

# Care service inspection report

Full inspection

## Ullapool Nursery - GM Day Care of Children

Ullapool Primary School  
Quay Street  
Ullapool



HAPPY TO TRANSLATE

Service provided by: Highland Council

Service provider number: SP2003001693

Care service number: CS2003013610

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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	2	Weak
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

### What the service does well

A very organised and competent staff team provided a service for children in a tidy well managed and laid out space.

Children were provided with consistent care by staff that had a very good insight and understanding of each child's abilities.

A positive atmosphere was created and children were encouraged to investigate and experiment with the equipment available.

### What the service could do better

The service should find different and engaging ways to encourage parents to give constructive feedback.

To further evidence children's learning, the service should consider how evaluating completed 'mind maps' at the end of the theme may provide

additional points.

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

Highland Council carried out an assessment of the demountable unit and concluded that it had reached the end of its useable life. Though the unit will not be replaced in the immediate future, plans are being drawn up to replace it.

### **Conclusion**

A competent and caring staff group are providing very good opportunities for children in a building that is in need of replacement. By building on very good practice and finding additional ways in which to provide learning opportunities along with evaluating outcomes would provide a service that is nearing excellence.

# 1 About the service we inspected

Ullapool Primary School Nursery (Gaelic Medium) was deemed registered by the Care Inspectorate on 1 April 2011 to provide day care for up to 20 children at any one time aged three to those not yet attending primary school. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The service offers pre-school education and is managed by Highland Council. It operates morning only from Monday to Friday during the school term.

The pre-school education is provided from a demountable unit within the grounds of Ullapool Primary School. There are play areas accessible to the pre-school children offering a choice of grass and tarmac for the use of wheeled toys.

The aims and objectives of the pre-school service included "To promote the welfare of the children in partnership with other professionals, provide a safe and stimulating environment where your child can learn through meaningful activity and constructive play and, work in partnership with parents/carers to establish positive home/school links."

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.scswis.com](http://www.scswis.com).

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 2 - Weak**

**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](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

This unannounced inspection took place on Monday 18 January 2016, the Inspector spent five hours at the service observing practice, speaking with staff, the manager and providing feedback.

Four questionnaires were returned directly to the Care Inspectorate from parents and on the day six parents were spoken to while they were dropping off or picking up their children.

The following was taken into consideration when inspecting this service:

- Annual return
- Self-assessment
- Policies and procedures
- Records
- Children's learning journeys
- Minutes of meetings between the principle teacher and staff
- Returned questionnaires from parents to the nursery
- Planning on how the curriculum for excellence was delivered
- Mind maps
- Observation of how the service was delivered
- Conversations with children

### Grading the service against quality themes and statements

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

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

### **Inspection Focus Areas (IFAs)**

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

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



## The annual return

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

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

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

A self assessment was submitted when requested

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

Children were excited on arrival at the nursery and were very keen to enter the building and meet with their friends and staff. Once changed out of outdoor clothing they quickly engaged with the toys and games that were available. There was lots of fun and laughter during the session and children gave the impression that they were very happy at the service.

Children were very comfortable in the presence of staff who they looked to for guidance and support that was appropriately given.

Children were able to influence how the service was delivered and suggested to staff that they went out to play in the garden at a specific time. Once outside the children in negotiation with staff identified a number of games that they wished to play.

Observation noted that children were very engaged with the activities and that learning was taking place due to their inquisitive nature and support from staff who were signposted them to equipment, and new goals.

Children also took a great deal of interest in the inspection process and again

had the confidence to ask lots of questions and what the specific role of the inspector was.

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

"There are continuing issues with the dilapidated structure of the mouldy and damp classroom. I am pleased that there are plans in place for this to change but my child is unlikely to benefit from this in the next two years."

"I am very happy with all aspects of the nursery environment. My daughter is in her second year and has become more confident and outgoing, and always looks forward to attending."

"I am very happy with the staff and their relationship with my child. My child speaks highly of them and they always greet us on arrival. I wish I knew what my child does at nursery though. Sharing forward planning would be beneficial and when they learn songs/new things it would be helpful to know what it is they are doing so we can do it at home."

"Overall returned questionnaires and conversations with parents indicated that they were very happy with how the provision was provided. The state of the building was mentioned by parents and they were aware that this would not be resolved in the short term but looked forward to the unit been replaced in the near future."

Parents were happy with the staff who they believed had the skills and experience to provide support and learning opportunities for the children. They found the staff to be approachable and would have no hesitation in raising issues with them and were of the opinion that issues raised would be quickly resolved.

## 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 3

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

#### Service Strengths

When parents were registering the children for the nursery health and general needs were recorded in the 'all about me' document. This document give an indication of how children would react to new situations, their dietary requirements and any other issues that would affect the way in which they were cared for.

The members of staff spoken to on the day of inspection had a very good insight into the needs of children and were able to discuss with the Inspector their level of understanding and skills attained. Staff were able to discuss children's dietary requirements or prescribed medication they were on with the inspector from memory. Again they were aware of how children learnt (visual, following) and any specific needs that were relevant to the care.

Three children were on prescribed (as and when) medication which was kept in a locked drawer within the nursery. Protocols, records and information sheets were all in place informing all staff why the child was on medication and how to administer it.

A healthy lifestyle was promoted within the service: providing snacks that consisted of fruit and fibre, outside play was a regular feature, books and

displays within the room. On the day of inspection all children were warmly wrapped up and playing outside in the ice and snow for part of the session.

Policies and procedures were in place and parents were informed of exclusion periods for children who were unwell to limit the spread of infection. Toilets were off the main room and children were encouraged to toilet independently. Hand washing was promoted and children were observed washing their hands at the appropriate times.

A local dental technician was a regular visitor to the service and children were encouraged to maintain good oral hygiene.

Good links had been established with the local health visitor and speech and language therapists who were available to children and staff for guidance and support.

### Areas for improvement

When changing children's nappies it is important that the latest guidance is followed.

To ensure that children were attaining their maximum potential, regular meetings with the manager should take place to discuss the progress of each child or to identify a strategy that will assist children who are having difficulties.

It is suggested that weekly planning sheets are displayed on the nursery website/blog along with the words to any songs that the children are learning.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 2 - Weak

### Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

### Service Strengths

The accommodation and resources were suitable for the children that attended.

Inside the demountable unit, displays and information for parents were clearly laid out and easy to read.

Children were able to access toys and equipment on their own as equipment had been neatly stacked and stored.

The resources were age appropriate and suitable for the age of children attending. Toys and games were rotated on a regular basis and children requested specific toys at the end of each day with staff laying them out the following day.

Children had access to the school playground which offered children large, small, grassed and tarred areas that were suitable for all types of activities.

Children made best use of the facilities available and a good range of activities were available on the day of inspection.

### Areas for improvement

An adult sized chair should be in place for members of staff who should not be sitting on child size chairs.

The computer was not switched on at the start of the day. It should be available

to the children at all times.

The demountable unit has been in place for many years and is in need of replacement. Highland Council has acknowledged this and plans are being drawn up for its replacement. Remedial work has taken place within this unit which have made slight improvements that will last for the short term only.

**Grade**

2 - Weak

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 3

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

### Service Strengths

The service had professionally trained and motivated workforce who were familiar with National Care Standards, legislation and best practice.

We concluded this by taking the following into consideration:

- Self-assessment
- Qualifications of staff
- Annual return
- School improvement plan
- Records in place
- Minutes of meetings
- Observation of practice

Good preparation and planning was evident and children were warmly greeted on arrival.

Members of staff were competent and comfortable when providing care and learning opportunities for children.

A warm and caring attitude was prevalent throughout the session and children were physically and verbally supported when anxious or unsure of what to do. Children were treated as individuals and support was tailored to their ability, confidence and skills.

Children enjoyed attending the service and were encouraged to seek help or ask

for advice when struggling with specific tasks. Staff always spoke positively about the children and encouraged them to make decisions.

Staff had a very good overview of children's abilities and had regular discussions at the end of each day to identify how their practice and support could be improved.

Regular meetings with the principle teacher had taken place to assess progress and challenges which resulted in staff being competent in delivering the curriculum.

When it comes to child protection staff spoken to have a good insight into how a child at risk might present and they were aware that their role was to report and not investigate.

Attending training courses to improve practice and to discuss challenges was welcomed by staff who in their own time had attended Gaelic language courses.

The staff team were open to assessment of practice, willing to learn new skills and were keen to provide the best opportunities for children attending.

### Areas for improvement

Adding to the skills and knowledge that are already in place. Ensuring all pieces of equipment are maximised to aid children's learning. Develop how the curriculum for excellence can be delivered when outdoors.

### Grade

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 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

### Service Strengths

We found that the service had quality assurance systems in place to evaluate and improve service provision.

Parents were provided with questionnaires to assist the service in evaluating present practice and to identify areas for development. Parents also attended open days and 'stay and play' sessions where they could observe practice first hand.

At the end of the day staff sat down with children at circle time to recap and evaluate the days learning.

Identified areas for development were included in the school improvement plan which was monitored by the management team.

By utilising 'how good is our school' and curriculum for excellence indicators the service had a number of tools in place to evaluate and develop service provision.

### Areas for improvement

Children have been encouraged to identify their learning by compiling mind maps. To assist the children in recapping and evaluating learning. Reviewing

and evaluating mind maps may assist the children with this task.

The service had acknowledged that feedback from parents could be better. By considering other ways in which parents can give instant feedback such as stickers on charts, texts or giving feedback on one specific question may produce additional results.

### Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

## 4 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

1.

It is recommended that the outside of the hut is assessed with regards to the health and safety of children who are of primary school age.

**This recommendation was made on 18 March 2013**

Building was assessed by the council as in need of replacement. Plans are being drawn up to replace this demountable unit.

## 6 Complaints

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

## 7 Enforcements

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

## 8 Additional Information

## 9 Inspection and grading history

Date	Type	Gradings
18 Mar 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
25 Jan 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership 4 - Good
14 Nov 2008	Announced (short notice)	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and Leadership 3 - Adequate

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