

Care service inspection report

Pine Trees Nursery

Day Care of Children

1 Ayr Road
Prestwick
KA9 1SX

Inspected by: Joy Hill

Kara Doolan

Type of inspection: Unannounced

Inspection completed on: 11 December 2013



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Service provided by:

Pine Trees Child Care Limited

Service provider number:

SP2012011999

Care service number:

CS2012314461

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Summary

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

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

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

What the service does well

The management team and the staff involve and consult with parents and carers wherever possible. This Inclusive approach has helped the nursery to build good working relationships with families using the service.

The nursery staff team are highly motivated and keen to be involved in the future development of the nursery. The majority of the staff remained in post when the new owner took over the nursery thus providing continuity of care for the children using the service.

Parents and carers have confidence in the quality of the care and support provided for their children.

The management team and staff work together to provide a warm welcoming environment for families using the nursery.

What the service could do better

We made four recommendations at this inspection. These relate to:

- developing a personal plan for each child using the service,
- improving daily routines for children over the age of two years,

- ensuring that the number of children present in the Sunflower Room corresponds with the conditions of registration agreed with the Care Inspectorate and
- continuing to develop the services quality assurance systems.

The manager will submit an improvement action plan to the Care Inspectorate. This will show the action the service will take to address these recommendations. We have included further information in the main body of the report.

What the service has done since the last inspection

This is the first inspection since the current owner registered Pine Trees Nursery with the Care Inspectorate. As this is a new registration, we do not carry forward previous inspection history and grades.

The current owners and the previous owners of the nursery handled the transition period extremely well and ensured that parents/carers and staff were kept well-informed. Feedback we received from all involved confirmed that this approach helped to ensure that the wellbeing of the children remained the priority during this period.

Conclusion

Overall, we found that the owner and the nursery staff team were making good and in some areas, very good progress towards meeting the aims and objectives of the service. This has been achieved over a relatively short period of time. They should continue to build on the progress already made and address the recommendations and areas of improvement we identified during this inspection.

Who did this inspection

Joy Hill
Kara Doolan

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 29 March 2013.

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.

- A requirement is a statement that 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 Inspectorate.

Pine Trees Nursery is an independent service operated by a private provider. The owner of the nursery has responsibility for the overall delivery of the service. The owner shares responsibility for the day-to-day running of the service with a suitably qualified and experienced manager. The nursery can provide up to eighty-one places per session.

The nursery is located in the town of Prestwick in South Ayrshire. The accommodation in the main building is over two floors. A purpose build extension provides additional accommodation, currently used for younger children. Children also have use of a fully enclosed outdoor play area with a garden room.

The nursery has developed the following overarching 'Vision' and 'Core Values':

Vision:

Our young people will enjoy a safe and healthy environment in which we:

Achieve

Are active

Are nurtured

Are respected

Are responsible

Are included

Core Values:

Fairness and equality

Understanding

Honesty

Knowledge

Fun

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 4 - Good

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

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

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We completed this inspection over two visits. On 09 December 2013, we carried out an unannounced inspection visit to the nursery that took place between 9:30am and 3:45pm. On 10 December 2013, we carried out an announced visit to complete the inspection process and give verbal feedback to the owner/provider of the service and the nursery manager.

As part of the inspection, we took account of the completed self-assessment form that we asked the owner/provider and manager to complete and submit to us.

We sent thirty care standards questionnaires to the nursery manager to distribute to the relatives or carers of the children who use the service. Relatives and carers returned twenty-one completed questionnaires before the inspection.

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

We spoke with:

- children
- parents/carers of children attending the service
- the owner/provider of the service
- the nursery manager
- the deputy manager and
- nursery staff.

We looked at:

- the aims and objectives of the service
- how the nursery staff team cared for the children
- parents/carers involvement in the nursery
- the nursery environment

- the resources used by the children
- a sample of the policies and procedures relating to the Quality Statements we inspected
- the services Participation Strategy
- nursery plans and evaluations
- the services Improvement Plan 2013-14 and Progress Report - November 2013
- the services Standards and Quality report 2013
- photographs of children taking part in a wide range of activities
- written information provided to families who use the service including the services handbook and enrolment information
- responses to a parental survey carried out by the service
- newsletters
- risk assessments
- staff training records
- staff appraisal, monitoring and review systems
- staff meeting minutes
- nursery monitoring and observation plans and records
- noticeboard information
- displays of children's work
- children's folders and
- the services insurance and registration certificates.

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

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: No

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 management team submitted a self-assessment document prior to our inspection. The self-assessment identified what the nursery did well, areas for development and changes they had planned. The management team included information about how the people who use the service had taken part in the self-assessment process.

Taking the views of people using the care service into account

We found that the vast majority of the children were settled and clearly enjoying their nursery experience. The children were relaxed and comfortable in their care of the staff. Some of the older children spoke to the inspecting officers and told us about the things they enjoyed doing. Their favourite activities included 'playing outside', 'playing with their friends' and 'making things'. Some of the children had only been using the service for a short time. Staff supported these children very well.

Taking carers' views into account

Parents include carers, guardians, relatives, friends and advocates.

We received twenty-one completed Care Standards Questionnaires before the inspection visit. The respondents Agreed or Strongly Agreed that they were happy with the quality of care provided. We also spoke to three parents/carers during the inspection visit. All of the parents/carers we spoke with had confidence in the service and felt that their children benefited by attending Pine Trees Nursery. Comments received from parents/carers during the inspection process included:

'I could not be happier with the care my son receives at Pine Trees nursery.'

'Very happy with the service and no problems with the changeover of owners.'

'The nursery staff are very caring, friendly and flexible.'

'My children love it here and we will be very sad to leave next year.'

'We are a new family to the area and to the nursery. The staff were in contact prior to my children starting. They have been very supportive.'

Information obtained from the Care Inspectorate questionnaire and our discussions with parents/carers is contained within the relevant sections of this report. We considered the views of parents/carers in awarding the grade for each Quality Statement.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found very good opportunities for parents/carers and children to get involved in assessing and improving the overall service provided at Pine Trees Nursery. We have highlighted some of the methods used by the service in this section.

The parents/carers we spoke with and those who sent us a questionnaire Agreed or Strongly Agreed that the service had involved them in developing the nursery, for example by asking for ideas and feedback. Their comments included:
'Feedback is always accepted and ideas are given on how to improve.'
'The email contact is great, really easy to keep in touch.'

Consultation with parents/carers and children was firmly embedded in the day-to-day practice of the staff and management team. We found regular opportunities for parents/carers to share their views through questionnaires, informal discussions with staff and formal meetings. The management team had developed a meaningful Participation Strategy, which reflected their intention to continue to involve parents/carers in the decisions that affect their children. Examples of developments resulting from consultation with parents/carers included a review of the services opening times, the introduction of nursery sweatshirts for children and amendments to the daily diaries used for younger children.

Parents/carers and staff commented favourably about the new owners Open Door Policy. Their comments demonstrated that they appreciated this effective way of identifying and addressing the issues important to families using the service. They also commented on the very successful Summer Fete, a new venture for the nursery. This well attended social event, which originated from a suggestion made by a

member of staff, provided an opportunity for families, staff and children to get to know each other better. Comments we received included:

'The summer fete was a fantastic idea. As a means of getting to know parents, it was invaluable. It has definitely helped to build really good relationships between the nursery and parents.'

'The nursery is working hard with parents to be more involved and have tried new initiatives like the Summer Fete. I would happily recommend this nursery to others.'

Staff kept parents/carers up to date with their child's progress. As well as regular informal discussions staff recorded significant events such as accidents and shared this information with parents/carers. Parents meetings were well attended and provided an opportunity for families to speak privately with their child's keyworker. Children's folders of work were available for parents/carers to look at with their child. Home link activities enabled families to play an active part in their children learning. Parents/carers and children shared their views about each activity with staff using a simple evaluation form. Current home link activities included helping pre-school children identifying the first letter of their name.

Throughout our visits, we observed staff involving the children in planning activities and choosing resources. Pre-school children also helped to plan the lunch menu and decide who helped with the snack. The staff obtained children's views through conversations, observation, together times, mind maps and floor books. Staff in the Daisy room routinely asked children what they would like to play with and carefully explained any changes to the expected routine. In the baby room, children followed a well-established but flexible programme of activities that respected children's individual routines such as sleeping arrangements and mealtimes.

The parent/carers we spoke with and those who sent us a questionnaire confirmed that prior to using the nursery they received written information about the service provided. This included a handbook containing guidance regarding the action parents/carers should take if they were unhappy about any aspects of the service provided. We found that the quality of the information shared with parents/carers was to a high standard. Providing this information helped to ensure that parents/carers were kept well-informed and therefore in a better position to judge the quality of the service provided and to make suggestions for improvement.

Areas for improvement

The management team in collaboration with staff had identified several areas they would like to develop further. These included:

Continuing to develop and improve consultation with and choices for children.

Establishing a Parents Forum - this was at an early stage of development. Volunteers had met once to establish the objectives of the forum. Further meetings were planned.

Organising 'Stay and Play' sessions - these sessions would provide parents/carers with more information about their children learning and development by providing opportunities for parents/carers to spend time in the nursery with their child.

The service was in the process of establishing a bank of parent/carer volunteers. At the time of this inspection, they had received an encouraging number of responses.

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

Very good systems were in place to promote the health and wellbeing of the children attending Pine Trees Nursery. We have highlighted some of these systems in this section.

Throughout the nursery, we observed staff treating children in a warm, caring manner and speaking to them kindly.

The nursery staff worked closely with the families using the service. Families new to the service met with their child's keyworker and followed a well-established but flexible settling in process before leaving their child in the sole care of the staff. All Parents/carers completed a childcare information record for their child. This approach provided staff with detailed information about each child's health and wellbeing, stage of development and individual likes and dislikes. Staff used this information appropriately. For example, staff knew about children's allergies and dietary needs and used this information to provide suitable drinks and snacks. Staff helped to keep this information up to date by making themselves available to talk to parents/carers regularly.

We found that the services well established daily routine provided children with security and continuity of care. The routine was sufficiently flexible to enable staff to respond to individual children's needs. For example, in the baby room we observed well-organised care routines provided in a comforting, nurturing environment. Staff demonstrated that they respected and acted upon the wishes of parent/carers. Daily diaries provided a useful additional means of sharing information with the families of younger children.

Staff shared their knowledge and experience of dealing with common childcare issues such as biting and toilet training with parents/carers through 'Supper Nanny'

newsletters. This has proved popular with parents/carers and staff have received very favourable feedback and suggestions for topics to cover in future newsletters. Staff commented that an added benefit brought to their attention by parents/carers was that sharing this information had helped support a more consistent approach to these issues both at home and in the nursery.

Recently introduced tennis lessons had proved popular with older children and plans were in place to introduce swimming lessons. Both of these activities provide additional opportunities for children to experience active lifestyles and develop interests that support all-round development.

In order to develop children's understanding of health and wellbeing in the wider world the nursery had established links with Londolozi Nursery in South Africa. Staff developed these links in a manner that was meaningful to the children. This included opportunities for the children to talk to children from Londolozi Nursery and have face-to-face interaction using Skype. This approach helped the children to develop a real insight into how the children attending Londolozi Nursery lived. It also provided an opportunity for the children to learn about and use different methods of communication and the associated technology.

Staff ask parents/carers to give their consent for outings and activities outwith the normal nursery routine. This included permission to use Skype. As a result, parents/carers could make informed decisions about their child's participation in these activities.

Throughout the nursery, children had opportunities to learn about and practice healthy lifestyles. For example:

- The children took part in the national tooth-brushing programme for nurseries and schools, 'Childsmile'.
- Regular use of the church hall provided additional opportunities for energetic play.
- We observed staff supporting children to follow good hand washing routines.
- Children of all ages were encouraged to develop appropriate levels of independence.
- Staff recorded children's good work and successes on the 'Golden ladder'.

The parent/carers we spoke with and those who sent us a questionnaire were confident that the nursery provided appropriate care and support for their children. Their comments included:

'My child has grown in knowledge and confidence since she started to attend.'

'My son has come on leaps and bounds and seems very happy.'

'My child is really enjoying the tennis and is looking forward to the swimming.'

'The visit to the Panto was a new experience for my son which he really enjoyed.'

The nursery staff team followed the South Ayrshire Councils Child Protection Policy and worked with other agencies to address any concerns they may have about the

health and welfare of children attending the nursery. The nursery staff team undertook annual refresher training in this area. This ensured that they clearly understood their role in relation to the protection of children and that this knowledge reflected current good practice. The nursery also worked with the local authority and health professionals to support children with identified barriers to learning.

All care services are required to develop and maintain a personal plan for every service user. This is a relatively new requirement for this type of service. We found that the service had made good progress towards developing and implementing personal plans for children attending pre-school sessions. Staff had information about national programmes such as 'Getting it Right for Every Child' (GIRFEC) wellbeing indicators and principles and Pre-Birth to Three - Positive Outcomes for Scotland's Children and Families. Staff used this information to help them complete children's personal plans. Information was available to parents/carers explaining the content and purpose of these plans and the measures put in place to review and keep these plans up to date.

Areas for improvement

The nursery should complete personal plans for all children using the nursery. Personal plans should include an individual risk assessment for children who require additional support.

(See recommendation 1 for Quality Statement 1.3)

Long term medication records should be further developed to enable staff to record when and if possible how much medication was returned to parents/carers.

The management team and staff should review the some of the services infection control measures. These measures include:

- The effectiveness of asking parent/carers to use shoe covers in the baby room.
- Staffs use of disposable gloves at snack/meal times.
- The need for children to use disposable gloves when helping at snack/meal times.

Where improvements are identified these should be acted upon.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The nursery should develop a personal plan for each child using the service and carry out a review of these plans every six months or sooner if needed.
National Care Standards for early education and childcare up to the age of 16.
Standard 3 Health and wellbeing and Standard 6: Support and development.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

As part of this inspection, we looked at the accommodation and the resources used by the children attending the service. We found very good systems were in place to make sure that the environment was safe and service users protected. We have highlighted some of these strengths in this section.

There is a security system in place, monitored by staff in the main office. Recent improvements to security included the installation of CCTV to monitor the children's outdoor play area and the main entrance. These measures helped to ensure children's safety.

Staff effectively used risk assessment and daily visual checks to ensure the playrooms, outdoor areas and resources were well maintained and appropriate for the children using the service. The manager and the staff had attended a range of useful training courses. These covered topics such as first aid and safe food handling. The manager and staff demonstrated that they used this training in conjunction with the services policies and procedures to promote children's safety.

The programme of redecoration and refurbishment started by the new owner was well underway. This work had led to improvements to the children's play and learning environment. For example, children in the upstairs Sunflower Room now routinely used the redecorated Garden/Londolozzi Room located on the ground floor. This arrangement enabled children to move freely between indoor and outdoor play areas.

Appropriate 'Golden Rules' had been developed to help keep children safe. Staff used these rules consistently and most of the children understood why these rules were in place. For example, children in Sunflower Room told the inspector that the rules 'stopped them being hurt' and explained that it was important to walk downstairs and not to push in case someone fell.

Most of the parents/carers who sent us a questionnaire 'agreed' or 'strongly agreed' that overall Pine Trees Nursery provided a safe, suitable environment for their children

and that there was sufficient space for the children to play and get involved in a range of activities.

Areas for improvement

We asked the service to provide self-closing bins in the snack and lunch areas. This would support good hand hygiene practice.

One responded to our questionnaire raised concerns regarding the entrance area to the Sunflower Room. We raised these concerns with the owner and manager. They intend to monitor this area, particularly at busy times of the day.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

The accommodation and resources are suitable for the needs of the service users.

Service strengths

Staff provided a warm, welcoming environment for children. We found that management and staff ensured that parents/carers and children could move around the building safely and took account of individual needs. For example, wide doorways and uncluttered corridors provided buggies and wheelchairs easy access to the downstairs accommodation. Toilet and changing facilities reflected the different ages of the children and a child's height handrail helped children to negotiate the stairs independently.

We found that in most areas staff provided sufficient resources and play materials for the children's play and learning experiences. The resources were of a good quality, well maintained and easily accessible to the children. Throughout the visit, we saw most children confidently choosing resources independently and using them appropriately.

We found that the children in the Sunflower Room were using technology and the internet to research topics and find answers to their questions.

The children had regular access to an enclosed outdoor play area. Once completed the redeveloped nursery garden will support the services intention to work towards obtaining their Eco School award.

The nursery made use of a local church hall and nearby play areas to provide additional opportunities for energetic play. Staff made sure that these areas and the resources they contained were safe and suitable for the children.

Most of the parents/carers who sent us a questionnaire 'agreed' or 'strongly agreed' that the service provided a suitable range of toys and play materials and enough space for the children to play comfortably.

Areas for improvement

We found that children in the Daisy Room were involved in adult lead activities and care routines for much of the session. As a result, they had limited access to and time to play with the resources and play materials available in the playroom. In the Sunflower Room, we found that choice of activity was limited in the messy room. In addition, the logistics of moving children in the Sunflower Room around the nursery, either to go to a different playroom or to go outside took up a considerable amount of the staff and the children's time. We spent time discussing our observations with the management team and staff. During these discussions, we identified possible improvements to staff deployment and options for improving children's routines. The management team were aware of most of the issues raised and were keen to identify suitable resolutions. (See recommendation 1 for Quality Statement 2.5)

We found that the number of children present in the Sunflower Room did not always correspond with the conditions of registration agreed with the Care Inspectorate. To assist staff to ensure they work within the conditions of registration the methods used to record children arriving and leaving should clearly identify the total number of children present. (See recommendation 2 for Quality Statement 2.5)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The management team and staff should improve routines for children over the age of two years. Particular attention should be given to improving children's choice of activity and reducing the time children spend preparing to move and moving around the nursery.
National Care Standards for Early Education and Childcare up to the age of 16, Standard 5.2: Quality of experience.
2. The management team should ensure that when more than 26 children aged three and over are present the areas of the building used correspond with the conditions of registration agreed with the Care Inspectorate.
National Care Standards for Early Education and Childcare up to the age of 16, Standard 2.3: A safe environment.

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 did not inspect against this statement but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

Please see Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We found that Pine Trees Nursery was performing to a very good standard in the areas covered by this statement.

The nursery staff team were highly motivated and suitably experienced. The majority of the staff remained in post when the new owner took over the nursery thus providing continuity of care for the children using the service.

We looked at staff training records and asked staff about training opportunities. We found that staff were appropriately qualified and had access to relevant training opportunities. The management team actively supported staff training and had organised in-house training opportunities that the whole staff team were encouraged to attend. This approach enabled the management team to tailor the content of training sessions to address the identified needs of staff and the overall service provision. Staff commented that a recent in-house training session based on 'Pre-Birth to Three - Positive Outcomes for Scotland's Children and Families' provided

information and guidance that they were now using in their day-to-day childcare practice.

Staff confirmed that the management team were approachable and that they were encouraged to make suggestions and take forward ideas. Examples of this included the work current underway to develop the outdoor area and gain the ECO School Green Flag Award.

We found examples of parents/carers visiting the nursery to share their skills with children and staff.

Staff registered with the relevant professional body. For example, the majority of the nursery staff team had registered with the Scottish Social Services Council (SSSC.) The SSSC is responsible for registering people who work in social services and regulating their education and training. Their role is to raise standards of practice, strengthen and support the workforce and increase the protection of people who use services. Staff were aware of the minimum training requirements they needed to achieve in order to maintain their SSSC registration.

The parents/carers we spoke to and those who sent us a questionnaire were confident that staff had the necessary skills and experience to support the learning and development of their children. Their comments included:

'All staff are friendly and always share information freely with my husband and I. The nursery is certainly helping my son develop into a confident little individual.'

'I have made several requests about nappy changing and teething problems and the girls have always acted quickly and adhered to my wishes.'

'I am very happy with the care my little girl received. The staff are very flexible, take into account my wishes and have helped me with any new milestones my child is trying to achieve.'

'The manager had been a rock to me and my children especially during difficult family times.'

Areas for improvement

The management team have introduced a new format for staff appraisal. The members of staff we spoke to thought that this provided an effective means of monitoring their performance and identifying their individual training needs. The management team intend to build on the progress made so far. They also intend to support newly appointed staff as they develop their skills and settle into their posts.

Staff and the management team intent to use their skills and experience to address the recommendation made in Quality Statement 2.5.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

We did not inspect against this statement but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

Please see Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

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

Service strengths

We found that since registering the nursery with the Care Inspectorate the new owner has made good progress in the areas covered by this statement.

The nursery staff team kept families well informed about their work and the operation of the service. This knowledge assisted parents/carer to contribute to the services quality assurance processes. This included completing questionnaires and giving feedback during parent's evenings and other special events.

We spoke to staff about their involvement in the services quality assurance processes. They confirmed that they were fully involved and that their contributions were appreciated and respected by the management team. Regular room meetings and termly whole staff team meetings provided regular opportunities for management and staff to discuss issues pertinent to the service and plan future activities. Staff commented that they found the new owner and the manager very approachable. This was particularly evident during the initial whole staff meeting held by the new owner.

Staff commented that this was an opportunity for everyone to contribute to the future development of the nursery. They were able to give examples of suggestions they had made that were in place and others that were still at the planning stage. Overall, staff were enthusiastic about the future and their role in taking the nursery forward.

The new owner carried forward partnership arrangements with the local authority to provide ante pre-school and pre-school education for children. As a partner provider service, they received monitoring visits via the Teacher Access Programme (TAP). The management team and the staff used these visits to further develop good practice and address areas of improvement. They also encouraged the TAP teacher and other stakeholders to contribute to their quality assurance process. We found that feedback from these sources influenced the development of the service.

The information obtained from the services quality assurance systems and processes along with feedback from parents/carers and staff contributed to the Improvement Plan. The Improvement Plan clearly identified the priorities for the nursery and set out targets with timescales for achieving improvement. The Improvement Plan also clearly identified the achievable benefits to service users.

Systems were in place to monitor progress made towards achieving the objectives of the Improvement Plan. The management team shared the content of the Improvement Plan with families using the service.

The parents and carers we spoke with and those who sent us a questionnaire had confidence in the skills of the management team. They knew how to contact the manager and raise issues if they needed to. They were confident that the staff and/or the management team would deal with any issues they raised to their satisfaction. They told us:

'Nice to see the new owner so involved, she has brought a real buzz to the place.'

'I think many of the changes in the Sunflower Room will benefit the quality of the curriculum being delivered.'

Areas for improvement

We asked the management team to continue to develop their quality assurance systems and processes. Doing so would help to ensure that they had the means to obtain the information they need to assess their progress towards achieving the aims of the Improvement Plan. In addition, this would assist staff and the management team to identify areas of potential improvement outwith the Improvement Plan. For example, during this inspection we found that the conditions of registration relating to the age range of the children using the Garden Room did not accurately reflect the actual use of this area. We have asked the management team to submit a variation to the Care Inspectorate to request a change to the current conditions of registration. (See recommendation 1 for Quality Statement 4.4)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The management team should continue to develop their quality assurance systems to ensure that they effectively monitor the quality of the work of the staff and the service as a whole.
National Care Standards for Early Education and Childcare up to the age of 16,
Standard 14.7: 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

We directed the management team to additional/updated information, recorded below, available via the Care Inspectorate website that they may find useful.

Revised Health Guidance - Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) March 2011 with amendments from October 2011
Publication code: HCR-0112-041

Health Guidance - The Management of Medication in Daycare and Childminding Services
Publication code: HCR-0412-061

Records that all registered care services (except childminding) must keep and guidance on notification reporting V.2
Publication code: OPS-0212-119

Scottish Statutory Instruments - 2011 No 210
Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

Action Plan

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

5 Summary of grades

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

6 Inspection and grading history

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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrrtas.

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

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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