

Care service inspection report

St. Bride's Primary Nursery Class (Cambuslang)

Day Care of Children

Tabernacle Street

Cambuslang

Glasgow

G72 8JN

Telephone: 0141 641 3344

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 14 May 2013



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Service provided by:

South Lanarkshire Council

Service provider number:

SP2003003481

Care service number:

CS2003015340

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	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

We found that staff had developed positive relationships with children, parents and local community. Staff encouraged children to participate in a range of activities and outings. Parents had the opportunity to share their views and ideas to improve and develop the service.

What the service could do better

To further involve parents and service users in assessing and improving the quality of the service, the management could provide all parents with the opportunity to grade the service through the quality statements and themes.

What the service has done since the last inspection

Since the last inspection the service had further developed the opportunities for parents and children to participate in assessing and improving the quality of the service provided.

Conclusion

We found that the service was performing well in the areas which we inspected. Staff involved the children in the weekly planning of activities and resources. The service should implement the recommendations within this report to further develop and improve their service.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

The care Inspectorate regulates care services in Scotland. Information about care services is available on our website at www.careinspectorate.com

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

* A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

* A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

St. Brides Nursery Class is a childcare service operated by South Lanarkshire Council. The service operates from within St. Brides Primary School in the Cambuslang area. The nursery class is an integral part of the school with children, staff and parents involved in school life.

The nursery is accommodated on the first floor of the building with children having access to three playrooms. A designated outdoor area is in place to provide children with access to fresh air and energetic play.

The nursery can accommodate 40 children at each session and operates term-time only. There are currently 77 children attending the nursery.

Through viewing the aims of the service it was noted that the nursery aimed to "establish a well balanced, varied curriculum in a happy caring environment which will enable all children to develop intellectually, emotionally, spiritually and socially."

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 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a 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 Inspector Jackie Clark. The inspection took place on Tuesday 14 May 2013 between 9:30hrs and 16:30hrs.

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

We sent twenty care standard questionnaires to the manager to distribute to parents. Thirteen were completed and returned before the inspection.

We also asked the service to give out five questionnaires to staff which were completed and returned.

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

We spoke with:

- * ten children
- * head teacher
- * deputy head teacher
- * four staff
- * six parents

We looked at:

- * participation strategy
- * minutes of staff meetings
- * newsletters
- * parental questionnaires
- * accidents/incident reports
- * policies and procedures
- * medication policy

- * the environment and equipment
- * staff training

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

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

The requirement

The provider must ensure that changes are made to the layout of the children's toilets in order to protect the privacy and dignity of children. This is to comply with SSI 2002/114 4 (1)(b) - a Requirement that, at all times, the service is provided in a manner that respects the privacy and dignity of service users. Timescale - within two months of receipt of this report.

What the service did to meet the requirement

During the inspection it was noted that this requirement had been actioned. To address this self closing doors had been fitted so that if children forgot to close the door over it would be done automatically..

The requirement is: Met

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.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The service identified what it thought the nursery did well, some areas for development and any changes it had planned.

Taking the views of people using the care service into account

We observed the children engaging in a range of activities including outdoor play. The Inspector spoke with ten children who told us that they enjoyed coming to nursery. Children were happy to tell the Inspector what they liked to do best at the service. Comments included:

"I like to come and play with all my friends."

"I like to play at dressing up".

"I play with the slide and see saw."

"I like to make pictures for my mummy and daddy."

"I like to do jigsaws."

"Playing with the cars is what I like best."

Taking carers' views into account

Thirteen parents returned completed care standard questionnaires. We had the opportunity to speak to a further six parents during our inspection. Written and verbal feedback given to the Care Inspectorate was mostly positive with any issues raised discussed at feedback. Parental comments included:

"Every occasion in the calendar is covered from Burn's Night to Chinese New Year and the children learn so much.

"My son loves going to nursery."

"My child has grown remarkably in confidence since starting at St. Brides Nursery."

"I have visually witnessed my child's growth and development and than the staff for their hard work."

"I am very happy with the service."

"Staff are very friendly and helpful."

"Staff have been advising me on my child's speech."

"I have never made any suggestions as I can't think of any improvements."

"Staff are very easy to speak to."

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

At this inspection, we found that the performance of the service was very good for this statement.

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

- Questionnaires
- Parent council
- Suggestion box
- Parents meetings
- Open door policy
- Big floor books
- Verbal consultation with children
- Newsletters

Through the open door policy the service encouraged parents to discuss any concerns and share ideas and suggestions on how the nursery could be improved.

Written feedback received by the service from parents regarding the care and support their child received was very positive one parent stated "I am very happy that you take very good care of my son in your nursery" with another commenting "I am delighted with the care shown to my son over his 2yrs in nursery."

Feedback from parental questionnaires was collated and shared with parents including any action to be taken.

Children are involved in their own learning through the use of floor books and regular consultation with staff.

Parents were provided with a nursery handbook which provided useful information about their child starting in the service.

Of the thirteen parents who returned our questionnaire nine "strongly agreed" and four "agreed" that overall they were happy with the quality of care their child received. One parent commented "my child is loved, cared for and accepted" with another stating "I am very impressed with St. Brides Nursery Class."

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of care and support provided.

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

At this inspection, we found that the performance of the service was very good for this statement.

Management and staff were observed to be caring and dedicated to meeting the health and wellbeing needs of both children and families. To help with this the service had implemented a range of policies and procedures including healthy eating, toothbrushing and child protection.

Prior to service commencing parents completed enrolment forms which recorded GP details, emergency contacts, medical and dietary requirements. "All about me" forms were used to record children's likes, dislikes, interests and family members.

Staff evidenced an understanding of children's development and learning needs and planned accordingly. The service had worked with external agencies to ensure that children's development needs were being met. Staff had accessed training to extend their knowledge and ensure that they were meeting the individual needs of all children attending the service.

Individual profiles were kept for all children which parents had the opportunity to view. Parents had recently had the opportunity to look at their child's profile and provide written feedback on their child's progress. Feedback was very positive with comments such as:

"We are very happy with our child's progress at nursery."

"Very pleased with how our child has improved after starting at St. Brides."

"I am happy with my child's improvements, he has better speech and he communicates better with other people."

"My child has really come on a lot since starting nursery."

"We are very impressed at the progress our son is making."

"I am pleased that my child is coming on so well in nursery."

"I am really please with his progress."

"St. Brides Nursery has been excellent and we have seen a huge difference in our child."

To help promote healthy lifestyles the nursery provided children with a healthy snack and encouraged physical development through the use of the outdoor area and school gym. This was confirmed by parents who responded to our questionnaire when seven "strongly agreed", four "agreed" and one "didn't know" that the child gets regular access to fresh air and energetic play.

Medication was stored in the school office and administered by the school first aider. Satisfactory procedures were in place for recording this information and parental consent forms were made available to the Inspector.

Areas for improvement

The service should develop a system to record and evidence that children's care plans are updated every six months in line with new legislation. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should develop a system to evidence the frequency that children's care plans are updated.
National Care Standards for Early Education and Childcare up to the age of 16.
Standard 6:2 Support and Development .

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Seven of the parents who returned our questionnaire "strongly agreed" and six "agreed" that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment. One parent commented "staff work hard to provide a caring, safe and fun environment" with another stating "staff have provided a warm and friendly environment."

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment offered.

Grade awarded for this statement: 4 - 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

At this inspection, we found that the performance of the service was good for this statement.

The environment provided for children attending the service was observed to be safe and clean. An enclosed outdoor area provided children with the opportunity to access fresh air and physical play.

Parents were responsible for signing their children in/out of nursery with staff over seeing this. A satisfactory procedure had been implemented which monitored children's absence.

The accommodation consisted of three playrooms which children could move between freely. This allowed children to take part in a wide range of activities. Resources were observed to be plentiful and well maintained.

A system was in place to report maintenance issues which were addressed satisfactorily.

Risk assessments were carried out for premises, outings and outdoor play. Resources and equipment were cleaned on a regular basis.

Policies and procedures developed and implemented by the service help promote a safe environment for the children attending. These include recording accidents and incidents.

Children's photographs and artwork were attractively displayed to acknowledge their interests and achievements.

Areas for improvement

Although there was a secure entry system in place on the day of the visit the Inspector was buzzed into the service without anyone asking who she was or why she wanted in. She managed to walk upstairs and into the nursery and was only challenged when entering the playroom. (See recommendation 1)

To further prevent the spread of infection pedal bins should be used within children's toilets. (See recommendation 2)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Procedures should be reinforced to ensure that the identity of visitors to the service has been established before they are admitted to the premises.
National Care Standards for Early Education and Childcare up to age 16. Standard 2:2 A Safe Environment
2. Pedal bins should be in place in the children's toilets.
National Care Standards for Early Education and Childcare up to age 16. Standard 2:1 A Safe Environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Written feedback received by the service regarding the staff was of a very positive nature. Parental comments included:

"My child has a good relationship with all the teachers."

"Our child's teacher is wonderful and goes that extra mile."

"Nursery staff are fantastic."

"A big thank you to all the staff at nursery for your hard work and commitment."

"I like the feedback from staff and the relationship they have with my child."

"I am very happy with all aspects of the nursery especially the staff as their dedication to the children makes my child's experience of nursery more enjoyable."

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of staffing.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Statement 3

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

Service strengths

Staff employed within the childcare setting had a range of qualification, skills and experience. This ensured that they were effectively meeting the individual needs of all children attending the nursery.

Staff were either registered with the Scottish Social Services Council or the General Teaching Council. It was evident to the Inspector through observing staff that they adhered to the Codes of Conduct of their registering body.

New staff underwent an induction programme to familiarise themselves with service policies, procedures and daily routine. This was confirmed by staff.

On the day of the inspection visit staff worked well as a team. They were observed to be positive in their interaction with the children, parents and each other.

Staff took part in yearly professional development reviews which allowed them to discuss training requirements. Staff had accessed a range of training courses to further extend their knowledge and skills.

Staff names and photographs were displayed to help new parents identify their child's keyworker.

Staff had regular opportunities both formal and informal to discuss any concerns, share best practice and monitor children's development.

Of the thirteen parents who returned our questionnaire ten "strongly agreed" and three "agreed" that their child appeared happy and confident with the staff. One parent stated "the staff are extremely approachable and always treat children well" with another commenting "staff are friendly and understanding."

Areas for improvement

The service provider should continue to provide staff with training opportunities to allow them to extend their knowledge and skills.

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: 4 - Good

Statement 1

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

Service strengths

At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

A written parental engagement policy was in place and detailed how parents could share their views with the service.

Of the thirteen parents who responded to our questionnaire five "strongly agreed", five "agreed", one "strongly disagreed", one "didn't know" and one indicated "not applicable" that the service had involved them and their child in developing the nursery for example asking for ideas and feedback. One parent spoken with by the Inspector stated "you can make suggestions but I have never been able to think of anything to make the nursery better."

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing the quality of management and leadership.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

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

Service strengths

At this inspection, we found that the performance of the service was good for this statement.

The Deputy Head Teacher had the responsibility for the day to day running of the nursery class. It was evident by the interaction between her and the parents, staff and children that she spent lots of time in the nursery and had build positive relationships with everyone.

The service used Child at the Centre 2 as part of their quality assurance system.

Five staff confirmed through our questionnaire that they had regular supervision meeting with their manager and that all policies and procedures relating to the service were fully implemented.

Staff were involved in reviewing and developing policies and procedures. Staff took part in regular meetings which enabled them to discuss and evaluate their work and children's development and progress.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

Areas for improvement

The service should continue to develop the quality assurance systems and ensure all stakeholders are fully involved in the process. (See recommendation 1)

The service should update their complaints procedures to include contact details for the Care Inspectorate. (See recommendation 2)

On the day of the inspection visit it was noted that the service were still displaying their Care Commission certificate. They must ensure that all information displayed is current. (See recommendation 3)

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 3

Recommendations

1. Develop quality assurance systems and include all stakeholders in process.
National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service.

2. Review and update complaints procedures.
National Care Standards for Early education and Childcare up to age 16. Standard 14:2 A Well-Managed Service
3. The service must display an up to date registration certificate issued by the Care Inspectorate.
National Care Standards for Early Education and Childcare up to age 16. Standard 14:2 A Well-Managed Service.

4 Other information

Complaints

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

Enforcements

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

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings
15 Jun 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 4 - Good
3 Mar 2009	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

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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