

Inspection report

Asquith Court Nursery & Creche Day Care of Children

C/o David Lloyd Club
Arkleston Road
Renfrew PA4 0RA

Inspected by: Eleanor McManus
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 3 November 2005

Service Number

CS2003004976

Service name

Asquith Court Nursery & Creche

Service addressC/o David Lloyd Club
Arkleston Road
Renfrew PA4 0RA**Provider Number**

SP2003002860

Provider Name

Asquith Nurseries Limited

Inspected ByEleanor McManus
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

3 November 2005

Period since last inspection

22nd December 2004

Local Office Address1 Smithhills Street
Paisley
PA1 1EB

Introduction

Asquith Court Nursery and Creche is based in the David Lloyd Club. The Nursery has the sole use of the premises. The creche facilities are for the exclusive use of members of the health club.

The Nursery is registered for 14 children under 2 years; and 18 children aged 2-5 years.

The nursery is in partnership with Renfrewshire Council to provide part time commissioned places for children aged 3-5 years.

At the time of inspection the role was 53 in the nursery and a varied role for the creche.

The nursery had just been newly decorated and was bright, clean and a welcoming environment for service users. There was an outdoor play area accessed from the back of the nursery.

The nursery and creche's aims and objectives states " We aim to provide excellence in early years education and care in a safe, loving and stimulating environment."

Basis of Report

Before the visit : The service sent a pre inspection return containing information about the service.

The service also sent a self evaluation form.

Parents returned questionnaires.

Care Commission Officer wrote to the service informing them of the date and time of inspection.

During the inspection the Care Commission Officer :

Spoke to the manager, 8 members of staff, 10 children and 6 parents.

The Care Commission Officer also looked at a range of policies, procedures and recordings these included:

Policies and procedures:

Child Protection,

Medication and Administration,

Emergencies,

Fire,

Equal Opportunities,

Admissions,

Complaints,

staff induction and training,

Confidentiality,

Whistle blowing,

Partnership with Parents.

Also viewed:

Induction pack for parents,

injury insurance,

certificate and staffing schedule,

statement of aims and objectives,

accident and incident records,

complaints forms (no complaints had been made to view),
Children's records and profiles.
Maintenance records,
team meeting minutes,
service menus,
fire drills and attendance records.

And spent time observing staff and children in the nursery and creche.

In addition to Scottish Statutory Instrument 114. The regulation of Care (Requirements as to a Care Service)(Scotland) 2002.

The Care commission Officer took all the above into account and reported on whether the service was meeting the following National Care standards for early education and childcare up to the age of 16.

Standard 3. Health and Wellbeing.
Standard 8. Equality and fairness.
Standard 11. Access to resources.
Standard 13. Improving the service.
Standard 14. Well-managed service.

Action taken on requirements in last Inspection Report

Last years inspection was a joint HMIE/ Care Commission inspection. There were no requirements from this report.

Comments on Self-Evaluation

The self evaluation was fully completed and returned within the given timescale.

View of Service Users

Many children attending the nursery and creche on the day were too young to comment however through observation the children were clearly relaxed and confident to approach staff. There was a genuine caring relationship between staff and children. The Officer spoke to about 10 children in the 3-5 yrs room. All spoken to indicated that they enjoyed coming to the nursery. Some comments : " I like to paint" " This is my nursery" " I like the bricks."

View of Carers

There were 11 questionnaires returned the majority of comments were very positive. " I feel they offer an excellent facility for children." " My child has come on tremendously since attending the nursery"

The Officer spoke to 6 parents/carers on the day all comments were positive. " An excellent facility" " They keep me informed, I was given a great deal of information before my child started. " The staff are all very approachable and helpful." " I can relax knowing my child is safe and well looked after."

Regulations / Principles

National Care Standards

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

Parents spoken to on the day confirmed that the nursery regularly kept them informed and all spoken to were aware that the nursery and creche held policies and procedures.

The nursery participated in the Scottish Executive tooth brushing program. Personal hygiene was encouraged through daily routine and example.

The nursery meals were provided by the health club kitchen, the manager had liaised with the chef to provide a healthy, varied menu.

There were care plans in place for children with any specific needs including dietary needs, these care plans included risk assessments. All careplans were overseen by the companies contact GP.

There were mats and cots for children to rest and sleep in. It was observed on the day that children were able to have a nap after lunch. Sleeping children were monitored at all times. Those children not wishing to sleep would sit with a member of staff and read a book or another quiet activity.

There was a detailed and appropriate medication procedure and policy in place, there were secure and appropriate means to store medication.

Emergency procedures were included in the service's policy manual. There was an agreed place of safety should children be required to evacuate the building.

There was an outdoor play area, the staff endeavoured to enable children to access this area at least once a day. The manager explained that even on rainy days, with parents' permission, the children had played outdoors in appropriate wear.

Areas for Development

The staff team had not received recognised child protection training for some time. This should be addressed as soon as possible.
(see recommendation 1)

The service had not recently carried out activities to promote awareness of personnel safety. The service should look at ways of teaching children in this area through play and activity.(see recommendation 2.)

On the day of inspection staff appeared unaware of many emergency policies and procedures, the manager should seek ways of highlighting these procedures to the staff team.

National Care Standard Number 8: Early Education and Childcare up to the age of 16 - Equality and Fairness

Strengths

It was observed on the day that the staff team interacted with the children in a respectful, fair manner. Any behaviour issues were addressed in an appropriate but just way. Staff showed a knowledge and understanding of the individual needs of each child in their care.

The manager explained that the service supported children from various backgrounds. The manager attended the local authority admissions panel. The nursery supported Social Work placements on a regular basis. The staff had supported families in various ways in the past including advice on care and play ideas.

Parents received daily diary sheets at the end of each day, these sheets clearly shared with parents details of their child's day. Parents spoken to on the day confirmed that they were kept well informed.

Areas for Development

no areas for development

National Care Standard Number 11: Early Education and Childcare up to the age of 16 - Access to Resources

Strengths

Children were able to freely move around the room, participating in the activity of their choice.

There was a computer with appropriate games and activities installed available for children to access.

The staff spoken to on the day expressed a knowledge and skills in working with young children, this was a diverse team who showed a sound understanding of the needs of the children and families attending the nursery and creche.

Areas for Development

The service should carry out an audit of the current toys and resources available, on the day of inspection some toys, books and other resources looked worn and in need of replacement. The toys and resources were limited and there appeared to be no stock held. Staff explained that children were offered variety through rotating toys from room to room. The service should build up a stock of resources that offer a reasonable challenge to children and that assist development through play. (see recommendation 3)

At the time of inspection there were limited pictures and displays on the nursery and creche walls. The manager explained that this was due to recent re-decoration, they were waiting on large boards to be delivered for the walls as there were to be no pictures placed directly on the walls. These boards should be installed as soon as possible to enable staff to display children's work and topics of interest. (see recommendation 4)

The walls in the front creche room were mostly brick, the staff and manager should look at ways of making these areas more bright and welcoming for young children.

National Care Standard Number 13: Early Education and Childcare up to the age of 16 - Improving the Service

Strengths

There were team meetings held 6 weekly.

Parents were encouraged to offer feedback and ideas through, questionnaires, comments box, parent's nights and organised social events.

Areas for Development

The team meeting minutes viewed on the day did not reflect a large input from the staff team and appeared to be more of an information sharing forum. Whilst this is an important factor for the staff team, staff should be encouraged to contribute more in relation to service development. (see recommendation 5)

There appeared to be an inconsistent annual appraisal system in place, staff spoken to on the day generally felt they did not receive regular support from management. The service should implement a system that offers regular opportunities for staff to meet with line managers and discuss their work and personal development. Appraisals should be consistent and annual. (see recommendation 6)

National Care Standard Number 14: Early Education and Childcare up to the age of 16 - Well-Managed Service

Strengths

The manager was undergoing SVQ 4 in management. The staff team either held the required qualifications or were in the process of gaining them.

Through discussion with the manager she expressed that she had a knowledge and understanding of her role and responsibilities as service manager.

The manager appeared to have a productive, positive relationship with parents and children who used the service.

Areas for Development

There was a file containing all relevant policies and procedures, these were practical and coherent, however many members of the staff team spoken to on the day were unfamiliar with these policies and procedures. The manager should find means to keep her staff team informed of policies and procedures within the service.

Most staff spoken to on the day were unaware and unfamiliar with the National Care Standards. The manager should identify means of informing her staff of the standards and it would be beneficial for the staff team to work together to meet these.

Through observations and feedback from staff on the day. It was identified that the staff often felt 'unsupported' by management and found it difficult to find privacy to discuss personal matters. The manager should seek ways of monitoring and evaluating the work of the staff team and offering a more private arrangement for staff discussions. (see recommendation 7)

Enforcement

no enforcement action.

Other Information

All records viewed on the day were well maintained and up to date.

Recommendations from the previous inspection, with the exception of regular access to outdoor play and opportunities for natural sensory experiences for younger children still require to be addressed. These areas have been identified within the body of this report.

Requirements

Recommendations

1. The service should identify ways of highlighting personal safety through play and activities. National care Standards, early education and childcare up to the age of 16 (Standard 3.3)
2. Staff should have a clear understanding of their roles and responsibilities in protecting children from harm, abuse and bullying. National care Standards, early education and childcare up to the age of 16. (Standard 3.2)
3. Children should have the opportunity to learn about personal safety. National care Standards, early education and childcare up to the age of 16. (standard 3.3)
4. The service should provide a varied range of toys and resources which support the key aspects of children's learning and development. National Care Standards, early education and childcare up to the age of 16 (standard 11. 1)
5. Children's interests should be encouraged through attractive walls displays that are attractively presented and include a variety of examples made by them. National Care Standards, early education and childcare up to the age of 16 (standard 11. 2)
6. Staff should be involved in the systematic evaluation and discussion of their work and the work of the service. staff should have the opportunity to contribute as appropriate to evaluation of the service. National Care Standards, early education and childcare up to the age of 16. (standard 13.1)
Staff should receive regular opportunities to evaluate their work and plan their development. Staff should have clear plans for maintaining and improving the service. National Care Standards, early education and childcare up to the age of 16. (standard 13.1)
7. The manager should monitor effectively the quality of work of each member of staff and the service as a whole. National Care Standards, early education and childcare up to the age of 16 (Standard 14.7)

Eleanor McManus

Care Commission Officer