

## Care service inspection report

# St. Bridget's Primary School Nursery Class

## Day Care of Children

c/o St Bridgets Primary School  
Hagthorn Avenue  
Kilbirnie  
KA25 6EJ  
Telephone: 01505 683293

Inspected by: Margaret Speirs

Type of inspection: Unannounced

Inspection completed on: 9 October 2012



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### **Service provided by:**

North Ayrshire Council

### **Service provider number:**

SP2003003327

### **Care service number:**

CS2003016040

### **Contact details for the inspector who inspected this 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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

Parents/carers, children, staff and outside agencies are consulted with on how to make improvements.

Children are consulted on activities and their interests/preferences/ideas are taken into account.

The service promotes and supports the health and wellbeing of the children attending.

Staff are experienced and work well together as a team.

Management and staff are committed to improving and developing the service.

### What the service could do better

The manager and staff should continue to build on the very good practice and identify and action development opportunities as they have been doing.

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

The service has continued to review and develop practices and procedures to further improve outcomes for the children attending.

## **Conclusion**

St. Bridget's Primary School Nursery Class provides children with a welcoming, stimulating, inclusive environment in which to learn and develop. Staff know the children well and are responsive to individual needs and preferences. Parents/carers are confident in the overall care and support their children receive.

## **Who did this inspection**

Margaret Speirs

# 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](http://www.careinspectorate.com).

The Care Inspectorate will award grades for service based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us 0845 600 9527 or visiting one of our offices.

## 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 the 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.

St Bridget's Nursery Class is based within St Bridget's Primary School in the town of Kilbirnie and is provided by the local authority.

The nursery operates two sessions per day, Monday to Friday, from 9 -11.30am and 12.30 - 3pm catering for up to 40 children in their pre and ante pre-school years per session during school term time.

The service aims to:

- provide a safe, secure and happy learning environment for all
- ensure that children receive a stimulating and appropriate range of opportunities which encourages them to learn with enthusiasm and confidence
- establish a meaningful partnership with parents

- promote equality for all
- support the professionalism of staff, building on strengths, recognising developmental needs and providing opportunities for these needs to be addressed

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 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 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 that took place between 9.05am - 3.20pm on 9th October 2012. This inspection was carried out by Care Inspectorate Inspector M Speirs.

As requested by us the service sent us an annual return and a self assessment form.

We sent twenty of our questionnaires for the service to give to parents/carers. Eighteen were completed and returned to us before the inspection took place.

In this inspection we sampled evidence from various sources, including the following:

- Supporting evidence from the most recent self assessment
- Newsletters
- Returned Care Standards questionnaires
- Parent/carer evaluation questionnaires including '2 stars and a wish'
- Parent/carer support group diary of events
- Parent/carer support group evaluations feedback
- Questionnaires - staff and children
- Two stars and a wish evaluation from outside agencies
- Notice boards information
- Writing wall
- Displays
- Children's folders
- Snack menus
- Policies and procedures
- Children's support plans
- Risk assessments
- Infection control information
- Photographs
- Children's talking/thinking books (healthy eating and good ideas)
- Planning
- Staff training
- Staff personal development and reviews

- Staff meetings records
- Improvement plan
- Standards & Quality report
- Self evaluation
- Manager's monitoring programme
- Registration certificate
- Discussions with the manager, staff members, two parents/carers and some of the children
- Observations of the environment, resources and staff/child interaction

### **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](http://www.firelawscotland.org)



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

1. The service should continue to develop parent/carer involvement in assessing and improving the quality of staffing and management/leadership.

Action taken: Evaluation methods had been reviewed to include feedback on staffing and management.

2. Formal feedback/assessment could be sought from other agencies involved in the nursery.

Action taken: Outside agencies were now asked to provide their views on what the nursery did well and any suggestions on how it could improve.

Both recommendations had been assessed during the service's HMle inspection which took place in November 2009. They were found to have been actioned at that time.

### 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 fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

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

Twenty six children in their pre and ante pre-school years were present during the morning session of our visit. They were familiar and settled in their surroundings and confidently moved round their chosen activities. They enthusiastically joined in at singing time had fun doing the actions to songs. Some were happy to approach and chat to us and ask for assistance when required. Staff encouraged them to be independent and help one another and provided support and guidance where required.

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

Carers include parents or guardians of the children attending the service.

All eighteen parents/carers who completed and returned our Care Standards questionnaires and those we spoke with on the day were very happy with the quality of care their children received. Comments made included:

"I am very happy with the care and education my son has received. He was helped to settle in great and looks forward to nursery every day"

"I am very happy that my child has had the opportunity to go to an excellent nursery like St. Bridget's"

"I was very happy with the care my child received. She also enjoyed her time there and was sad to leave"

"My child always enjoyed attending the nursery and progressed well"

Additional comments can be found in the Quality Statements within this report.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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

The grade awarded for this quality statement at the previous inspection on the 4th November 2008 was 5 - Very Good. The evidence we sampled at this inspection maintained this grade. We concluded this after we spoke with parents and read what others had written. We also spoke to the manager and staff members and observed the children present during the visit. We looked at how the service routinely involved the children and their families in assessing the quality of care and support and found that they did this in several ways. For example the nursery:

- sought feedback, through questionnaires, from parents/carers to assess aspects of their and their child's experiences on starting nursery. This included 'two stars and a wish' to gain their views on what they do well and what the service could improve on. Feedback was positive in those we looked at and we were advised that if any action was required this would be communicated through future newsletters to keep parents/carers informed; and
- gained further feedback later on in the child's placement through a further questionnaire covering additional aspects of the service. Both questionnaires had been adapted to include feedback on staff and management
- had developed a parent/carer support group where they were involved in activities and learning opportunities such as cooking, behaviour management and arts/crafts. They were consulted on what interested them and, through this process, staff had arranged to support parents/carers and their children to participate in small group outings. Feedback staff had received from parents/carers attending these groups was very positive. They felt they had benefited from learning new skills and meeting staff and other parents
- used 'good ideas' books to involve the children by asking for their ideas/suggestions to include in topics/themes. Staff incorporated the children's suggestions and knowledge of subjects into the activity planning

Induction visits took place while we were at the service. These provided parents/ carers and their children to familiarise themselves with the service, staff and other children attending prior to starting.

A wide range of notice board information and displays kept parents/ carers up to date with current news, events, other service information and community events. Children's artwork was valued and displayed for all to see. Photographs showed the range of activities the children had taken part in and the involvement of parents/ carers in the daily life of the nursery. Helpful diary dates and fundraising achievements were displayed on the 'writing wall' within the entrance area.

All the parents who completed our questionnaires felt that they were involved in developing the service by being asked for ideas/suggestions. Those we spoke to also told us that they were given opportunities to be involved if they wished.

### **Areas for improvement**

The service had identified through self assessment to:-

- continue to develop fun homework bags
- continue to develop parent/ carer groups
- provide open evenings for parent/ carers who work

The manager and staff should continue to build on their very good practice of involving families in assessing the service provided and seeking suggestions for improvement.

**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 grade awarded for this quality statement at the previous inspection on the 4th November 2008 was 5 - Very Good. The evidence we sampled at this inspection maintained this grade. We concluded this after viewing daily routines, information gathered on the children, physical play opportunities and support systems. We also spoke with staff and observed child:child and child;adult interaction.

The service promoted healthy lifestyles. The children were provided with choices at snack time and had been consulted on healthy eating options. Their 'healthy eating' book showed them shopping for snack items, preparing vegetables for cooking and learning about the importance of hand washing. Regular outdoor activities took place

providing the children with opportunities to enjoy fresh air and exercise. The children were learning about road safety in the playground during our visit. Information on what the children were learning with regards to hygiene & safety, physical exercise, well-being and healthy eating was displayed to inform parents/carers.

Staff knew the children well. Information gathered on each child and observations made enabled staff to support them in developing their learning, skills and development. Staff were responsive to children's ideas, preferences and experiences and took account of these when planning activities. Parents/carers were involved in the process of developing individualised plans for their children. The children's progress and achievements were included in their folders and 'next steps' identified. Effective strategies were in place for children with additional support needs, including input from other agencies where required.

The children were encouraged to play a responsible role within the nursery. Leaders were appointed each session and were given specific tasks to do. Children volunteered to help at tidy up time and some were seen to assist others with tasks such as washing hands before eating snack. All the children were encouraged to share and respect one another and nursery rules were displayed. Staff praised the children in their achievements and displayed their art work throughout the nursery.

### **Areas for improvement**

The service had identified through self assessment to:-

- use the Solihull approach to support service users/carers
- arrange for staff members to attend training on infection control
- invite dental hygienist, road safety, fire service etc to open evenings
- provide extended training in relevant child protection issues for interested staff

The service should continue to build on the very good practice.

**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

See Quality Statement 1.1.

#### Areas for improvement

See Quality Statement 1.1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

We make sure that the environment is safe and service users are protected.

#### Service strengths

The grade awarded for this quality statement at the previous inspection on the 4th November 2008 was 5 - Very Good. The evidence we sampled at this inspection maintained this grade. We concluded this after viewing the children's environment, available toys/equipment and storage facilities. We also looked at risk assessments, displays, policies/procedures and staff practice.

The service aims to "provide a safe, secure and happy learning environment for all". We found that:-

There was secure access to the school premises and we were asked to sign in and out of the building. Parents/carers and children had their own secure access to the service and exit doors were fitted with buzzer alerts. Guidelines were in place for visitors and latecomers. The environment was bright, clean, welcoming and provided ample space for those attending to move freely around areas/activities. The play and garden areas provided the children with safe, spacious opportunities for outdoor activities. The wide range of resources were clean and in a good state of repair. Furniture and toilet facilities were child sized and they could safely access the latter independently. Low storage units allowed the children to make their own choices.

Risk assessments were in place for the premises, garden and outdoor areas and had

been recently reviewed. The garden area was checked daily for safe use.

A range of infection control good practice guidance was readily available for staff to refer to.

### **Areas for improvement**

The service had identified through self assessment to:-

- continue to develop our garden into an outdoor, active learning environment - complete assault course
- improve storage provision of outdoor clothing

The service should continue to maintain the provision of a safe, secure environment for the children attending.

**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

See Quality Statement 1.1.

#### Areas for improvement

See Quality Statement 1.1.

**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 3

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

#### Service strengths

The grade awarded for this quality statement at the previous inspection on the 4th November 2008 was 5 - Very Good. The evidence we sampled at this inspection maintained this grade.

The Head Teacher of the primary school managed the service. All staff members in the nursery held appropriate qualifications and nearly all were registered with the Scottish Social Services Council as required. One staff member was awaiting confirmation of her registration. On-going training opportunities were accessed enabling staff to keep up to date with current childcare practices and guidance/legislation.

Staff worked very well together and were well aware of their roles and shared responsibilities within the nursery. The staff notice board kept them informed of relevant meetings and upcoming events. Weekly staff meetings took place where nursery issues, children's needs, diary dates and other information was shared and discussed.

Policies and procedures were in place to support and inform staff practice and they could readily access a range of publications to keep them up to date with current best



practice and legislation.

Annual Personal Development Reviews took place. Staff could reflect on their own performance and any areas for development were identified.

Parents/carers we spoke to were complimentary about staff and felt they could confidently approach and discuss any issues with them. Comments made within our questionnaires included:

"Staff excel beyond what they need to in the care & activities in which they provide for my child"

"Staff were very professional, very pleasant and always happy to help"

"The staff at the nursery are all very good at their jobs"

"I have always found the staff to be approachable, courteous and most helpful and have nothing but praise for them"

### **Areas for improvement**

The service had identified through self assessment to:-

- continue to ensure policies are regularly reviewed and updated
- continue to ensure staff have access to training

Staff should continue with their very good practice.

**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

See Quality Statement 1.1.

#### Areas for improvement

See Quality Statement 1.1.

**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

The grade awarded for this quality statement at the previous inspection on the 4th November 2008 was 5 - Very Good. The evidence we sampled at this inspection maintained this grade.

Please see Quality Statement 1.1 for evidence of how parents/carers and children were involved in consultation processes, assessing the service and putting forward their suggestions for improvement. In addition, the service had acted on a recommendation made at the previous inspection and had sought feedback from outside agencies who were involved in the service. They were asked what the service did well and if they could suggest any improvements required. Those we looked at were very positive. Use was also made of feedback from staff and children and the parents/carers/children's experiences of transition procedures into Primary 1 in the evaluation process.

The manager had a clear vision of how the whole school, including the nursery, could be developed and had prepared an improvement plan on how to take priorities forward. Objectives were identified, monitored and evaluated.

Nursery staff were involved in self evaluation processes and the manager had a

monitoring programme in place which included playroom observations, forward planning, staff peer observations/shadowing, staff development and evaluations.

The service's aims & objectives and Standards & Quality report were clearly displayed for information.

### **Areas for improvement**

The service had identified through self assessment to:-

- continue to develop partnership working with social services/health visitors
- consider termly focus group to seek service user opinions and any good ideas

The service should continue to build on the very good practice.

**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

### 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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

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

## 6 Inspection and grading history

Date	Type	Gradings	
9 Mar 2012	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good
2 Mar 2012	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	1 - Unsatisfactory
4 Nov 2008	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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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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## Translations and alternative formats

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

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