

# Care service inspection report

## Townhill Primary School Nursery

### Day Care of Children

Townhill Primary School

Chisholm Street

Townhill

Dunfermline

KY12 0EX

Telephone: 01383 602439

Inspected by: Howard Armstrong

Type of inspection: Unannounced

Inspection completed on: 30 August 2013



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### Service provided by:

Fife Council

### Service provider number:

SP2004005267

### Care service number:

CS2003015900

### Contact details for the inspector who inspected this service:

Howard Armstrong

Telephone

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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	6	Excellent
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

Staff are motivated, enthusiastic and skilled in working with children and families. They are particularly good at supporting children and parents in identifying their own areas for learning. The service has very good systems in place for monitoring and encouraging outstanding performance.

### What the service could do better

The service needs to be more vigilant in keeping fire exit routes free from obstruction at all times. Minor changes should be made to the complaints procedure, and to the way that accidents and incidents are recorded. The service should only retain essential police check data, rather than original forms.

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

The service has continued to develop the areas identified for improvement.

## **Conclusion**

The service continues to provide excellent standards of care and support to children. It engages very well with parents and carers and is committed to continuous improvement.

## **Who did this inspection**

Howard Armstrong

# 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](http://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 its service, 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 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 Care Inspectorate.

Townhill Primary School nursery is registered to provide a day care of children service to 35 children from 3 years of age, up to an age to attend primary school. The service will be provided from Monday to Friday between the hours of 8.45am and 3.15pm, during term time.

The nursery is provided by Fife Council Education Department. It is situated in a self-contained, purpose-built building. The accommodation includes a large bright playroom, a small entrance hall/cloakroom area, toilets and an adjacent enclosed outdoor play area.

There were 40 children on the register. Twenty children were present on the morning of the inspection, and 16 in the afternoon. There were three nursery staff and a volunteer present in the morning, and three staff in the afternoon.

The nursery aims include:

" In Townhill Nursery we want all children to be happy, successful learners, responsible citizens, effective contributors and confident individuals."

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 6 - Excellent**

**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 after an unannounced inspection visit on 30 August 2013 between 9:45am and 4:30pm. We gave feedback to the manager and staff at the end of the visit. The inspection was carried out by Inspector Howie Armstrong.

As requested by us, the service completed and submitted a self assessment document. We sent 12 care standards questionnaires (CSQs) to the service for distribution to parents so that they could give us their views. Eight completed questionnaires were returned to us.

We gathered evidence from various sources, including policies, procedures, records and other documents including:

- \* Certificate of Registration
- \* The service's most recent self assessment and annual return
- \* The service's own parents' and children's questionnaires
- \* Nursery newsletters
- \* Children's Personal Learning Plans (PLPs)
- \* Planning materials
- \* Quality improvement plan
- \* Staff records
- \* Accident & incident recordings
- \* Risk assessments
- \* Discussion with the manager, staff, a volunteer, parents and children.

Also, we observed staff practices, the environment and the range of resources available.

### 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**

Not applicable. We did not make any recommendations at the last inspection.

## **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 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 heading that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned.

However, the service provider should tell 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**

We saw that all the children were actively playing on their own, in groups or with staff. Those we talked with told us that they enjoyed coming to nursery. Some told us that they liked using the playhouse in the outdoor area, as well as the home corner in the playroom.

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

During this inspection we received views from 18 out of the 40 families using the service. We had seven returned questionnaires and we talked to 11 parents and carers who were collecting their children. Comments from parents were generally very good indeed. We have referred to these, and to the results of the CSQs throughout the 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: 6 - Excellent

#### 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 excellent for this statement. We talked with children, the manager, staff, a volunteer and parents. We reviewed the CSQs that were returned to us, as well as the results from the service's own questionnaires.

The service provided a very useful range of information for parents and carers in the cloakroom area. This included staff photographs and information about planning and activities. Information was also available for parents in the form of a booklet. There was a whiteboard in the cloakroom area that was used to give information and messages to parents on a daily basis. The service also used a digital photo frame to show parents photographs of activities that the children had been involved in. All of this meant that parents and carers were kept up to date with day-to-day life in the nursery.

Children and families benefited from opportunities to develop and improve the service. It was clear that the service encouraged children and families to provide feedback in a number of ways. This included direct involvement of parents in the nursery on a rota basis. Also, parents have been involved in interviews for new staff in the past.

We observed that staff interaction with children was very good at their 'circle time' meetings. Staff gave us excellent examples of parental involvement and of taking account of their comments. For example, parents were included in the process of compiling Personal Learning Plans (PLPs). Parents had commented that the plans would be easier to understand if they were organised in themes. Also, that it was not very clear exactly where they should write their own comments. The service was reorganising the PLPs to take account of both of these issues. Staff had one-to-one meetings with parents about their child's PLP. As a result of all of this, it was likely that parents would have very good 'ownership' of the PLP system.

We saw a file with many 'thank you' cards from parents. Some of these had very fulsome praise for staff, for example, for helping a child to flourish while "still allowing him to be himself".

We noted that the service's own questionnaires covered all four of our quality themes, and that the service collated the results. Responses from parents in the most recent questionnaires were very good indeed. Parents made comments like: "I think the nursery is really well organised in terms of allowing the children to learn their own names and being independent, signing in etc.. Giving them responsibility ..... love it." Also, parents commented on the good staff communication, the variety of experiences and the outdoor garden project. Some commented on the nurturing and supportive environment where children felt valued.

Staff used a range of ways to help children comment on the service. They could write down their comments or draw a picture to illustrate them. If they did not want to do this, staff offered to write their responses on the form for them. Again, we noted that feedback from children was very positive. Also, staff produced photographs of what children had said about the nursery together with their comments.

All the parents that we talked with told us that they got very good feedback from staff and felt involved with the service. Six parents who completed CSQs for us agreed strongly, and one agreed, that the service kept them informed, for example, through newsletters and information boards.

Six parents who completed CSQs for us agreed strongly that the service had involved them and their child in developing the service, for example, by asking for ideas and feedback. One parent agreed with this and one disagreed. Five agreed strongly, and two agreed, that staff asked for their child's views and about the activities and outings, and used them to plan future activities. One parent responded 'don't know'.

One parent wrote in their questionnaire: "Brilliant Nursery and School. Real village feel. Excellent partnership between them."

## Areas for improvement

In discussion the manager agreed that it would be good to develop ways that children could be involved in interviews for new staff.

The service told us in their self assessment document that it would improve the PLPs and ask for parental feedback at planning meetings.

**Grade awarded for this statement:** 6 - Excellent

**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 excellent for this statement. We talked with the manager, staff, children and parents. We examined children's personal plans and other records. We observed how staff worked with the children.

Children and parents were involved in giving their ideas about snacks. Children were asked for their ideas every week. We saw a photograph that staff had taken of one of these planning sessions, where children's ideas were written up on a flipchart. We confirmed that snack menus were healthy.

Children benefited from regular access to outdoor play. Children had waterproof clothing so that they could go out in all weathers. The service had developed the small outdoor play area very well. Children were helping to develop a vegetable patch and were using the composting bin. We observed that children enjoyed the wide range of play opportunities there. Also, they had access to play in the woods behind the nursery. Staff told us that they encouraged as many parents as possible to come along on these trips. The service involved the Active Schools co-ordinator in working with the children.

Staff had developed children's Personal Learning Plans to a very high standard. They met with parents individually to explain how the system worked. Children understood the process and were keen to show us their plan. The observations that staff made about individual children were collated and put into the PLP folders. Parents had suggested some changes to improve the PLPs. Therefore, staff had added a 'Sharing our Learning' page where non theme based activities and achievements could be recorded. Also, parents had a space where they could suggest ideas for activities that they would like their child to try. All of this meant that parents had very good 'ownership' of the planning process for their child and their achievements.

We observed that children were polite to each other and played well together. Many were enjoying playing with musical instruments during the visit. All of the parents that we talked with told us that staff were very good with the children. Some described the service as "Excellent!" and "Brilliant!"

Staff had appropriate training, for example, in child protection and food safety and hygiene. We saw that they encouraged children to wash their hands before snack.

We saw a report of a quality improvement visit. This included the comment: "I noted a wide range of experiences within the nursery room and excellent staff/pupil interactions to engage and develop pupil learning. .... All pupils were experiencing an environment in which there were high expectations and which enabled pupils to attain and achieve across a range of areas."

Seven parents who completed CSQs for us agreed strongly, and one agreed, that staff encouraged their child to form positive relationships with other children. Six agreed strongly, and two agreed, that their child got regular fresh air and energetic physical play.

One parent wrote in their questionnaire: "All nursery staff at Townhill Nursery are fantastic with the kids and parents. Very happy with my daughter's early education."

### **Areas for improvement**

The service told us in its self assessment that it was going to focus on recycling with the children as part of its eco work.

The service could consider using something like an 'achievement tree' in the playroom to publicly acknowledge children's abilities.

**Grade awarded for this statement:** 6 - Excellent

**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

We found that the service was operating on an excellent basis in the areas covered by this statement.

See quality statement 1.1 for information about participation and involvement that also applies to this statement.

### Areas for improvement

The areas for improvement noted in quality statement 1.1 also apply here.

**Grade awarded for this statement:** 6 - Excellent

**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 very good for this statement. We examined the environment and resources. We looked at relevant records and risk assessments. We reviewed the CSQs that were returned to us. We checked staff child protection training. We talked with staff and parents.

The nursery environment was bright and welcoming, with very attractive displays of children's artwork. Children benefited from some nice features like child height windows and direct access to the secure outdoor play area. The playroom was well laid out with areas for the children to use, like a home corner and library corner. There was a large rocking horse that the children enjoyed using, as well as a home corner, library corner, sand and water play.

Children were safe and secure through a combination of staff vigilance and a good controlled entry system. This included video so that staff could see who was trying to gain entry to the building.

The compact outdoor play area was well laid out and offered children a very good range of activities. This included a very good range of outdoor toys. We saw that children were involved in planting activities and that there were attractive displays of flowers.

Staff encouraged children's independence through choosing activities, playing independently, and helping with snack and tidying up.

Five parents who completed CSQs for us agreed strongly, and three agreed, that the service was safe, secure, hygienic, smoke free, pleasant and stimulating. Six agreed strongly, and two agreed, that the service had a suitable range of equipment, toys and materials for the children.

### Areas for improvement

We saw that there were two trolleys in front of the fire doors that were used also to gain access to the outdoor play area. This created risks in the event of fire breaking out. The manager told us that the trolleys had been put out for someone to collect and should have been removed the day before.

See requirement 1.

We saw that both accidents and incidents were recorded in the Incident Book, without being differentiated. Also, there was more than one entry on each page, and this did not preserve confidentiality. We discussed with the manager the kinds of accident that needed to be reported to the Care Inspectorate.

See recommendation 1.

When we talked with some parents they told us that they were unhappy that the entrance and cloakroom area was so small. The manager told us that they had looked at extending this area but that external underground pipework made this impossible.

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

**Number of requirements:** 1

**Number of recommendations:** 1

### Requirements

1. The provider must make sure that fire exits are always kept completely free of obstruction.  
This is in order to comply with The Social Care and Social Work Improvement Scotland (Social Care) Regulations 2011 (SSI 2011/ 210), Regulation 4(1)(a) - Welfare of users.  
Timescale for implementation: with immediate effect.

### Recommendations

1. The provider should record accidents and incidents separately, and make sure that children's confidentiality is preserved.  
National Care Standards, Early Education and Childcare up to the age of 16, Standard 14.2 - Well managed service.

## 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

We found that the service was operating on an excellent basis in the areas covered by this statement.

See quality statement 1.1 for information about participation and involvement that also applies to this statement.

#### Areas for improvement

The areas for improvement noted in quality statement 1.1 also apply here.

**Grade awarded for this statement:** 6 - Excellent

**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

At this inspection we found that the performance of the service was very good for this statement. The service was effective in providing a well-trained, professional and motivated workforce. We talked with the manager and staff and reviewed the staff questionnaires we received. We looked at how staff planned their work. We took account of feedback that parents gave us in their CSQs and their discussions with us. Children and families benefited from staff who were very motivated and enthusiastic. They worked very well together as a team. We saw that staff encouraged children and praised their achievements.

Staff had access to regular training opportunities. They recorded these in their Continuing Professional Development (CPD) folders. This included an annual appraisal carried out by the manager. This information would soon be available to the manager as a print out to enable more effective monitoring of training. The manager told us that gaps in training were typically identified at staff meetings and taken forward from there.

We noted that staff undertook a child protection update every year. This was very good practice.

The service had organised 'peer monitoring visits' last year. This had involved staff from the nursery and school teachers observing each others' practice. We saw a report from one of these visits that highlighted good practice and made some suggestions for improvement.

We talked with the manager and staff about how work was planned and looked at relevant records. We saw that planning was carried out effectively, and took account of the work that children and parents did with their PLPs. Nursery staff met together regularly and also had joint meetings with school staff.

Five parents who completed CSQs for us agreed strongly, and three agreed, that staff regularly assessed their child's learning and development and used this information to plan their next steps. Six agreed strongly, and two agreed, that staff shared information about their child's learning and development with them.

One parent wrote in their questionnaire: "The staff are very friendly and caring and make my son and myself very relaxed and welcome at their nursery. Very satisfied with the service."

## Areas for improvement

We saw that the service kept Disclosure Scotland check forms in staff files. This kind of sensitive information should be destroyed after use with only the key details retained in a secure recording system. The same applied to check forms from the new Protection of Vulnerable Groups system (PVG).

See recommendation 1.

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

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. The provider should only retain the necessary police check details about staff in a secure recording system. Original forms and copies should be destroyed after use. National Care Standards, early education and childcare up to the age of 16, Standard 12.1 - Confidence in staff.

## 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

We found that the service was operating on an excellent basis in the areas covered by this statement.

See quality statement 1.1 for information about participation and involvement that also applies to this statement.

### Areas for improvement

The areas for improvement noted in quality statement 1.1 also apply here.

**Grade awarded for this statement:** 6 - Excellent

**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 very good for this statement. The service had a robust range of quality assurance processes in place. We examined various records to assess their quality. We talked with the manager, staff and parents.

The service used a range of questionnaires to seek the views of children, parents, students, volunteers and outside agencies. The examples that we saw had very good feedback comments.

The service used the 'Child at the Centre' framework from Education Scotland as its main quality assurance system. This included the production of an improvement plan. A copy of this was put in the cloakroom area for parents and carers to see.

External monitoring was provided by the local authority through regular visits from Quality Improvement Officers (QIOs). We noted that the comments in the most recent report were very good indeed. Also, there was a system of monitoring visits by other Head Teachers. This involved five of them visiting to assess the quality of the service. We saw the report from the February 2013 visit, and again the feedback was very good indeed. It was clear from this evidence that children and families benefited from a service that was committed and skilled in ongoing development and improvement.

The manager told us that she carried out regular 'learning walks' with the depute every few months. We looked at three recent reports and noted that they included acknowledgement of very good staff practices, as well as some suggestions for improvement.

The service had prepared evidence folders for us that collated evidence about the four quality themes.

Seven parents who completed CSQs for us agreed strongly, and one agreed, that overall they were happy with the quality of care that their child received.

### **Areas for improvement**

We noted that the complaints procedure did not state clearly that complaints could be made to the Care Inspectorate without going through the service's own procedure first. Also, it did not include our new contact details.

See recommendation 1.

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

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The provider should amend the complaints procedure to make it clear that complaints could be made to the Care Inspectorate at any time.  
National Care Standards, early education and childcare up to the age of 16, Standard 14.2 - 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

None at this inspection.

### 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

<b>Quality of Care and Support - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
7 Oct 2010	Unannounced	Care and support      6 - Excellent Environment            Not Assessed Staffing                    Not Assessed Management and Leadership    Not Assessed
24 Feb 2009	Unannounced	Care and support      6 - Excellent Environment            6 - Excellent 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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