

Inspection report

Bellrock Nursery School Day Care of Children

17 Skerryvore Road
Cranhill
Glasgow G33 3LT

Inspected by: Brenda Wilson
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 2 September 2008

Service Number

CS2006125211

Service name

Bellrock Nursery School

Service address

17 Skerryvore Road
Cranhill
Glasgow G33 3LT

Provider Number

SP2003003390

Provider Name

Glasgow City Council

Inspected By

Brenda Wilson
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

2 September 2008

Period since last inspection

12 months

Local Office Address

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Introduction

Bellrock Nursery School operated from purpose built premises in Cranhill, Glasgow East. The service was originally Registered with the Care Commission on 1 April 2002. A new Registration was granted in August 2006 when the service moved to new premises. The provider is Glasgow City Council, Education Services. The nursery provides full and part time day-care to children aged 2 years to primary school age, Monday to Friday 8.30 a.m. to 4.30 p.m.

The nursery aims to, 'Offer a high quality service designed to meet the needs of children and their families. To provide an environment which is honest, caring, welcoming, safe and stimulating which promotes lifelong learning. To create a setting where children and adults benefit from a wide range of equal opportunities to play and learn.' The aims and objectives of the nursery were evident throughout this inspection.

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

Quality of Care and Support - 5 - Very Good

Quality of Environment - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service failed to submit a self-assessment form as requested by the Care Commission. The Manager informed that due to I.T. problems the self-assessment was not submitted. The Manager provided a photo copy of the self-assessment on the day of the inspection.

Views of service users

20 parent/carers questionnaires were issued, 11 were returned.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a Manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Discussions took place with the Manager and 5 staff on a 1 - 1 basis.

Staff at inspection

Brenda Wilson, Care Commission Officer undertook the inspection. The report was written following an unannounced inspection undertaken on 2 September 2008 from 10:00 a.m. to 5:00 p.m.

Evidence

Evidence was gathered from a number of sources, including:

Discussion with 6 parents/carers and 11 children.

A review of a range of policies, procedures, records and other documentation, including the following:

Supporting evidence from the services self assessment

Health and safety policy and procedures folder including risk assessments

Child protection policy and procedures

Emergency procedures

Infection control policy and procedures, including hand washing

Staff meeting minutes

Children's consultation minutes

Staff training files, induction programme.

Aims and objectives

Providers information to service users including evaluation questionnaires Complaints information

Activity plans – resources

Registration Certificate, Insurance Certificate, Accident/Incident records.

Observations of staff practice

Examination of the environment and equipment

All of the above information was taken into account during the inspection process and was reported on.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Focus Areas:

Child protection

Notifications to Scottish Social Services Council

Quality Themes and Statements:

Quality of Care and Support - 1.1, 1.3

Quality of Environment - 2.1, 2.3

Quality of Staffing - 3.1, 3.3

Quality of Management and Leadership – 4.1, 4.4

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

0 Requirements were made during the last inspection report.

Comments on Self Assessment

A fully completed photocopy of the services self assessment document was submitted by the service on the day of the inspection. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development. The service gave evidence of service user involvement and how they planned to implement improvement in relation to the National Care Standards Early Education and childcare up to the age of 16.

View of Service Users

11 children were consulted with during the inspection. Their comments included:

"I like to play in the sand."

"Everybody was planting the flowers."

"I like to dig, I planted a tree."

"The snack is very good, look I've got grapes. I like grapes."

"I love my dinner I don't like curry so I don't eat it. I like my piazza and sweet corn."

"I can relax".

"I like the computers."

"This nursery is the best. I love all my teachers."

View of Carers

20 service user questionnaires were issued and 11 were returned. The Officer consulted with 6 parents/carers on a 1-1 basis during the inspection.

Parents/carers written comments included:

"I agree with all questions. The children and my child are happy and safe in the nursery. He learns so many different things every day. The staff are really good with them and make you feel welcome and keep you informed with information."

"My daughter has additional support needs for which she attends hospital and child development centre. The staff at the nursery have been excellent about things and have encouraged and assisted my daughter with the extra support she needs. All the staff are approachable and I can speak to any of them about any issues regarding my daughter or even myself. My daughters key worker is fantastic and at the end of each session she will tell me how my daughter has got on that day and we can discuss aspects of her development."

The Head Teacher also arranged a meeting for everyone involved in my daughters care and that was very beneficial to everyone.”

“When my son first started nursery it was a very emotional time for both of us. All the staff where fantastic and helped me and my son to adapt to the changes we were both going through. It helped both of us to quickly settle into our new routine and we have never looked back.”

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 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

The services aims and objectives had recently been reviewed by staff and parents/carers. The aims and objectives were displayed in the main foyer with the services Registration Certificate and Insurance details.

National and local information leaflets and posters were displayed on the parents' notice board. The services policy and procedures folder was available for parents to comment on.

The service had developed a participation policy. A Parent Support Worker actively encouraged parents/carers to participate in the life of the nursery. The Officer observed a parent/carer cookery class organised by the Parent Support Worker in conjunction with a chef. The parents/carers planned a 6 week menu of their choice and were provided with ingredients to take home and extend their new skills with their children. Parents spoken with praised the staff for providing them with the opportunity to learn new skills.

The participation policy identified aims and objectives which provided appropriate guidance to staff in taking forward many new initiatives. Staff, parents/carers and children had recently participated in planting an orchard in the grounds of the campus. Children showed the officer the trees they had planted. Another child informed the Officer he had been planting seeds, and that the flowers were his.

Children were pro active in taking forward their own learning and staff had supported the introduction of children's consultation meetings and student council. Photographic evidence of children 'mind mapping' their plans for various activities were displayed throughout the service in large books, electronic slide shows and attractive wall displays.

The Manager issued parent/carer and child questionnaires in a user friendly format. Information from audits were reviewed and next steps identified. The Parent Support Worker planned, implemented and evaluated classes and groups chosen by the parents/carers. Groups and classes were implemented with support from local health, education and community agencies and included baby massage classes, behaviour management, cooking and environmental projects.

The Manager, staff, service users and stakeholders were committed to developing participation in the nursery through establishing effective links with the school campus and wider community. Evidence of participation developments and achievements were identified in the services Improvement plan and included; Eco School, Health Promotion, Youth Parliament and Curriculum Planning.

Areas for Development

The Manager should continue to develop the services participation strategy to seek feedback from stakeholders.

The Manager identified in the services self assessment the following area for improvement:
"Establishing a Parents Committee is planned."

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

The service's aims and objectives highlighted in the services parents/carers information handbook were observed to be effectively implemented during the inspection.

The Manager and staff had undertaken Health and Safety Risk Assessments in relation to environmental and maintenance issues for both indoors and outdoors. Risk assessments were recorded and provided an ongoing record of actions taken.

The services Health and Hygiene policies and procedures were displayed and provided guidance to staff, parents/carers and children in effective hand washing procedures. Cleaning checklists were completed on a daily basis by janitorial services for the toilet area and resources were observed to be clean and well maintained.

Registration forms highlighted medical conditions, medication, allergies, G.P. and emergency contact details. Information was stored appropriately.

Staff had participated in various training courses including child protection, first aid, fire awareness and food hygiene. Certificates of attendance were held in staff files.

Staff were very professional and caring in their approach to new children settling into the nursery. Staff encouraged developing independence skills and supported children to make friends and participate in small group activities. Older children were observed to interact very well with all staff and confidently showed the Officer around the garden and playroom.

Observations of new children are currently being undertaken which will inform the starting point and next steps in children's development. Staff were very aware of meeting the individual needs of children and were clear of recording information for children's portfolios and transition records. Transitional records were developed for children moving rooms and involved parents/carers during the settling in period which supported continuity of care.

The service was pro active in taking forward local and national health promoting initiatives including, tooth brushing and healthy eating. One parent informed the Officer that the lunch folder informed her of exactly what her child had eaten. She stated that staff had provided additional support to encourage her son to eat healthy options as he was a very poor eater at

home.

Emergency evacuation procedure were displayed and explained to parents/carers and children using the service.

Security was observed to be effective in relation to access and collection of children. The main entrance had an electronic door entry/exit system and CCTV monitoring.

The Manager and staff were clear in their roles and responsibilities in relation to recording and reporting child protection issues. Staff training records confirmed the Manager and staff had recently participated in child protection training. Child Protection issues were observed to be handled in a confidential and supportive manner. Privacy was respected when staff were talking to parents regarding sensitive issues. Children's files were maintained effectively and the Manager was identified as the Child Protection Coordinator for the Nursery and School Campus.

The service was pro active in taking forward Children's Rights and supported the Scottish Youth Parliament.

The service displayed copies of the Framework Standards for Child Protection and children's charter and had accessed copies of the Local Area Child Protection Guidelines.

The Focus Area for Child Protection was effectively met.

Areas for Development

The Manager should continue to monitor hygiene procedures during settling in time.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

Methods to involve parents/carers are outlined under Quality Statement 1.1.

The environment provided easy access to all service users, parents/carers. Children had easy access to all areas and resources within the playroom.

Areas for Development

The Manager was pro active in developing participation opportunities for children, parents/carers and stakeholders and was implementing improvements identified in Quality Statement 1.1.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The nursery promoted a welcoming, positive ethos which was evident throughout the service. Children, parents/carers were observed to be happy in the pleasant stimulating learning environment.

One parent commented in the questionnaire return:

"I feel my son is in a great environment, his learning and speech has progress. I would recommend this nursery to family and friends."

The service has had established effective links with local agencies which provided opportunities for children to gain a greater understanding of the roles of police, fire and health agencies. Activities were undertaken to increase awareness of road safety, getting lost, fire safety and stranger danger.

Visiting specialists were welcomed to support individual needs of children and families, including health visitors, educational psychologist, interpreter and speech therapists

The outdoor space was safe and secure. Staff had undertaken risk assessments of the outdoor and indoor areas. Children had access to the outdoor area throughout the day and staff provided appropriate resources for physical, environmental and sensory activities. The outdoor environment provided opportunities for planting, growing and encouraged an awareness of nature and mini beasts.

The nursery was participating in the Eco school awards and children were very active in raising awareness of waste recycling.

One parent commented in the questionnaire return:

"The staff never raise their voices. If the children have to be spoken to they are very calm and quiet. All of the children play well together and have good manners. The nursery encourages this. The teachers and staff in the office are all very nice and very approachable. The children are allowed to go out to play at all times. My child loves to go outside even if it's a bit cold or a bit wet. All of my children (3) love this nursery and teachers."

The officer observed children access resources of their choice. One child informed the Officer, "I like everything this is the best nursery."

Staff communicated with children when planning activities Evidence of children planning through the use of mind mapping was installed in the curriculum planning process.

The Officer observed that resources met the individual needs of children present. The large playrooms were well organised and equipment and resources provided opportunities for children to interact in small group, large group and independently.

Risk Assessments provided an accurate ongoing record for indoor/outdoor activities and outings.

Children's artwork was attractively displayed throughout the service and highlighted children's comments and choice of resources.

The campus environment extended children's interactions with older children and the wider community through the Eco school and joint activities. One parent informed the Officer that the Christmas nativity was amazing as all the children were involved.

Areas for Development

The Manager identified in the services self assessment the following area for improvement: "Eco schools work promotes outdoor learning, care for the environment and awareness of the local area."

Continue to develop Eco schools as identified in the services Improvement Plan.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 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

Methods to involve parents/carers are outlined under Quality Statement 1.1.

Areas for Development

The Manager was proactive in developing participation opportunities for children, parents/carers and stakeholders and was implementing improvements identified in Quality Statement 1.1.

CCO Grading

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

The Manager had recently undertaken training to implement Glasgow City Council's Professional Development Plan (PDP) and had identified 1 - 1 sessions with all staff. Staff will have ownership of their PDP which identified individual training requirements. Staff were committed to their own personal development and identified staff remit included, health promotion, I.C.T., Partnership with the wider community and child protection.

The service followed Glasgow City Council Safe Recruitment Policy and procedures. The Officer spoke with a temporary member of staff who had undertaken a comprehensive induction which included a power point information session. The staff member stated the induction provided a clear insight into service organisation, policy and practice.

The annual staff training programme provided opportunities for staff to attend in-house, local and national training. Staff had recently participated in First aid training and Child Protection training. Training records were held in staff files.

Staff held various child care qualifications and were currently registering with the Scottish Social Services Council's.

Current best practice guidance was available within the service and the Manager was proactive in seeking current best practice information from national and local media.

Staff meeting minutes confirmed that discussions were taking place in relation to the Care Commission Grading and current best practice guidance.

One recommendation in relation to Safe Recruitment was identified in the last inspection report. The provider has successfully actioned this recommendation.

Areas for Development

The Manager identified the following area for improvement in the services self assessment: Implement the new PDP policy and the training objectives agreed in June 2008".

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Methods to involve parents/carers are out lined under Quality Statement 1.1.

The Manager included staff, parents/carers in the grading of the Quality Statements for this inspection.

Areas for Development

The Manager was pro active in developing participation opportunities for children, parents/carers and stakeholders and was implementing improvements identified in Quality Statement 1.1.

CCO Grading

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

The Manager implements Glasgow City Councils Improvement Agenda and had identified targets for improvement over a 3 year period.

Quality Assurance systems were effectively implemented and monitored by Glasgow City Council. The service undertakes a Quality Assurance Review which informed the services Quality Assurance Report. The Manager informed that the report and self-evaluation is guided by the performance indicators identified in the Scottish Executives Child at the Centre 2 guidance.

Staff, parents/carers and children were involved in assessing the quality of the service provision through questionnaires, consultation meetings, staff meetings and student council.

The service policy and procedure folder held copies of the complaints, whistle-blowing, equal opportunities policy and SSSC codes of practice.

The Manager was aware of reporting disciplinary issues to the Care Commission and SSSC.

The Manager had established links with other agencies and was actively seeking funding for additional resources to develop the shared space within the campus.

The Team Leader provided appropriate guidance to staff and monitored the implementation of the Curriculum Planning Process.

Areas for Development

The Manager should continue to seek feedback from stakeholders as a means of assessing the quality of service provision.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

1 Recommendation was identified in the last inspection report which was successfully actioned by the provider.

Requirements**Recommendations**

Brenda Wilson
Care Commission Officer