents in their responses we received in our questionnaires and the parents we spoke to during the inspection.

1 About the service we inspected

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

- 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 Inspectorate.

This service operates from premises located in the West end of Glasgow.

The conditions of registration are to provide a care service for a maximum of 35 children aged from 2 to 5 years, of whom no more than 10 may be under 3 years.

At the time of the inspection, there was a roll of 78 children.

The service operated from the basement of a period listed building. The accommodation comprised of two playrooms, toilets, kitchen, storage facilities and an outdoor play area.

The premises are well-maintained and provide a child-friendly, stimulating environment for children.

There is a safely enclosed outdoor play area providing opportunities for children to participate in an outdoor curriculum.

The service is managed overall by the service provider/manager.

The service used the Montessori method of education which is characterised by an emphasis on self-directed activity on the part of the child and observation on the part of the staff.

The service aimed to provide a balanced range of activities to all children which developed and fulfilled individual children's potential.

As a partnership nursery, the service also worked with the Curriculum for Excellence and the Under 3's Curriculum.

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 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very 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 two inspectors for the Care Inspectorate on Wednesday 11 November 2014, between the times of 9am and 4.30pm.

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

We sent 20 Care Standards Questionnaires (questionnaires) to the service to distribute to parents of children who attend. Fourteen of these were completed and returned prior to our inspection visits.

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

We spoke with:

- the provider of the service
- the manager
- six staff members
- 10 children
- eight parents/carers.

We observed all of the children during their play and noted how staff worked with and cared for them.

We looked at:

- the service handbook
- children's records and profiles
- children's questionnaires
- staff training information
- records of staff meetings
- newsletters
- complaints procedure
- accident and incident records

- administration of medication policy
- risk assessments and daily checklists
- repairs and maintenance information
- certificate of registration
- certificates of insurance
- attendance registers for children and staff
- quality assurance information
- the environment and equipment.

We received further evidence by e-mail regarding risk assessments.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

We received a completed self assessment document from the provider. The provider had completed this with relevant information for each of the headings that we grade them under. The provider identified what it thought the service did well, some areas for development and any planned changes.

Taking the views of people using the care service into account

During our visits to the nursery the children were observed to be busy and engaged throughout the inspection visits. Kind, caring and fun interactions were observed between staff and children, with staff taking time to listen/react to the views of the children. We observed staff responding to specific individual needs of the children.

Taking carers' views into account

We sent out 20 questionnaires for both services and 14 were completed and returned to us before our inspection. All of the parents 'strongly agreed' that they were happy with the quality of care their child receives in the service.

During the inspection visits we spoke to 8 parents. A number of parents commented that they were very happy with the service.

All of the views expressed by parents either through the questionnaires or in discussions were very positive. Parents commented:

"We are delighted with every aspect of West end Montessori pre- school".

"Best starting block for my children's future, staff activities, environment and atmosphere are exceptional. My son goes to nursery in the morning he is so safe and stimulated there and my daughter can't wait to start".

"Outstanding nursery".

"One small improvement would be more feedback on my child's progress, there are two parents' evenings during the year and I appreciate that finding time during the year to meet and look after the children may prove difficult Overall, I am very happy with the standard of care and dedication offered by the nursery".

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

We found the service had a very good approach to involving children and families in assessing and influencing the quality of care and support provided. There was evidence of service user participation using a variety of methods. We gathered evidence from discussions with children and parents, observing the children in the service and information from staff.

We found the service involved children and parents and asked for their views about the quality of care and support in a number of different ways. These included:

- daily discussions with parents when they either drop off and collect their child
- daily discussions with children to ask what they wanted to do so they could be involved in the planning of the day
- parents' meetings - formal and informal to discuss their child's development; and the development of the service
- parents' notice boards and displays providing relevant information in relation to what their child was doing and what they had achieved
- regular newsletters were given out, parents' views of the service were asked for/ encouraged in the Newsletter
- questionnaires/evaluations that parents, who use the service, had written and returned to the service to ask if they were happy with the service and if there were any changes that could be made
- telephone communication with parents, where appropriate, to keep the parents up to date with what their child is doing
- the service continued to use their website to share information with parents
- daily diary sheets were in place for younger children.

There was an information wall situated at a point that all parents could access daily. The information wall displayed what the children were learning about, skills and experiences were evidenced and displayed through photographs and plans.

We found newsletters to be informative and covered a wide range of areas including the curriculum for children, parents' nights and fund-raising events.

We looked at the questionnaires issued by the nursery to parents and children. We found the nursery had acted on comments from them to improve the service.

In our questionnaires, all parents and carers agreed their children could experience and choose from a balanced range of activities. A number also confirmed they knew that staff asked for their child's views about the activities and outings and used them to plan future activities. The nursery continued to encourage parents and carers to share their skills and knowledge with the children, to participate in trips and outings and to share special nursery events.

The parents that we spoke to during the inspection visits very much agreed that staff share information about their child's day. Parents confirmed that they felt very comfortable to express their views about their child's care to any member of staff that was present. The parents who completed our questionnaires 'strongly agreed/ agreed' that staff share information with them about their child.

A participation policy was in place. The policies reflected how parents and children engaged in the life of the nursery. The parents we spoke to confirmed that their opinion is sought and they completed questionnaires to give their feedback to the service; as well as having regular discussions with the staff team. In our questionnaires all of the parents 'strongly agreed/ agreed' that the service had involved them and their child in developing the service. A parent commented " This is an extremely "child centric" nursery and I feel that every moment of every day is an opportunity for my daughter to learn, laugh and play in a secure and nurtured environment. The staff have supported me by taking on board my home routine/ discipline (reward chart) and I have also gained examples of activities to undertake at home. Overall a must".

Children were consulted through discussion and observations. Big Books used and children in the three to five playroom were voting on specific activities for example children were consulted about which book they wanted to focus on. Voting system was show of hands for particular book. Children were consulted about snack. Observations highlighted that children were able to freely access the range of toys and activities on offer. Staff clearly encouraged children to select the resources.

Areas for improvement

The management team should continue to develop the very good work the service had in place to further involve children and parents looking at the quality of care and support within the service.

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

We found the performance of the service was adequate for his statement. Not all parts of this statement were assessed during this inspection. We focussed on the following core activities:

- children's personal information and plans
- medication system and records
- accident and incident records.

Through discussion with staff, we found that they were very knowledgeable about the individual needs of the children they cared for and supported. The staff nurtured the children in all playrooms by using affection appropriately. Through the questionnaires we issued to parents, they told us that they strongly agreed that they were confident that the staff had the skills and experience to care for their child and support their learning and development.

The management team and staff were developing their knowledge of Getting It Right For Every Child (GIRFEC) through training. All staff had been introduced to GIRFEC and some had accessed training at the appropriate level.

The service had established good links with their health colleagues. A parent commented: "We have two children with additional support needs and both have received fantastic care and have developed beyond expectations with help from their teachers. We've no complaints and wouldn't hesitate to send our children, or recommend the pre school to others". This support helped to make sure children were achieving their full potential when they needed support. This also ensured that the children were included and not prevented from accessing activities due to their difficulties.

Staff helped children to stay healthy by offering them healthy snacks and ensuring they spent time out doors and had opportunities for physical play. On the inspection day a Yoga teacher was in the nursery, this was another very good example of the service promoting children's health and well-being.

Areas for improvement

The service had a medication policy in place. On the inspection day we saw that there was medication in the service with no consent forms for administration. We also saw that although it had never been administered there was medication on the premises that was out of date. Please see requirement 1.

We found the service had a system for recording any accidents and incidents. This was not always followed. In the sample of records we looked at, we found parents had not always signed the accident records, this meant that they had not always been kept fully informed. Please see recommendation 1.

The service was developing their personal plans throughout the nursery. This included information about allergies and any health issues. We felt that these could be developed further to ensure that all of the needs of the child were being taken into account when staff were looking at the care and support for each child.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 1

Requirements

1. The service must ensure they comply with their medication policy and procedure at all times.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 [SSI 2011 No. 210] Regulation 4 (1) a - Welfare of users.

Timescale for implementation - 6 months from the date of this report.

Recommendations

1. The service must follow their accident and incident policy and procedure at all times.
National Care Standards up to the age of 16 Standard 14 2.5 Well - managed service

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

The service had a very good approach to involving children and parents in assessing and improving quality of the environment within the service.

Further evidence to support the strengths in this quality statement are detailed under quality theme 1, statement 1.

Areas for improvement

The service should maintain high standards in this area.

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

Not all parts of this statement were assessed during this inspection we focused on

- risk assessments
- repair logs and maintenance records
- insurance certificates.

The service had very good systems in place to help make sure the environment was safe. We found the performance of the service was very good for this statement.

The service had sole use of the premises. There was a secure entry system in place on the front door. This helped to prevent any unauthorised people entering the building. Staff used the outdoor area well. We saw children exploring the outdoor play area.

The management team and staff had carried out and recorded risk assessments for all of the areas accessed by the children and on outings. This helped to maximise safety in the service. This resulted in staff being very aware of any measures that had been put in place to ensure the safety of the children.

The environment was very clean. Staff had cleaning schedules in place these were kept up to date on a daily basis.

The management team was responsible for reporting and maintaining a log of any repairs/maintenance work that needed to be carried out. This allowed an audit trail to be in place detailing when the concern was first reported and the ongoing action taken.

Parents who returned Care Standards questionnaires to us gave us the following feedback about the quality of the environment:

- parents 'strongly agreed' or 'agreed' that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- all of the parents 'strongly agreed' or "agreed" that there was enough space to play and get involved in a range of activities.

Employers' Liability insurance was in place and displayed for parents' information.

Areas for improvement

The service should maintain high standards in the environment.

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: 5 - Very Good

Statement 1

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

Service strengths

The service had a very good approach to involving children and parents in assessing and improving the quality of staffing in the service.

Further evidence to support the strengths in this quality statement are detailed under quality theme 1, statement 1.

Areas for improvement

The service should maintain high standards in this area.

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

Not all parts of this statement were assessed during this inspection. We focused on:

- staff records including training records
- and staff rotas.

We found the performance of the service was very good for this statement.

We found the staff team to be very motivated and enthusiastic about their jobs. All staff members were qualified in childcare and education and were registered with the Scottish Social Services Council (SSSC). Through our Care standards questionnaires parents commented "Denise and her exceptional team set incredibly high standards of care, whilst also providing warmth (for the parents as well as the child !) in all areas of communication. Nothing is ever too much trouble - Elisabeth has always somehow managed to help with my ever changing working life/ nursery care requirements. The team members all have their own strengths which compliment each others. Importantly, they all have personality and bring their own magic to this haven of childcare. My kids love it and we love it. They respond to the (very different) needs of my two kids with equal dedication. Thank you".

Staff had taken part in a range of training including child protection. We looked at a sample of staff training records and performance review information and found systems were in place for staff training needs to be identified. Staff confirmed that they were supported in their professional development and given opportunities to take part in training courses. The service had very good systems for continuing professional development which informed staff members training needs.

The service used the local authority system for continuing professional development in order to access training. The management team and staff confirmed they were committed to continuing their professional development and took the opportunity to attend training when this was available.

All of the staff we spoke with confirmed they felt supported and worked well together. We found clear staff rotas were recorded and staff confirmed they were kept well-informed about their work rotas.

We found through our questionnaires, and parents spoken with on the day, that parents were very happy with the staff in the service. Parents commented: "This nursery is a fantastic place for children. My children love the staff and treat them like family. I would strongly recommend this nursery to any parent to send their child to. The staff are amazing".

"Lovely nursery. Denise and her team care about their responsibilities to deliver high standards of care. Melinda is exceptional and provides great support to both parents and children as well as the rest of the team.

Areas for improvement

The service should maintain high standards in this area.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very 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

The service had a very good approach to involving children and parents in assessing and influencing the quality of management and leadership.

Further evidence to support the strengths in this quality statement are detailed under quality theme 1, statement 1.

Areas for improvement

The service should maintain high standards in this area.

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

Not all parts of this statement were assessed during this inspection. At this inspection, we focused on:

- quality assurance systems and records
- information about staff
- the attendance register of children and staff
- the complaints procedure.

We found the performance of the service was very good for this statement. The service had systems in place to involve parents and staff in assessing the quality of the service.

The management team had put informal and formal monitoring systems in place for looking at the work of the staff. This ensured that there was a consistent approach to monitoring the staff practice and the overall quality of the service.

An improvement plan was in place which reviewed and evaluated the work of the Nursery. Through this, the service evaluated and reviewed both their own performance and that of their 'team'. This allowed the service to undertake a process of self-evaluation using the Child at the Centre document and the National Care Standards. This was monitored by the management team and allowed the service to reflect on their practice.

Staff confirmed there was a system for team meetings in place. Minutes of the full team meetings were available. We found the meetings had a development agenda. Staff confirmed that they found these meetings useful and informative.

The provider had included the complaints procedure in the hallway information wall..

We saw that staff took a register of the children who were in the nursery. This provided a record of children in attendance and highlighted if children were absent from nursery.

Areas for improvement

The service should maintain high standards in this area.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

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

6 Inspection and grading history

Date	Type	Gradings	
6 Dec 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
27 Oct 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
29 Jan 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed

Inspection report continued

19 Jun 2008	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 3 - Adequate Management and Leadership 4 - Good

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

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com