

# Care service inspection report

## Buttons & Bows Nursery

### Day Care of Children

15 Crookston Drive  
Crookston  
Glasgow  
G52 3LZ

Inspected by: Barbara Miller

Type of inspection: Unannounced

Inspection completed on: 24 September 2013



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### **Service provided by:**

Buttons & Bows Nursery

### **Service provider number:**

SP2008969505

### **Care service number:**

CS2008174312

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

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## Summary

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

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

The service provides a caring and nurturing ethos. Staff demonstrate a genuine caring attitude towards all the children and each other.

### What the service could do better

The service should improve medication protocols and storage. The menus and lunchtime experience for the older children should be improved. The service should formally introduce support and supervision for all staff.

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

The service have improved consultation methods with all stakeholders.

### Conclusion

The staff genuinely care for the children and have positive interactions with them and their parents. All children in the service were happy and participating in all the planned activities. The staff provided varied and meaningful experiences for all age groups.

### Who did this inspection

Barbara Miller

# 1 About the service we inspected

Social Care and Social Work Improvement Scotland (the Care Inspectorate) regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on [www.scswis.com](http://www.scswis.com)

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (the Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

Buttons and Bows Nursery operates from a detached villa in the Crookston area of Glasgow. A new extension has recently been built on the grounds of the premises, this accommodates children aged 3 years to those not yet attending primary school.

The service is registered to provide pre-school education and daycare to a maximum of 76 children aged from birth to those not yet attending primary school. The service operates from 07:30 to 18:00 hours Monday to Friday during term time and school holidays and is in partnership with Glasgow City Council Education Department.

The service aims to: "Provide a safe and stimulating environment in which children can feel happy and secure. Encourage the emotional, personal, social, physical, creative and intellectual development of each child."

A full statement of aims and objectives was available to people using the service.

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

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - Good**

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](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 following an unannounced inspection. This was carried out by Inspector, Barbara Miller. The inspection took place on Tuesday 24 September 2013.

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

We sent 20 care standards questionnaires to the Manager to distribute to the parents/carers of children who attend the service. Thirteen questionnaires were completed and returned before the inspection.

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

- \* Children's care plans/profiles
- \* Nappy changing charts
- \* Daily sheets (younger children)
- \* Daily plan
- \* Staff training 2012/13
- \* Risk assessments
- \* Accident and incidents forms
- \* Medication recordings and storage
- " Menus
- \* Register 3-5 years
- \* Floor books
- \* Photographs/digital photo frames and Thank You cards
- \* The premises, indoors and outdoors
- \* Observation of staff/child interaction
- \* Registration certificate
- \* Insurance certificate
- \* Newsletters
- \* Standards & Quality Report 12/13
- \* Policies and procedures folder

\* Parents and staff questionnaires and evaluations

\* Children's and staff achievement awards

We spoke with:

- the manager
- room supervisors
- childcare workers
- the cook
- individual and small groups of children

We also observed the indoor and outdoor environment.

### **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

Management and staff to continue to develop their practice in line with Curriculum for Excellence and Assessment is for Learning.

NCS Early Education and Childcare up to the age of 16: Standard 5.1 and 5.4 Quality of Experience.

The staff are now using the above method to quality assure practice and procedures.

Management and staff to ensure planning, observation and assessment practices identify each child's stage of development.

NCS Early Education and Childcare up to the age of 16: Standard 4.4 Engaging with Children.

We could see the next steps of learning was planned, observed and assessed in the sampled children's personal progress folder, however they should formalise this method in the 2-3 year old playroom.

## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

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

The Manager identified what she thought the service did well, some areas for development and any changes it had planned. We requested that the Manager could involve how the people who used the care service in the self-assessment process.

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## **Taking the views of people using the care service into account**

Children played happily and spoke freely to us. Some of their comments included:

"I have lots of friends in nursery."

"I like to play with the building bricks."

"I like to read the books."

"I love to play outside."

"My favourite for lunch is chips."

"We are looking at the people who help us."

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

Thirteen parents/carers returned the Care Inspectorate's Care Standards Questionnaires. These were returned to us before the inspection. Six parent/carers indicated that they were "very happy" with the service, seven were "happy". Four questionnaires had mixed comments.

Some of their comments included:

One parent said her child had to join a large group in the morning and evening as they were told there were "staffing issues."

We raised this comment with the Manager. We are satisfied that the adult/child ratios are being adhered to.

"Buttons and Bows is a brilliant nursery. I now have two children who attend, one of whom is just about to leave for school. I believe the skills etc. he has learned at the nursery having been there since he was six months will do nothing but help and aid him through his school years. My youngest child is in the baby room and will look forward to see his progress through the nursery too. The staff are excellent and have always made both children feel so special and loved."

"I am extremely satisfied with the care and support both of my children receive. I am also confident in that I have an opportunity to feedback to staff and if necessary changes, etc are carried out."



## 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: 4 - 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

After examination of relevant documents and feedback from children, parents and staff, this service was found to have a very good performance in relation to this statement.

The service had used a variety of methods to provide parents/carers and stakeholders the opportunity to give feedback and make suggestions on the care and support provided. These included:

- \* targeted and exit questionnaires
- \* development consultation
- \* parents' meetings
- \* event evaluations
- \* parent workshops evaluations
- \* informal verbal feedback
- \* newsletters

The improvement plan included how parents and children would be involved in the evaluation and monitoring processes of the areas identified. A detailed induction process was in place where parents and children were given the opportunity to visit the service.

We saw the children in the 3-5 year olds playroom participating in "reflection time". This enabled children to air their views about the daily activities and learning experiences offered. These were used to plan further experiences and challenge children's learning. Photographs showed children being consulted and participating.

We could see children being consulted and encouraged to participate in deciding what activity to do next.

Planning demonstrated children were consulted in planned activities. Daily sheets for the children contributed to the continuity of care between home and nursery. Parents have been consulted to their child's routines and personal information.

Children were encouraged to plan for learning and some ideas were sought through the floor books and mind mapping exercises. We saw that parents had been asked about their views of the menus and the babies food had been changed in response to this consultation.

We saw very positive comments from parents about the overall quality of the service. Twelve out of the 13 parental questionnaires strongly agreed and 1 agreed that the service consults with them on the overall quality of the service.

### **Areas for improvement**

The service should continue the very good consultation methods to include all stakeholders to continually improve all round quality.

**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

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a good performance in relation to this statement.

All children had access to fresh drinking water and fresh air throughout the day.

Babies were cuddled and comforted. Children and staff had a genuine mutual respect for one another. Children were encouraged to help the younger ones. They were encouraged to be friends and play together. They played happily independently or in groups.

All the children were encouraged to wash their hands before lunch.

They followed good practice guidance for the toothbrushing programme which is monitored by the Oral Health Team.

The staff informed parents of the child's daily routines. All children have individual profiles which records children's learning and development and track their progress. Learning stories are shared with parents/carers on a regular basis. Parents are encouraged to add to their children's personal learning plans. Transition records were completed as children progressed between playrooms or keyworkers within the service. This ensured staff were aware of the needs of the children in their care.

The daily programme reflected emotional, personal and social needs of children. Children were encouraged to take part in physical and quiet activities.

The baby room lunchtime experience was calm, supportive and enjoyable, babies were content and ate well. Children enjoyed a sociable dining experience. The lunch was healthy and well presented.

Children enjoyed physical activities and exploration in the outdoor area. Some babies were taken out in their prams for a walk. Children aged 0-3 years enjoyed various activities including an exploration activity with shaving foam. Children aged 3-5 years enjoyed age appropriate activities including Scottish dancing and musical bumps. Staff used these positive experiences to extend learning opportunities and to enhance next steps of learning and development.

### Areas for improvement

Children in the 3-5s playroom were not encouraged to choose or be independent at lunchtime. They were offered only a fork to eat with. They had no access to a drink or napkin until after the meal. All children aged 0-5 years were offered the same amount of food.

Medication in the baby room was inappropriately stored and paperwork should be further improved.

As discussed, the service should establish the children's personal plans. This should contain all the information they have already collated.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The service should review the lunchtime experience in the 3 - 5 years, menus and the amount of food offered should be in line with best practice guidelines.  
Nutritional Guidance for Early Years: Food Choices for Children Aged 1-5 in Early Education and Childcare Settings, Scottish Executive 2006.

National Care Standards Early Education and Childcare up to the age of 16,  
Standard 3 Health and Well being.

2. The medication practices and storage of medication should be further improved. They should be in line with best practice for example Care Inspectorate "The Management of Medication in Daycare and Childminding Services 2013"

National Care Standards Early Education and Childcare up to the age of 16,  
Standard 3 Health and Well being.

## 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

The service involved parents and children in the development of the new build extension for the 3-5 year olds.

### Areas for improvement

Please refer to Quality Theme 1, Statement 1.1 Areas for Improvement.

**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

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a good performance in relation to this statement.

There was a secure door entry system at the main entrance to the main building and the extension to ensure that children were safe in their playrooms. A security policy was in place which contained information for parents on signing their children in and out of nursery. There was a child protection policy in place. Staff were aware of this and told us the procedure for reporting child protection concerns.

There was a robust risk assessment process in place to ensure that children were protected from hazards both within the centre, in the outdoor play area and on outings. Risk assessment policies were in place for the premises and outings. We saw cleaning checklists in place for the 0-2 year playroom and equipment.

Maintenance requests were made and carried out efficiently. We saw regular maintenance and health and safety records.

An appropriate system was in place for recording accidents and incidents. Accident records were monitored on a per child basis and reported to parents.

Children in the 3-5 year playroom could access the toilet facilities easily. Visitors are supervised at all times.

Children were encouraged by staff to be Eco friendly, they had an "Eco station" whereby they were recycling paper etc. The service are applying to become members of the Eco Schools Project.

The walls displayed a mixture of parental information, children's work and photographs. Children's work was linked to themes, topics or interests.

### Areas for improvement

The nappy changing areas were cluttered and one of the changing units was in need of replacement. One toilet had no ventilation. This led to an offensive odour in this area. We advised the service to use foot pedal bins around the food, hand washing and nappy changing areas.

We saw the storage of generic nappy changing creams and teething rings.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

## Recommendations

1. The only item stored in a nappy changing area is the equipment needed for that use. This is to minimise the spread of infection.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 2 A safe environment.

2. The service should never use generic creams or teething rings.

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

Please refer to Quality Theme 1, Statement 1.1 Service Strengths.

#### Areas for improvement

Please refer to Quality Theme 1, Statement 1.1 Areas for Improvement.

**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

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a good performance in relation to this statement.

All of the staff held an appropriate childcare qualification and had been registered with the Scottish Social Services Council to work within the centre.

A staff handbook was in place to support staff in their roles within the centre.

The service had a commitment to ensuring that staff received appropriate support and training to carry out their roles effectively. The staff team had recently completed a questionnaire about staff development. We saw that an annual training plan was in place for the staff team. Staff told us that they had very good access to training. We checked the staff training records and found that staff had recently attended training in a range of subjects including Birth to Three and Curriculum for Excellence.

During the inspection we observed that staff worked very well together as a team. Staff had developed very good relationships with each other and were very supportive of each other. Staff told us that they felt well supported in their roles, by management and their colleagues.

Staff met regularly as a team to discuss issues relating to the centre and the children. Staff were able to contribute to the agenda for these meetings and a note of the meeting was recorded and made available to them for reference.

The staff were positive and encouraging in their interactions to the children. During our discussions, staff were enthusiastic and committed to their roles and to the nursery.

The keyworker role was well embedded into practice and we observed that children had developed very close relationships with their keyworkers and other staff in their playrooms.

Parents told us the nursery was very good because of the approachability of the staff. One parent said "They know all of the children, even if they don't work in her room, it is lovely."

## Areas for improvement

Staff were unclear about best practice guidance for example medication storage and protocols and the prevention of the spread of infection.

Please refer to recommendations noted earlier in this report.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. All staff should be well trained in the most up to date best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16,  
Standard 13: Confidence in Staff.

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 1

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

### Service strengths

Please refer to Quality Theme 1, Statement 1.1 Service Strengths.

### Areas for improvement

Please refer to Quality Theme 1, Statement 1.1 Areas for Improvement.

**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

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a good performance in relation to this statement.

Parents, staff and children are included in developing the nursery. Parents' views were sought in a variety of ways. They were further encouraged to join the parents' group or to meet more formally to discuss issues such as policies, fundraising, events or suggest ways to improve the service.

The Standards and Quality Report were used as quality assurance document. This demonstrated that the Manager evaluated quality in all areas of the nursery. She had scored the nursery very good in all areas.

The service used The Child at the Centre 2 performance indicators in order to identify its strengths and areas for improvement within the service. Staff take a broad look at The Child at the Centre 2 document in order to identify priorities and inform their improvement plan.

A complaints procedure had been displayed on the notice board, this board and throughout the nursery had extensive information and good practice signposting.

### Areas for improvement

There was no formal staff support and supervision systems in place.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The Manager should formally provide a structured, one to one staff support and supervision session. This will enable the service to monitor and audit quality practice and procedures.

National Care Standards Early Education and Childcare up to the age of 16, Standard 14 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

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

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

## 6 Inspection and grading history

Date	Type	Gradings
12 Dec 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not Assessed Management and Leadership Not Assessed
16 Nov 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
13 Jan 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

## Inspection report continued

5 Mar 2009	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 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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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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