

Care service inspection report

Cove Bay Kindergarten

Day Care of Children

Cove Road
Cove Bay
Aberdeen
AB12 3NX

Inspected by: Maureen Mathieson

Barbara Daly from Education Scotland

Type of inspection: Announced

Inspection completed on: 2 October 2013



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Service provided by:

Happitots Day Nurseries Limited

Service provider number:

SP2003002955

Care service number:

CS2008180905

Contact details for the inspector who inspected this service:

Maureen Mathieson

Telephone 01224 793870

Email enquiries@careinspectorate.com

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	3	Adequate
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

The manager and staff have maintained good relationships with parents and ensure that parents are informed about the work of the nursery through newsletters and meetings.

Staff communicate effectively with parents about children's care needs and ensure their health and wellbeing is provided for.

The provider and management team are continuing to supporting the nursery through a period of change and are working hard to bring about sustained improvements.

What the service could do better

Action had been taken to address recommendations from the previous inspection however, most continued to be a work in progress.

Staff are continuing to develop approaches to the ways in which staff watch and support children's learning and how they record children's development and achievements in their progress profiles.

Staff need to look for further ways they can involve children in talking about and evaluating their own learning and their experiences in the nursery. Parental involvement could also be developed further.

Tooth brushing could be re-instated for the younger age group.

How staff look at the risks to children when taking them on outings should take better account of individual children's needs.

Overall the management team need to develop better systems to monitor how the nursery is performing against their aims and their plans for improvements.

What the service has done since the last inspection

A recruitment campaign has continued to improve the quality of staffing and this is ongoing. As a result children's experiences are improving.

The general cleanliness of the nursery and the ways in which staff prevent and control the spread of infection have been improved.

The layout of the playrooms has continued to be kept under review, changed and improved. As a result children have access to a wider range of activities to help them learn through play. Outdoor play is now better organised and more interesting to the children.

Conclusion

There have been further changes to the management and staff team. As a result building relationships, addressing immediate problems and identifying how to bring about improvement has been the key focus. However children's experiences are improving steadily; as a result children are more settled and secure in the nursery and they are concentrating better in learning activities.

Who did this inspection

Maureen Mathieson

Barbara Daly from Education Scotland

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 01 April 2011, this function was carried out by the Care Commission. Information on all services is available on our website at: www.careinspectorate.com

Cove bay Kindergarten was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 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 Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Happitots Day Nurseries Limited is the provider of this service. The nursery is located in the coastal village of Cove on the outskirts of Aberdeen. The nursery accommodation is an adapted former residential premises providing three areas for babies, toddlers and older children on one floor and outdoor play areas.

Cove Bay Kindergarten is registered to provide a care service to a maximum of 62 children at any one time. Within this number:

- 15 babies under 2 years may be cared for in the Sunbeams,
- 25 children aged 18 months to 3 years may be cared for in the Moonbeams and
- a maximum of 22 children aged 3 to 5 years may be cared for in the Shining Stars.

The service is registered to operate between the times of 7.30 am to 6.00 pm Monday to Friday. Opening times may vary at the discretion of the manager according to the needs of the service.

The service offers all day care for babies and children not yet attending school. In

partnership with the local authority the service provides funded pre-school education for children aged from three to five years.

The aims and objectives of the service include to:

- * Provide a stimulating atmosphere to encourage children's development through play, interaction, example and teaching.
- * Recognise the importance of developing a child's self-image through praise, guidance and encouragement.
- * Encourage children to develop respect and to learn to share, to be kind, fair and to develop good manners.

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

Quality of Care and Support - Grade 3 - Adequate

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 3 - Adequate

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 high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report following an announced inspection carried out by Care Inspectorate Inspector Maureen Mathieson together with Barbara Daly; Inspector for Education Scotland. Education Scotland have issued a separate letter to parents about their findings from their continuing engagement visit.

The inspection visits took place over two days on Monday 30 September and Tuesday 01 October.

We did not issue Care Standards Questionnaires to parents for this inspection as it was arranged by Education Scotland.

During the inspection evidence was gathered from a number of sources, including:

Discussions with:

- * The operations director
- * The manager of the service
- * The nursery staff
- * Children attending the nursery

Observations of:

- * How staff work with the children
- * Children's engagement in the nursery activities
- * Children's learning and development
- * The environment, first aid equipment and play resources

Examination of the relevant sections of policies, procedures, records and other documents, including:

- * Cleaning rotas and checklists
- * Risk Assessments
- * Medication records
- * Curriculum planning

- * Children's learning journeys
- * Displays of children's work
- * Communication with parents
- * Displays of information for parents
- * Staffing Rotas
- * Staff training certificates
- * Staff meeting minutes
- * Self-evaluation

Feedback was given to the manager of the service, representatives from the organisation providing the service, and representatives from the local authority providing pre-school funding by both Inspectors on 02 October 2013.

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

One requirement had been made since the previous inspection:

The Provider must ensure that

- a) Infection prevention and control policies, procedures, including information displayed, are updated to reflect current best practice as published by Health Protection Scotland, Food Standards Agency, Environmental Health, Access to Farms Partnership and Health and Safety Executive.
- b) Staff must be trained in the prevention and control of infection and the service specific infection prevention and control policies and procedures appropriate to the premise in which care is delivered.
- c) Infection prevention and control procedures are implemented.
- d) A system for evaluating training and practices is introduced to ensure those working on the premise provide safe care.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) 2011. SSI 201 Regulation 4 (1) (a) and (d) Welfare of Service users and Regulation 15 (b) (i) Staffing

What the service did to meet the requirement

At this inspection we found that action had been taken to address previous issues around cleanliness in the kitchen, playrooms and equipment that led to the above requirement being made.

Acting on our previous concerns Environmental Health had visited the nursery and since informed us of substantial improvements in the kitchen environment. We saw that these were maintained by the new cook.

Minutes of staff meetings and discussion with staff evidenced that staff had been informed of expected practices in maintaining cleanliness and infection control. Staff had access to relevant good practice guidance and information.

We observed that the environment, toys and equipment were visibly clean. Staff described routine cleaning appropriately and records and checks were evident. We saw that mops and cleaning equipment were cleaned properly and marked for designated uses and that appropriate systems were in place for cleaning mops. Monitoring to ensure practices are sustained should be continued; see Quality Theme 2 and the recommendation at Quality Theme 4, Statement 4.

The requirement is: Met - Within Timescales

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

Action had been taken to address recommendations from the previous inspection however, most continued to be a work in progress.

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 overall with the way the service provider had completed this. The service provider identified what they thought they did well and identified continuing areas for development. The information they had given us was relevant however, could have been organised more accurately under each statement that we grade them under. The service provider told us how the people who used the care service are involved in putting forward their views.

Taking the views of people using the care service into account

The ages of the children present during the inspection ranged from a few months up to four years. Babies were observed to be happy and content within the nursery. Toddlers and older children were enjoying being in the nursery and taking part in the activities. All demonstrated positive relationships with staff. Older children were interested in the inspection and commented on what was important to them:

* "I like coming here with my baby brother."

- * "We went to the library; we got some new books."
- * "We are doing a puzzle. Do you want to play with us?"
- * "I've got a sticker for being a good helper."
- * "And I got one for tidying up."
- * "I got one for putting the bikes away."
- * "Me and [child's name] are best friends."
- * "I like coming; my daddy drops me off and my mummy is picking me up."

Taking carers' views into account

We did not send out any Care Standards Questionnaires to parents for this inspection as the inspection was led by Education Scotland. Education Scotland did not host a focus group discussion for this continuing engagement visit. We spoke to three parents informally and all were very happy with the service they were receiving and confirmed that they had seen improvements in the service.

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: 3 - Adequate

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

We found the service was good at involving children and their families in assessing and improving the quality of care and support. We concluded this from looking at how well the service was meeting its policy on partnership with parents, looking at children's records and reviewing evaluations carried out by the service.

A comprehensive policy on Parental Involvement underpins the aims of the nursery. The provider, manager and staff make efforts to foster an ethos of partnership and invite and welcome service user involvement and feedback by a number of methods.

A website provides parents and prospective service users with an overview of the work of the nursery and access to a few of the nursery policies. A complaints procedure is available to parents should they have cause for complaint.

Information on the change of management had been shared with parents had been shared at a Parents Forum meeting. As a result parents had the opportunity to meet the new manager and ask questions. The manager is visible in the service and accessible to parents for discussion and sharing any comments or concerns.

The nursery has an open door policy and welcomes parents' involvement, views and suggestions. Parent's general views and suggestions are sought using a parents 'comment tree'. The manager and staff have continued to seek parent's involvement in developing the nursery; for example in the 'Wee Green Space' garden project.

Information is shared well in displays and well written regular newsletters keep parents informed about developments in the nursery environment and staff group. A

policy of the month is shared with parents on a display.

The manager and staff were observed to have established good relationships with parents and children. They were friendly and welcoming to children and parents and communicated well with parents about individual children at pick up and drop off times.

Staff working with the pre-school children have routinely continued to involve children in discussion and planning. We saw that all children were treated with respect and listened to. As a result the children continue to be well-behaved; they listen to adults and each other and were co-operating well.

At the previous inspection it was identified that there was scope to involve children further in day to day evaluations of their learning and achievements and a recommendation was made to continue to develop children's involvement in evaluating and improving the quality of the service. At this inspection we found that staff had begun to improve how they observe younger children to give them a voice.

Areas for improvement

At the previous inspection a recommendation was made that the manager should continue to develop ways of involving service users in assessing and improving the quality of the management and leadership of the service. The change in manager had again limited progress that could have realistically been made in this area however, the manager was committed to taking parental involvement forward in the future.

At the previous inspection it was identified that there was scope to involve children further in day to day evaluations of their learning and achievements and a recommendation was made to continue to develop children's involvement in evaluating and improving the quality of the service. Work is ongoing to develop children's involvement using 'Floor books' - a method of engaging children in a record of their learning, and there is still scope for development of children's involvement in their learning profiles; the recommendation is carried in this report.

See Recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The management team and staff should continue to develop parents and children's involvement in evaluating and improving the quality of the service.

National Care Standards for Early Education and Childcare up to the Age of 16, Standard 13 - Improving the Service.

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

We found this service to have an adequate performance in relation to this Quality Statement. We gathered evidence from observing the children at play, staff interaction, examining curriculum planning and discussion with staff.

We found that more new staff had been employed and further changes had been made to staff deployment in order to ensure that children benefitted from staff who understand how to plan and provide for children's development and learning. In this period of change we saw that previous improvements made had continued to be maintained and there was a commitment to continued improvement.

Staff are continuing to develop their understanding of curriculum. Those working with the pre-school children have made significant progress as a result of support from advisors from the provider organisation and local authority.

Staff working with younger children now plan more exploratory play experiences to help children learn. The space in the baby room is used more effectively to offer wider choices and more independent access to resources. The choice of free-play activities available to toddlers and pre-school are more interesting to the children. As a result we saw that children were more motivated to engage and learn through play. Toddlers and pre-school children have the choice to access a wider range of outdoor activities independently. Pre-school children are finding experiences more challenging which will help them to progress more with their learning.

Across the nursery, staff are more responsive to children's interests and learning needs. Interactions are warm, caring and engaging. In most cases interactions support children to learn and a few staff show skill at extending and challenging children's thinking.

Learning journals have been introduced for all children. These are at an early stage of development but are beginning to allow children's progress to be recorded and monitored.

Areas for improvement

At the previous inspection a recommendation was made that the management and staff should continue to develop their approaches and make closer links in the cycle of observation, assessment and planning to ensure children have stimulating and challenging experiences to support their development and learning. This recommendation is a work in progress and is carried forward in this report.

See Recommendation 1.

Management and staff should monitor the quality of the curriculum as it continues to develop. **See Quality Theme 4, Statement 4 - Quality Assurance.**

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The management and staff should continue to develop their approaches and make closer links in the cycle of observation, assessment and planning to ensure children have stimulating and challenging experiences to support their development and learning.

National Care Standards for Early Education and Childcare up to the Age of 16, Standard 4 - Engaging with Children.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found this service to have a good performance in relation to this Quality Statement. We came to this conclusion after we observed the impact on children of daily routines and practices in the nursery, looked at records and photographs and talked to staff.

We saw that friendly relationships were established between parents and staff and that communication to share information to support children's health and wellbeing was effective. In turn the staff teams shared information appropriately to ensure that children got the care they needed.

Training for staff had raised their awareness of the importance of attachments for children's security and development. We saw that staff had established warm relationships with children and were caring and responsive in carrying out personal care tasks. Staff responded to children's interests and joined in with children at play. As a result children were happy in the nursery and confident in approaching staff with their needs and requests secure in the knowledge that staff would respond.

The child protection policy reflected safe recruitment procedures and identified clear procedures for staff to follow in reporting concerns. All staff have attended training in child protection and this has been effective in raising staff's awareness of children's rights and their understanding of Getting it Right for Every Child; a Scottish Government initiative to support outcomes for children.

The curriculum is beginning to include more activities that help children to learn

about healthy lifestyles. Children's dental health is promoted through healthy eating policies and the pre-school children's participation in the national tooth brushing scheme. Children in the pre-school room and toddler room have the choice to play outdoors during most of the nursery day. As a result they have plenty of fresh air and physical energetic play outdoors. The nursery staff have begun to provide a wider variety of curricular activities outdoors and this is now much better organised and supervised. We saw that staff have improved the experiences for babies by ensuring they have more outdoor play, walks and outings.

The nursery provides snacks and meals for children, which are consistent with the national best practice Nutritional Guidance for Early Years Settings. Fresh fruit and drinks of milk and water are offered. Meals are cooked in the nursery and staff told us that the quality of meals had improved since a new cook had been employed.

Young babies received appropriate support from staff with feeding. Older babies are now provided with more suitable small cutlery to help them to feed themselves. Pre-school children were now learning to use two items of cutlery simultaneously. Lunch was a sociable occasion and staff interacted well with the children.

Babies and younger children have opportunities to sleep and rest according to their developmental and individual needs.

Since the previous inspection a recommendation was made that the provider and manager should monitor and review practice within the 3-5 department and ensure staff are supported when managing children's behaviour in the room. At this inspection we found that an additional experienced member of staff had joined the pre-school team. Outdoor play had been re-organised to give children more space to play and reduce the potential for conflict. Staff were responsive and supported children's developing relationships. As a result we saw that children were well-behaved and playing co-operatively.

Areas for improvement

We found that toddlers were again only given a fork to eat their lunch, an issue that was identified previously across the nursery. Some of the forks available for toddlers to use were too large for them to manage. The manager agreed to look into this again and ensure the availability and use of two appropriately sized pieces of cutlery for all children.

Tooth brushing had previously been carried out with younger children. At the previous inspection in March the manager identified that plans were in place to re-instate this practice however, this has not yet been actioned. National Health Service guidance emphasises brushing children's teeth at an earlier age may benefit their oral health.

In couple of instances staff working with toddlers could have been more pro-active in their response, for example encouraging a tired child to have a sleep earlier instead of

during the normal routine and supporting children better to negotiate with each other.

See Recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider, manager and staff should continue to develop approaches to support children's health and wellbeing as identified in this report.

**National Care Standards Early Education and Childcare up to the Age of 16,
Standard 3 - Health and Wellbeing.**

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

We gave this Quality Statement the same grade as Quality Theme 1, Statement 1 as comments made in Quality Theme 1, Statement 1 are also relevant to this statement.

Areas for improvement

Comments in Quality Theme 1, Statement 1 are also relevant to this statement.

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

We found this service to have a good performance in relation to this Quality Statement. We came to this conclusion after we observed the accommodation, grounds and equipment, observed nappy changing, and examined records of risk assessments, cleaning and checks.

One requirement had been made since the previous inspection; that the provider ensure:

a) Infection prevention and control policies, procedures, including information displayed, are updated to reflect current best practice as published by Health Protection Scotland, Food Standards Agency, Environmental Health, Access to Farms Partnership and Health and Safety Executive.

b) Staff must be trained in the prevention and control of infection and the service specific infection prevention and control policies and procedures appropriate to the premise in which care is delivered.

c) Infection prevention and control procedures are implemented.

d) A system for evaluating training and practices is introduced to ensure those working on the premise provide safe care.

At this inspection we found that action had been taken to address previous issues around cleanliness in the kitchen, playrooms and equipment that led to the above requirement being made.

Acting on our previous concerns Environmental Health had visited the nursery and since informed us of substantial improvements in the kitchen environment. We saw that these were maintained by the new cook.

Minutes of staff meetings and discussion with staff evidenced that staff had been informed of expected practices in maintaining cleanliness and infection control. Staff had access to relevant good practice guidance and information.

We observed that the environment, toys and equipment were visibly clean. Staff described routine cleaning appropriately and records and checks were evident. We saw that mops and cleaning equipment were cleaned properly and marked for designated uses.

We saw that infection control practices were implemented effectively; nappy changing practice was observed to be appropriate. Staff washed their hands and encouraged children in good hand-washing routines. These practices contribute to ensuring the environment is safer and children are protected.

At the previous inspection a recommendation had been made that the manager should ensure that a procedure is implemented to check and replenish first aid materials; that these are stored appropriately and easily accessible. At this inspection we found that an old, inappropriately wall-mounted first aid box had been removed. New first aid boxes had been provided and a system implemented to ensure the contents are maintained appropriately.

Areas for improvement

At the previous inspection a recommendation had been made that the manager and staff should further develop risk assessments in relation to outings to take better account of children and circumstances on each occasion. This recommendation had not yet been actioned and we explained to the new manager how risk assessments could be improved upon. This recommendation is carried forward in this report.

See Recommendation 1.

The provider and management team should continue to monitor that cleanliness and

infection control practices are maintained to a high standard. **See Quality Theme 4, Statement 4 - Quality Assurance.**

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager and staff should further develop risk assessments in relation to outings to take better account of children and circumstances on each occasion.

National Care Standards for Early Education and Childcare up to the Age of 16, Standard 2 - A Safe Environment.

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service strengths

We found this service to have a good performance in relation to this Quality Statement. We came to this conclusion after we assessed the play environment and resources for the children inside and out, the facilities and equipment and looked at the improving outcomes for children.

The nursery benefits from separate play rooms equipped for babies and children at different ages and stages. All rooms are equipped with appropriate furniture and resources overall.

At the previous inspection a recommendation was made that the manager and staff should continue to develop the resources and activities provided to ensure sufficient challenge and progression in children's learning.

In the baby room staff were continuing to experiment with the playroom layout to make more effective use of space and this was having a positive impact. We saw that the environment now provide babies with more opportunities for both messy, sensory and physical energetic play.

In the baby and toddler playrooms we saw that there was an increased emphasis on using natural materials. We saw a child engrossed in exploring the feel and shape of squares of materials. Toddlers were building and balances small log slices. In the home corner children played imaginatively with real packaging and were recognising familiar words and symbols. Staff recognised children's interests and had provided bags for a child on a transporting 'schema'; a pattern in their play.

In the toddler and pre-school playrooms layouts are beginning to be more purposeful and motivating spaces for learning through play. Children's access to outdoor

activities is better organised. As a result children are interested and engaged in their chosen activities and learning to concentrate.

At the previous inspection a recommendation had been made that the manager and staff should monitor and address issues identified in relation to toilet cubicles and seats to ensure that toileting is as positive an experience for children as possible. At this inspection we saw that all toilet seats were in good order and a toilet cubicle door had been fitted with a magnetic catch to prevent it swinging open and creating a hazard for the children.

Areas for improvement

Planning for the younger children is still too activity led at times. In the toddler area a few art and craft activities were still too adult led and the contexts for learning too complex for toddlers' stage of development, e.g. looking at what is under the sea and making jellyfish with paper plates.

See Quality Theme 1, Statement 2.

In discussion the management team and staff have clear plans for continued improvement to the environment and resources. There are plans in progress to improve an area of the outdoor play area and the management are considering ways of improving babies access to the area.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

We gave this Quality Statement the same grade as Quality Theme 1, Statement 1 as comments made in Quality Theme 1, Statement 1 are also relevant to this statement.

Areas for improvement

Comments in Quality Theme 1, Statement 1 are also relevant to this statement.

Grade awarded for this statement: 4 - 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

We found this service to have a good performance in relation to this Quality Statement. We came to this conclusion after we talked to the provider, manager and staff about recruitment and deployment of staff, looked at staff training records, and observed improved care practices and outcomes for children.

At the previous inspection a recommendation had been made that the provider and manager must continue with the recruitment campaign as planned to further develop the stability of the staff team and continue to increase the overall workforce qualifications and skills.

At this inspection we found that the provider had recruited a new manager after the previous manager left the service. The new manager had suitable experience and was developing her qualifications and knowledge in the role. The provider and manager were continuing to make positive changes in the nursery and the children's experiences were continuing to improve.

The provider and managers had continued the recruitment campaign to recruit qualified staff and also redeployed staff internally to balance staff skills and knowledge throughout all departments. All rooms now had a designated room senior who were well placed to lead practice and improvements. Staff spoke positively about the impact of the new leadership structure in the setting; they feel well supported in their roles.

As a result of recruiting more staff the nursery is less reliant on agency and relief staff. This has very recently begun to provide more consistency for the children.

All staff were observed to be friendly, professional and approachable. They support each other well in their teams. Together they create a welcoming environment for children and their families.

A sound programme of core training was in place for staff including; child protection, first aid, and elementary food hygiene. We saw that where required individuals had attended opportunities to refresh their training and up date their knowledge. All staff had completed a child protection course which had raised their awareness of children's rights and impacted positively on their practice.

Staff have opportunities to work towards qualifications while in post. The two trainees described being well supported by their mentors.

All staff attended training on attachment hosted by the local authority; this was effective in raising staff awareness and evident from staff reflecting on practice.

As part of a requirement since the last inspection staff had received internal training in infection control. As a result staff practice had improved.

Areas for improvement

External training in infection control from NHS professionals is also available and would extend staff's learning and development. This is available to groups in-house.

The provider and manager are committed to continuing to maintain stability in the staff team and to develop staff skills and practice for the benefit of the children.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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 gave this Quality Statement the same grade as Quality Theme 1, Statement 1 as comments made in Quality Theme 1, Statement 1 are also relevant to this statement.

Areas for improvement

Comments in Quality Theme 1, Statement 1 are also relevant to this statement.

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

We found this service to have an adequate performance in relation to this Quality Statement. We came to this conclusion after we talked to the manager and staff, looked at audits and monitoring records, observed care practices and outcomes for children.

At the previous inspection a recommendation had been made that the manager and staff should develop a planned approach to monitoring, evaluating and supporting improvements in children's learning experiences across the nursery.

At this inspection we found that due to the change in manager this recommendation was only just beginning to be addressed. Action has been taken to address other matters raised. As a result there have been improvements to the cleanliness of the environment and infection control procedures.

The provider and manager have continued to monitor the effectiveness of staff and

re-deploy staff to make best use of their skills. Together, management and staff have developed a culture of improvement and now have a shared agenda for positive change.

The manager and staff are working closely in partnership with the local authority pre-school development officers to improve the curriculum and children's experiences. Development objectives have been identified and are being progressed.

The nursery manager has been well-supported by the provider's external management team particularly in relation to improving the quality of pre-school education.

The manager has a vision for future improvement of the nursery. A clear development plan is in place and has been shared with staff. Staff have a deeper understanding of the strengths of the nursery and aspects where further action is required.

Areas for improvement

Improvements are being made in the nursery however, some are at an early stage of implementation. As a result it is too soon to measure the full impact on practices and outcomes for children. Senior room staff are in now post and well placed to support the manager in taking forward and monitoring improvements. A planned and rigorous approach to monitoring improvements needs to be developed further. Monitoring needs to show that quality standards are maintained and improvements taken forward are making a difference to the children's quality of experience and their learning and development.

See Recommendation 1.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager and staff should develop a systematic and rigorous approach to supporting, monitoring and evaluating improvements across the nursery.

**National Care Standards for Early education and Childcare up to Age 16,
Standard 13 - Improving the Service.**

4 Other information

Complaints

One complaint in relation to the environment had been upheld since the last inspection. A requirement was made and issues have been addressed; for further information see Quality Theme 2, Statement 2.

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 - 3 - Adequate	
Statement 1	4 - Good
Statement 2	3 - Adequate
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 3	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 3 - Adequate	
Statement 1	4 - Good
Statement 4	3 - Adequate

6 Inspection and grading history

Date	Type	Gradings
5 Sep 2013	Re-grade	Care and support Not Assessed Environment 2 - Weak Staffing Not Assessed Management and Leadership Not Assessed
26 Mar 2013	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and Leadership 3 - Adequate
2 Feb 2012	Unannounced	Care and support 3 - Adequate

Inspection report continued

		Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good
22 Jul 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 4 - Good 4 - Good
8 Oct 2009	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 2 - Weak 3 - Adequate

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-بایتسرد میم وونابز رگید روا ولکش رگید رپ شرازگ تعاشا ہی

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com