

Care service inspection report

Healthy Steps Organic Nursery

Day Care of Children

c/o The Church of the Good Shepherd
Hillington Road South
Hillington
Glasgow
G52 2AA
Telephone: 0141 882 4038

Inspected by: Louisa Walker

Type of inspection: Unannounced

Inspection completed on: 7 June 2013



HAPPY TO TRANSLATE

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Service provided by:

Healthy Steps

Service provider number:

SP2006008611

Care service number:

CS2006136758

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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	4	Good
Quality of Management and Leadership	5	Very Good

What the service does well

The manager and staff team continue to provide a safe, caring and nurturing environment for children to play, learn and develop as individuals.

What the service could do better

The manager and staff team should continue to review the routine for children aged 2 to 3 years.

The manager and staff team should continue to review and develop children's profile folders and care plan information.

The manager should continue to review current risk assessment procedures and formats used.

The manager should continue with plans to access training and development opportunities for staff in the implementation and development of a Curriculum for Excellence and Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families guidelines.

The manager should continue with plans to further develop a robust system for monitoring and evaluating the quality of service provision.

What the service has done since the last inspection

The manager has further developed the nursery outdoor play area, upgraded pathways, erected fencing and also installed CCTV.

The manager continues to develop training opportunities for staff members.

We saw information that told us that parents and carers were involved in the continued development of the nursery through a variety of ways including:

- The parents' forum working with Urban Roots, a community led organisation, to develop the garden area.
- Parents and carers are involved in auditing the service's policies and procedures.
- Fun with the Family sessions.
- The participation of parents and carers in internal audits, the most recent being infection control.

All these methods have been introduced since the last inspection.

Conclusion

The manager has a clear vision for the future development of the nursery, providing good quality play and learning experiences for children were at the fore of staff training and development plans.

Findings were confirmed through feedback received from children, parents, carers and staff in addition to observation of practice and examination of relevant documents.

Who did this inspection

Louisa Walker

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about 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 needs to 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 based on best practice or the National Care Standards.

- 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 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The nursery is a day care of children service and is registered to provide care to a maximum of 33 children aged from birth to those not yet attending primary school on a full and part time basis.

The service is located within a church hall on a residential street in the south side of Glasgow. The accommodation is over one level, areas within the accommodation have been identified for children depending on their age range and stage of development. This includes a baby room, 2-5 year old playroom and an additional playroom for quieter activities. A secure garden gives children daily opportunities for outdoor play.

The service aims to deliver a childcare service of the highest standard.

A full copy of the statement of aims and objectives can be obtained from the nursery and is also accessible on the nursery website.

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 4 - 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 Inspector Louisa Walker. The inspection took place on Thursday 2 May 2013 between 10am and 2pm.

Parent and carer questionnaires had not been received by the nursery prior to the inspection. We sent 20 questionnaires to the manager to distribute to parents/carers after the inspection and gave four weeks for returns. Parents and carers returned 19 completed questionnaires.

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.

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

We spoke with:

- * the manager
- * all staff
- * six children

We looked at:

- * evidence from the service's most recent self assessment
- * questionnaires from staff/parents/carers
- * consultation with parents/carers for example letters and memos
- * consultation with children/child led planning information
- * how changes to staff are communicated to parents and carers
- * feedback to parents and carers from consultation
- * supervision and appraisal information for staff
- * changes to service from parent/carers feedback
- * newsletters
- * website

- * safe sleeping policy
- * records of children accessing outdoor play
- * handbook
- * menus
- * registers
- * minutes of staff meeting
- * minutes of management meetings
- * minutes of meetings with parents/carers
- * complaints log and feedback to parents/carers
- * staff training in child protection, first aid, food hygiene, cross infection, Curriculum for Excellence (CfE) and Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families
- * quality assurance systems/audit procedures

We also observed staff practice, looked at the environment and examined equipment.

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 recommendations we made at our last inspection

We made the following recommendation as a result of a complaint investigation.

1. The provider should ensure they respect and take account of parents' and carers' views in relation to the care of their child.

The provider has changed the name of play sessions from 'fun with mum' to 'fun with the family'. We read this in minutes of meetings and information that had been sent to parents and carers.

This recommendation is now 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.

We 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 provider identified what the service did well, some areas for development and any planned changes. The 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

Time was spent in all play areas observing staff and child interactions and children's opportunities for play and learning. Children throughout the nursery were observed to be content, happy and secure within the environment.

Children played an active part in the inspection process talking the inspectors through their routines and activities.

Taking carers' views into account

We sent out 20 questionnaires. Nineteen were completed and returned to us after the inspection.

Written comments included:

'The nursery staff are always happy and enjoy what they do; my child loves her teacher and always talks about her nursery and what activities she has been doing. I would like my child to visit the library with her nursery and even local parks as the weather is getting better. I also love the fact parents are very involved in the nursery activities e.g. mums getting to visit the nursery and take part in activities.'

'My child is very secure in nursery and with the staff. They have fun with mum days which are great; you can go into the nursery for an hour to do activities. It has been great, to get to see what happens in the nursery after he has been dropped off each day. We are very happy with how the staff are with him; his daily diary has lots of info about how he has got on during the day. Staff take the time to talk to you and let you know how he has been, if they noticed he had been out of sorts etc, they keep asking for comments from you, I feel like they are interested in your opinion of the service.'

'My child has only recently started the nursery but already I have seen an improvement in her self esteem and she is enjoying her time in nursery. The staff are friendly and create a nice environment for the children.'

'Overall I am extremely happy. My daughter loves this nursery to the extent she insists on playing 'nursery 'at home. The staff are friendly and approachable and keen to implement ideas and suggestions for improvement. I suggested an improvement and it was immediately taken on board and I was impressed by the prompt response. I am really pleased with the garden improvements and like how the children spend as much time as possible outdoors. I am also really happy with the menu my daughter eats food like tuna and salmon. Really healthy and expanding their taste for new things.'

'My child is extremely happy at nursery her confidence has grown, she is not full time but she looks forward to nursery and I feel she is learning loads. I am comfortable when my child is at nursery she is well looked after.'

'My child is a very happy child, the staff are great with her, they involve you in everything about the nursery.'

'I have no complaints about the nursery, the nursery has provided my child with lots of learning and support , since joining the nursery my child has developed so much , I am really happy with every aspect , they are brilliant and my child is becoming very confident since starting at healthy steps.'

'Nursery is great has brought my child on so much, highly recommend.'

'My child has come on leaps and bounds since starting at Healthy Steps nursery, she is much more confident and her development has been amazing.'

'Service is great, very supportive of my child.'

'My child is very happy at nursery and I am happy with her progress.'

'Food portions are not enough/regular, child hungry, staff ratio sometimes seems low.'

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

Based on discussions with children, parents, carers and staff members and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

We saw a very good range of information relating to children, parents and carers assessing and improving the quality of care and support provided by the nursery. Methods included:

- * Parent and carer participation policy
- * Parent and carer forum group
- * Comment wall for thoughts and ideas
- * Notice boards throughout the service
- * Staff, parent and carer consultation process for policy development
- * Nursery newsletter updating parents and carers about nursery life
- * Parent and carer evenings, open days and social events
- * Parent and carer questionnaires
- * Feedback to children, parents and carers on outcomes of consultations
- * Child-led planning, thinking books, children's thoughts and ideas for play and learning activities both indoors and outdoors
- * Home to nursery sheets for parents and carers to respond to detailing children's planning, interests and activities that can be completed at home.

Newsletters and memos told us about the nursery garden project, the winners of the Easter bonnet competition, staff recruitment and the forthcoming parents' evening.

Children played an active part in the inspection process, telling us about the nursery pet rabbit and talking us through their day, favourite toys and thinking tree.

We saw information that told us that parents and carers were given the opportunity to come in and audit the nursery's infection control procedures. The parent who carried out the audit was given a recording sheet to identify any areas for improvement. We found this to be an example of very good practice.

We could see from parent and carer feedback that their views and ideas were sought and acted upon. Recent changes to the service following parents' and carers' feedback included renewal of the front pathway, the introduction of CCTV and fencing in the garden area.

Staff told us how they used observations, the thinking tree and daily chats to involve, engage and consult children about their play and learning choices. We evidenced some of this in staff notes, photographs and wall displays.

Of the 19 questionnaires returned by parents and carers, 12 strongly agreed and one agreed that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

In addition, 14 parents and carers strongly agreed and five agreed that they are kept informed about what is happening in the service, for example through newsletters and information boards.

Areas for improvement

The manager of the nursery told us she planned to continue to develop methods to gain the views of parents, carers, children and staff on the quality of care and support, the environment, staffing and management and leadership.

The manager also said she planned to more fully involve parents and carers in the Care Inspectorates self assessment grading process. She should continue to do this.

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

Based on discussions with children, parents, carers and staff members and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

We saw a range of information that told us how staff ensured the health and wellbeing needs of children were met. Methods included:

- * Application, enrolment, all about me forms and daily diaries detailing children's care, support and health needs
- * Children's settling in policy
- * Children's individual profiles (electronic)
- * Formal and informal opportunities for parents and carers to discuss the individual needs of their child, including parent and carer evenings
- * Child protection policy and procedures
- * 'Smile Too' toothbrushing accreditation
- * Access to drinking water
- * Healthy eating policy
- * Medication procedures
- * Accident and incident procedures
- * Photographs and displays of children participating in a range of activities promoting health and wellbeing
- * Parent and carer information relating to health and social work agencies
- * Children's daily routine, achievements and successes displayed.

Staff told us they spoke both formally and informally with parents and carers about the health and wellbeing needs of their children. We saw evidence of this in daily diaries, parent and carer evening information, monthly home to nursery sheets and room communication books. This helped us to determine that staff had formed very good relationship with children, parents and carers.

Meals, snacks and drinks were provided for children and menus were displayed. We read feedback from parents and carers that told us that the nursery had consulted them about menus and that the service provided healthy and well-balanced meals and snacks which met children's dietary and cultural needs. Children told us that they had enjoyed having lunch at nursery and that their favourite meal was cowboy pie.

We read policies and procedures on the use, storage and administration of medication. Staff told us about these procedures and how they obtained written consent from parents and carers prior to the administration of medication.

Children told us they went out to play often. Sun tan lotion, wellies and all weather clothing was available for children when playing outside. On the day of inspection, children were playing with bikes and looking after the nursery's pet rabbit.

Children had opportunities to sleep and rest throughout their day. Staff could tell us that parents' and carers' wishes were taken into account in relation to children's individual sleeping routines. We also saw some notes in children's files about sleep routines.

Staff told us about their role and responsibility to protect children from harm, abuse, bullying and neglect. Training records told us that all staff had participated in annual child protection training this was also incorporated into staff induction procedures and reviewed annually.

Staff were observed supporting children throughout their day in a range of play and learning activities. Opportunities for both free play and more structured activities were available. Mind mapping was also used by staff to support children's play and learning. Staff could tell us about the implementation of the Curriculum for Excellence and the Pre-Birth to Three guidelines.

Staff could tell us how they supported children with additional support needs and the manager could show us how she recorded this information in partnership with parents and carers.

Information was displayed throughout the service regarding children's successes and achievements.

Of the 19 questionnaires returned by parents and carers, 16 strongly agreed, two agreed and one ticked don't know when asked if they are confident that the staff will protect their child from harm, abuse, bullying and neglect.

In addition, 16 parents and carers strongly agreed, one agreed and one ticked don't know when asked if staff treat their child fairly and with respect.

Areas for improvement

Children told us that they went out to play often and this was confirmed in discussion with staff. Due to the layout of the garden area, a register should now be taken of when children are out playing.

Children's lunch experience was observed to be relaxed and sociable. Staff should continue to develop and monitor children's lunch experience. How children are encouraged to serve themselves and the promotion of independence and social skills should form part of the monitoring process.

The manager should continue to record information relating to children with additional support needs who attend the nursery. Review dates and contact information for parents and carers should be incorporated into a summary page for easier access to information.

The manager told us she plans to further develop transition information for parents and carers for when their children move from group to group.

Children aged 2 to 5 years rotate around the main playroom and quiet activity room. We found that the routine for children aged from 2 to 3 years was too structured; the manager told us that this would be reviewed. (See Recommendation 1)

The manager and staff team should continue to review and develop children's profile folders and care plan information. Profiles are in electronic format and reflect the Curriculum for Excellence and Pre-Birth to Three guidelines. Parents and carers should review and update profile and care plan information as, and when, required but at least every six months. (See Recommendation 2)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The manager and staff team should continue to review the routine for children aged 2 to 3 years.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 5 - Quality of Experience.

2. The manager and staff team should continue to review and develop children's profile folders and care plan information.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 6 - Support and Development.

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

Based on discussions with children, parents, carers and staff members and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

Evidence to support strengths in this statement is detailed under Quality Theme 1, Statement 1.

We found that questionnaires asked parents and carers specific questions relating to the quality of the environment within the service.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Theme 1, Statement 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

Based on discussions with children, parents, carers and staff members and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

We looked at how the manager and staff provided a safe environment for children. Methods included:

- * Risk assessment policies and procedures
- * Health and safety checklists
- * Infection control procedures
- * Maintenance records
- * Fire and evacuation records.

A secure entry system was in place. The accommodation was observed to be in a good state of repair and decoration. Toilet and nappy changing facilities were located throughout the nursery.

Storage facilities for resources were available within each play area and throughout the service.

Staff told us about health and safety, cross infection and fire safety procedures. We saw written records that told us that procedures were checked regularly.

Risk assessments were available for the accommodation and play area. Staff told us that they reviewed risk assessments together as a staff team. We could see minutes of staff meetings that highlighted that staff had discussed risk assessment procedures.

We viewed health and safety checklists that told us that children's toilets and nappy changing areas were monitored for cleanliness and storage of equipment.

Maintenance records told us that broken equipment was removed and redecoration carried out.

Cross infection procedures highlighted how hand washing was promoted throughout the nursery. Children could tell us they washed their hands before and after lunch. Hand washing posters were available and displayed.

We could see that there were plans for redecoration of the nursery over the weeks ahead including all playrooms, the replacement of blinds and the fitting of a new clear glass window in the main hall.

Of the 19 questionnaires returned by parents and carers, 14 parents and carers strongly agreed and five agreed that the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement

We read a wide range of risk assessment information. Some formats differed and some tick sheets needed to be more detailed. The manager confirmed a review of the formats used. Risk assessment information should be further developed for the nursery's pet rabbit. (See Recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should continue to review current risk assessment procedures and the formats used.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 2 - 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

Based on discussions with children, parents, carers and staff members and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

Evidence to support strengths in this statement is detailed under Quality Theme 1, Statement 1.

We found that questionnaires asked parents and carers specific questions relating to the quality of staffing within the service.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Theme 1, Statement 1.

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

Based on discussions with children, parents, carers and staff members and a review of sampled written evidence, this service was found to have a good performance in relation to this statement.

We asked staff to tell us about how they were motivated to do their job, how they were trained and how they worked together as a team. They told us there was a good range of policies and procedures to help them do their job including:

- * Staff development and training policy
- * Annual training plan
- * Induction procedure
- * Minutes of 'whole staff' review of service policies and procedures
- * Records of staff participation in a range of training and development including first aid, food hygiene, child protection and infection control.

Staff told us they felt very well supported by the manager. We read information from parents and carers that told us that they thought very highly of the staff team. We also found that all staff were qualified in line with the Scottish Social Services Council qualification framework.

We talked to staff who told us that they had all participated in continuous professional development (CPD). Staff felt that this process was meaningful to them and their professional and personal development.

Staff confirmed they met regularly with the manager of the service to identify training and development opportunities. We could see this in minutes of meetings and in staff supervision records.

Of the nineteen questionnaires returned by parents and carers, 14 strongly agreed, one agreed and one disagreed that they were confident that staff have the skills and experience to care for their child and support their learning and development.

Areas for improvement

We could see from records that staff had participated in training. The manager told us that she was developing a staff training plan that linked with outcomes of CPD and mandatory training requirements; she should continue to do this.

We could see that staff were consulted about all aspects of the service through regular staff meetings and supervision. The manager should continue with plans to develop a questionnaire for staff to seek their views and opinions on the quality of service provision.

Planning notes, minutes of meetings, big books, mind mapping and wall displays told us that work had been done in the implementation of the principles of the Curriculum for Excellence and Pre-Birth to Three. Staff told us they welcomed further training and development opportunities to ensure the principles were embedded fully in children's play and learning opportunities. The manager told us about her plans to develop staff awareness of the Education Scotland website. Staff will research monthly topics and feedback to the rest of the team. (See Recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should continue with plans to access training and development opportunities for staff in the implementation and development of the Curriculum for Excellence and Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families guidelines.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 5 - Quality of Experience.

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

Evidence to support strengths in this statement is detailed under Quality Theme 1, Statement 1.

We found that questionnaires asked parents and carers specific questions relating to the quality of management and leadership within the service.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Theme 1, Statement 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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

We found that the nursery's aims and objectives statement was displayed and available to parent and carers. A good range of information is also contained on the nursery's website.

We read a range of information relating to the continued development of quality assurance systems within the nursery. National Care Standards, The Child at the Centre 2 and the principles of the Curriculum for Excellence and Pre-Birth to Three were some of the methods the manager planned to use to monitor and evaluate the quality of the service provided.

The manager told us she was committed to her own professional development and had a clear vision for the future development of the nursery. She has recently been accepted to undertake her BA in Childhood Practice.

The manager plays an active part in the local early years' forum. We could see some examples of external input in relation to the development of policies and procedures.

The manager told us about her role as the nurseries child protection co-ordinator and how she accessed training for her role, we could see evidence of this written correspondence.

The manager told us she reviews staff rotas regularly to ensure they are in line with the National Care Standards. We could see this from registers and meeting minutes.

We saw information that told us that parents and carers were involved in the development of the nursery through a variety of way including:

- the parents' forum working with Urban Roots to develop the garden area
- parents and carers are involved in auditing the service's policies and procedures
- fun with the family sessions
- the participation of parents and carers in internal audits, the most recent being infection control.

These methods showed us that parents and carers were involved in nursery life.

We read feedback that told us that the manager had responded to parents' and carers' request relating to ensuring children who are in full and part time sessions receive the same opportunities. Parents and carers were pleased with the prompt response from the manager.

Seven staff questionnaires were returned to us as part of the inspection process. All returns were fully completed and told us that staff had access to service policies and procedures, support, training and development opportunities.

Of the 19 questionnaires returned by parents and carers, 18 strongly agreed and one agreed that overall they were happy with the quality of care their child receives in the nursery.

Areas for improvement

The manager told us about the auditing procedures she had in place, we could see this from records and minutes of meetings. As part of the auditing process already in place, accident, incident, communication books and medication records including as, and when, required medicines should now be audited monthly and signed off by a senior or manager.

The manager told us how she planned to monitor the quality of service provision. We could see from minutes of meetings that some work had been done in the development of monitoring procedures. The manager told us she planned to use the Education Scotland, The Child at the Centre: Self evaluation in the early years document to underpin the monitoring procedures already in place. The document presents a set of quality indicators for self-evaluation in early years settings. (See Recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should continue with plans to further develop a robust system for monitoring and evaluating the quality of service provision.

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

4 Other information

Complaints

There has been one partially upheld complaint since the last inspection. This resulted in one recommendation. Please see the section 'What the service has done to meet any recommendations we made at our last inspection.'

You can find information about complaints that we have upheld or partially up held on our website www.careinspectorate.com.

Enforcements

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

Additional Information

N/A

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - 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
20 May 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 5 - Very Good
21 Dec 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
10 Mar 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed

Inspection report continued

25 Mar 2009	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>5 - Very Good</div> <div>5 - Very Good</div> <div>4 - Good</div> <div>4 - Good</div>

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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ہے بایں تسد یم ونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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