Inspection report

Cadzow Nursery School
Day Care of Children
8 Auchingramont Road
Hamilton    ML3 6JS

Inspected by:               Irene Melville
(Care Commission Officer)  

Type of inspection:         Unannounced

Inspection completed on:    19 June 2008
Service Number | Service Name
---|---
CS2003041615 | Cadzow Nursery School

Service Address
8 Auchingramont Road
Hamilton  ML3 6JS

Provider Number | Provider Name
---|---
SP2004004179 | Bill Hyslop

Inspected By
Irene Melville
Care Commission Officer

Inspection Type
Unannounced

Inspection Completed
19 June 2008

Period since last inspection
11 months

Local Office Address
Princes Gate
60 Castle Street
Hamilton ML3 6BU
Introduction
Cadzow Nursery School was registered with the Care Commission on 10 October 2003 to provide a service for a maximum of 62 children. The numbers and ages are, 18 children aged birth to two years, 15 two to three years, 24 aged three to those not yet attending primary school and five who attend school up to eight years of age. There were 106 on the register and 52 children present during the inspection.

The service operates between the hours of 7:30am and 6:00pm Monday to Friday from a large mature villa, with an enclosed outdoor play area in a residential area of Hamilton. Ample parking was available for staff and parents.

The nursery works in partnership with South Lanarkshire Council providing pre school education for children.

The service state they aim to provide a safe and friendly environment for all children where each child will be encouraged to develop their full potential at their own pace. The full statement of Aims and Objectives was made available to all service users.

Based on the findings of this inspection the service has been awarded the following grades:
- Quality of Care and Support - Grade 3 - Adequate
- Quality of Environment - Grade 4 - Good
- Quality of Staffing - Grade 3 – Adequate
- Quality of Management and Leadership - Grade 2 - Weak

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

The service submitted a self-assessment form as requested by the Care Commission.

Views of service users
Nine Care Standards Questionnaires were returned to the Care Commission and five parents were spoken with. The children were spoken with in an informal manner throughout the session.

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 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

This unannounced inspection was carried out by two Care Commission Officers 17 and 18 June 2008 between the hours of 8:30 am and 5:45pm.

Staff at inspection
Discussion took place with the manager, depute manager and four members of staff.

Evidence
The Care Commission Officers also looked at a range of policies, procedures, records and other documentation including the following.

- Child protection policy
- Children’s profiles
- Accidents
- Incidents
- Medication
- Risk assessments
- Complaints procedure
- Daily care routines
- Observation records
- Parent questionnaires
- Equal opportunities policy
- Certificate of Registration
- Insurance
- Staff training record
- Daily register
- Staff files
- Photographs

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, Scottish Statutory Instrument 114 and elements of the National Care Standards for Early Education and Childcare up to the age of 16.

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/

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**
There were no Requirements in the last inspection report.

**Comments on Self Assessment**
A fully completed self-assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service highlighted the strengths of each of the Quality Themes and Statements and some areas were identified for improvement.

**View of Service Users**
The CCO's spoke to a number of children over the course of the inspection. Their opinions have been taken into account in the recording of the relevant Quality Statements.

**View of Carers**
Nine questionnaires were returned to the Care Commission, prior to the report being written. The questionnaires provided the opportunity to comment on how the service provided privacy, dignity, choice, safety, equality and diversity and realising potential. Six of the respondents stated they were very happy and three were happy with the overall quality of the service provided. Three were unaware of the child protection procedures and two were unaware of the complaints procedure.
Parents commented on the support received from staff and management. They found staff approachable and any issues raised were dealt with. They appreciated the information provided both verbally and in daily diaries. Some parents commented they would like more security at the reception area during busy times and others raised the issue that they were not always made aware staff changes in the nursery.

Further comments have been included in the relevant Quality Statements of this report.

The parents spoken with during the inspection said they were very happy with the service, staff were very friendly, approachable and responsive to any concerns raised. They provided good information about children's care routines and meals and snacks were good.
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

Staff provided parents with information about their work in a variety of ways including newsletters with a comments section, a handbook, notice board and daily diaries for the younger children. Staff stated that they spoke with parents and children daily and these informal discussions provided opportunities in which they could express and share their views on the service. This was confirmed by the majority of parents in the Care Commission questionnaires, also that staff met the individual needs of children and treated them with respect and dignity.

Through the service questionnaires parents had opportunities to make suggestions about the care and support their children experienced including food choices, and play opportunities. Parents confirmed that suggestions had been addressed, one resulted in the decision that children of all ages should participate in the tooth brushing programme and a change to the nappy changing procedures.

Children's interests and views were sought in a number of ways. Staff provided opportunities for small group discussion at circle time and they were in the early stages of developing talking and thinking books.

Following discussion with the manager and members of staff, observation of childcare practices and a review of the documentation relating to participation, the service was found to have a good performance in relation to this statement.

Areas for Development

Staff should continue as planned to develop "floor books" to extend their strategy for engaging with children.

As identified in the self assessment the nursery should now further develop the use of room questionnaires with parents, to assist in identifying strengths and weaknesses in each area.

The range of strategies for consulting with parents and children in the nursery was good. However further strategies should be developed to allow them to assess and improve the quality of care and support in the environment, staffing and management. (see Recommendation 1).

Although staff were found to be knowledgeable about the individual needs of children, there was no record of children's likes and dislikes. (see Recommendation 2).

Issues raised by parents regarding notifying them of new staff in the nursery should be addressed. (see Recommendation 3)

CCO Grading
4 - Good

**Number of Requirements**

0

**Number of Recommendations**

3

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

**Service Strengths**

(Elements of this statement relating to child protection, health promotion, medication, hygiene, and infection control were selected for this inspection).

The service had a child protection policy and nursery staff demonstrated their understanding of child protection procedures. Staff had attended training in January 2007 and a copy of the Area Child Protection Guidelines was available.

Most parents stated in their Care Standards Questionnaires that they were aware of the nursery's child protection procedures. A copy of the Framework Standards for Child Protection was available and copies of the Children's Charter was made available to all parents.

The nursery operated a healthy eating policy. The menus which were displayed for parents were planned by the cook taking account of the Nutritional Guidance Document. Children had free access to drinking water and most members of staff held Elementary Food Hygiene Certificate. There were good systems in place for the preparation and storage of food and parents confirmed staff were vigilant and supportive when taking account of allergies. Staff provided appropriate support and encouragement to children during snack and lunch times and the children in the 3 - 5 room were involved in choosing and preparing their own snacks.

The nursery participated in the national tooth brushing scheme and were rolling out the programme to all children in the nursery. Children demonstrated a good awareness of the programme and the importance of cleaning their teeth.

Staff interacted effectively with the children, they had a good understanding of their individual needs and supported them to learn and develop good hygiene skills. First aid resources were available and some members of staff had received first aid training.

Following discussion with the manager, nursery staff and parents, observation of childcare practices and a review of documentation relating to health and wellbeing needs being met, the service was found to be performing adequately in relation to this statement.

**Areas for Development**

The management team should continue as planned to establish further links with outside agencies such as speech and language therapists.

As identified in the self evaluation the nursery have been unable to progress with the Health
Promoting Nursery scheme. They should continue with plans to establish a new Health Promoting Team to take this project forward.

As discussed during the inspection there is a need for management to review a number of issues in relation to child protection.

a) No clear procedure included in the policy for the monitoring of absent children.
b) New updated policy not included in parents handbook.
c) New updated policy not displayed.
d) Although staff were issued with copies of Children's Charter and Framework Standards for Child Protection. There was no plan for an in house review of the child protection procedures with the staff team which should include how information is recorded.
e) The procedure for the recording of incidents throughout the nursery is not robust enough. (see Recommendation 4)

While the medication policy provided good guidance for staff there were a number of further issues which should be addressed to included best practice.

a) The policy did not include time limited consent, or practice re refusal of medication.
b) The policy should include medication should have a label of detail and the accompanying leaflet and expiry date.
c) The recording of authorisation and administration should be separate. (see Recommendation 5)

A number of health and safety issues to be reviewed, were discussed with the manager during the inspection.

a) The officers were given free access to the building as someone was leaving the nursery. Although they were very quickly spoken with by a member of staff, this is an area which was raised in the parents questionnaires to the Care Commission.
b) The risk assessments used did not cover all relevant areas of the nursery. e.g. trailing wires, obstruction of corridors and emergency exits etc.
d) The water temperature was not monitored on day one of the inspection in the children’s toilets and toilet checks and cleaning schedules were found to be either missing or ineffective. Cleaning materials in 3-5 toilets were not stored appropriately.
e) There was no written procedure to support current practice of use of potties.
f) Children's sleeping arrangements should be reviewed to consider folding beds and covers. (see Recommendation 6)

Staff were not making the best use of current guidance documents to support them in the development planning process. (see Recommendation 7)

There were no clear procedures for the recording of all medicines of service users which are kept on the premises. (see Requirement 1.)

CCO Grading

3 - Adequate

Number of Requirements

1
Number of Recommendations

4
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 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

As reported in Quality Statement 1.1 parents and children were provided with a good range of opportunities to assess the quality of the environment within the service.

Parents confirmed that action had been taken to address environmental issues identified in the service questionnaires

Staff consulted with children through circle time and planned observations. Their views and interests influenced activities, outings and planned nursery topics.

Following discussion with the manager, staff members, observation of childcare practices and a review of the documentation relating to participation, the service was found to have a good performance in relation to this statement.

Areas for Development

See 1.1 for areas for improvement and Recommendation 1.

CCO Grading

4 - 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

There were good procedures in place for maintenance and reporting defects of resources and the environment.

The layout and displays in the playrooms were well organised and resources were easily accessible.

Staff made good use of the safe, enclosed outdoor play area which provided good opportunities for physical play and outdoor learning experiences.

Taking children's views into account they made changes to the layout and introduced new
resources. Staff interacted effectively, providing children with time to listen and express their views.

There were some opportunities for children to explore their local community through outings and during part of the inspection the children and their families attended the local church hall for the graduation ceremony.

**Areas for Development**

Consideration should be given to ways of enhancing physical play in the 2 - 3 room as discussed during the inspection.

There is a need to audit resources. Staff should plan to update and replace resources ensuring they link to curricular areas.

- e.g. 1 -2 rooms more opportunities for natural / heuristic materials.
- 2 - 3 room update books, more multicultural resources.
- 3 - 5 room computer table and chair should be age, height appropriate.
  Update materials available in book corner.
  There was no equipment made available in the home corner during the inspection.

(see Recommendation 8)

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 3 - Adequate

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

Service Strengths

Parents were provided with a handbook containing information about the nursery. Staff photographs and designations were displayed. The nursery operated a key worker system which was monitored by the management team to ensure that children were well supported and that good relationships were established and maintained. Questionnaires provided the opportunity for parents to give their views on the relationship and support, staff provide to their children. Action taken from the feedback led to new key workers and their role being identified to parents in the daily diaries.

Parents spoken with confirmed they were encouraged to speak to staff at the start and end of each session and these informal discussions had promoted and established positive relationships between staff and parents. Parents found staff friendly and approachable.

Following discussion with the depute manager, staff members, observation of childcare practices and a review of the documentation relating to participation, the service was found to have an adequate performance in relation to this statement.

Areas for Development

The nursery had identified as an area of development setting up a parents council and implementing a Partnership Improvement Plan.

The nursery had not yet developed a formal participation strategy to inform their work in consulting with parents and children. (see Recommendation 9).

There was no robust procedure to audit and evaluate practice in terms of consultation strategies. (see Recommendation 10)

There was no opportunity for parents to comment on a development plan. (see Recommendation 11)

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

3

Statement 2: We are confident that our staff have been recruited, and inducted, in a
safe and robust manner to protect service users and staff.

**Service Strengths**

Good procedures were in place to ensure that staff were recruited and inducted in a safe and robust manner to protect service users. This included an enhanced disclosure, two references and a medical reference. All were available before the member of staff took up their post.

The most recent member of staff confirmed taking part in the induction programme and relevant training.

Staff confirmed they regularly review policies and procedures in the service and all were issued with a copy of the Scottish Social Services Council (SSSC) Code of Practice. Staff were in the process of registering with SSSC.

**Areas for Development**

As identified in the self assessment the service should continue to further develop interviewing techniques.

Policies and procedures did not specifically relate to updated current practice. i.e.

a) The recruitment policy did not reflect the current practice of requesting a reference from the previous employer.

b) The induction programme did not reflect current updated practice.

c) Staff files did not contain a front index sheet, an assessment of staff training needs and a record of exit interview where appropriate.

d) There were no clear procedures for the retention of disclosure information. (see Recommendation 12)

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 2 - Weak

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

The manager stated that the nursery operated an open door approach and welcomed opportunities to have informal chats with parents on a daily basis and during planned meetings.

Parents were encouraged to take part in the nursery life through attendance at events and the annual graduation for children leaving to go to primary school. A parent spoken with confirmed they found the parents evening provided helpful information about their child and the nursery.

The majority of parents who responded to the Care Commission questionnaire were aware of the Complaints procedures for the service. The nursery had systems for recording and taking forward comments and concerns which parents made out with the formal complaints procedure.

Parents were provided with a range of information on the service through newsletters and notices, inspection reports were routinely displayed in the reception area.

Following discussion with the manager, nursery staff and parents, observation of childcare practices and a review of documentation relating to service users and carers participation in assessing and improving the quality of management and leadership, the service was found to have an adequate performance in relation to this statement.

Areas for Development

Although leaflets were freely accessible to parents of the children aged 3 to 5 years, management had not been proactive in informing all parents about the new grading system and their involvement.

The nursery had not provided direct opportunities for parents, children and staff to comment on the quality of management and leadership. (Recommendations 13)

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

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 nursery Aims and Objectives were shared with staff and parents. The manager had developed systems for monitoring playroom practice and individual staff performance. Staff met regularly to discuss curriculum planning and other aspects of the service and their successes were shared with parents through newsletters.

Opportunities for management to reflect on the quality of the service were provided through external feedback from a range of sources including South Lanarkshire Council, HM Inspector of Education and the Care Commission. The nursery had been proactive in taking forward most of the issues identified in the previous Care Commission report.

The majority of parents who responded to the Care Commission questionnaire were aware of the Complaints procedures for the service. The nursery had systems for recording and taking forward comments and concerns which parents made, out with the formal complaints procedure.

The manager stated that she was aware of the Care Commission's Notifications procedures and her responsibility for reporting matters to S.S.S.C. in relation to staff misconduct.

Following discussion with the manager, nursery staff and parents, observation of childcare practices and a review of documentation relating to quality assurance systems and processes which involves service users, carers, staff and stakeholders to assess the quality of service provided, the service was found to have a weak performance in relation to this statement.

Areas for Development

The manager was unable to find a copy of the nursery development plan for 07/08 and there was no development plan for 08/09. (see Recommendation 14)

Quality assurance systems were in need of review. (see Recommendation 15)

Old policies and procedures were being used in conjunction with updated policies and procedures which were not dated. (see Recommendation 16)

There was a notice informing parents they can request a copy the complaints procedure, it was no longer displayed, or included in the parents handbook. (see Requirement 1)

To further improve the quality of the service the provider, management team and staff should reflect on the Recommendations and Requirements noted throughout this report and take appropriate action within the timescales noted.

CCO Grading

2 - Weak

Number of Requirements

15/20
Number of Recommendations

3
Regulations / Principles

National Care Standards
Enforcement

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

Other Information

None

Requirements

Quality Statement 1.3
1. There must be clear procedures for the recording all medicines of service users which are kept in the nursery.
This is in order to comply with SSI 2002/114 Regulation 19(3)(j) - a requirement that a record must be kept of all medicines of service users which are kept on the premises from which the care service is provided.
Timescale: Within 1 weeks of the publication of this report.

Quality Statement 4.4
2. Parents should be provided with a copy of the nursery complaints procedure. This is in order to comply with SSI 2002/114 Regulation 25(5) - a requirement that the provider shall supply a written copy of the complaints procedure to every service user and to any person acting on behalf of a service user if that person so requests.
Timescale: Within 4 weeks of the publication of this report.

Recommendations

Quality Statement 1.1
1. The nursery should further develop approaches to consultation with parents and children as discussed at the inspection and signposted in this report. National Care Standards Early Education and Childcare, Standard 13: Improving the Service.

2. Staff should develop records of children's likes and dislikes and any other relevant information. National Care Standards Early Education and Childcare, Standard 3:1 Health and Wellbeing.

3. Management should ensure there are robust procedures for informing parents of new members of staff or students attending the service. National Care Standards Early Education and Childcare, Standard 1:2 Being Welcomed and Valued.

Quality Statement 1.3
4. Management should review the issues identified in this report in relation to child protection.
i.e.

a) Include the monitoring of absent children in the policy.
b) Ensure the new updated policy is included in parents handbook.
c) Ensure it is the new updated policy on display.
d) Plan in house reviews of the child protection procedures with the staff team which should include how information is recorded.
e) Ensure that best practice of recording incidents is carried out throughout the nursery.
National Care Standards Early Education and Childcare, Standard 14:2 Well Managed Service.

5. The medication policy should be further developed to include:

a) The policy should include time limited consent and the practice re refusal of medication.
b) The medication should have a label of detail and the accompanying leaflet and expiry date.
c) The recording of authorisation and administration should be separate.


6. The manager should review the following health and safety issues.
a) Security of the nursery should be reviewed, in particular the core hours children are being dropped off and collected.
b) The risk assessments should cover all relevant areas of the nursery. e.g. trailing wires, obstruction of corridors and emergency exits etc.
f) The water temperature should be monitored and staff should be vigilant in the checking and recording of the cleanliness of the children's toilets. Staff need to be aware of the appropriate storage arrangements for cleaning materials.
g) A written procedure should be developed to support current practice of use of potties.
h) Children's sleeping arrangements should be reviewed to consider folding beds and covers.


7. The staff team should take account of current guidance e.g. Every Child Matters and Curriculum for Excellence documents to assist with improving development planning processes. National Care Standards Early Education and Childcare, Standard 13: Improving the Service.

Quality Statement 2.3
8. Following an audit of resources staff should plan to update and link resources to curricular areas. National Care Standards Early Education and Childcare, Standard 11: Access to Resources

Quality Statement 3.1

10. There should be a robust procedure to audit and evaluate practice in terms of consultation strategies. National Care Standards Early Education and Childcare, Standard 13: Improving the Service.


Quality Statement 3.2
12. Management should ensure all policies and procedures reflect current practice. i.e.
a) The old recruitment policy should be removed from files and replaced
with the current practice which includes requesting a reference from the previous employer.
b) The induction programme should replaced with details of current practice.  
c) Staff files need to be updated to include front index sheet, an assessment of staff training needs and a record of exit interview where appropriate. 
d) There needs to be clarity on procedures for the retention of disclosure information.

Quality Statement 4.1
13. Management should further develop their partnership approach to working with parents and provide clear information about the new grading system. The nursery should quality assure their practice of consulting with parents, children and staff and provide opportunities to participate in assessing and improving the quality of management and leadership. National Care Standards Early Education and Childcare, Standard 13: Improving the Service.

Quality Statement 4.4
14. Management should work with the staff team to ensure their involvement in the nursery development plan. National Care Standards Early Education and Childcare, Standard 13: Improving the Service.

15. Management should review quality assurance systems and support the staff team in the use of Child at the Centre (2) National Care Standards Early Education and Childcare, Standard 13: Improving the Service.

16. Management should take appropriate action to ensure staff and parents are working with current policies and procedures and systems should ensure all updated documents are dated and replace existing ones. National Care Standards Early Education and Childcare, Standard 14:4 Well Managed Service.

Irene Melville  
Care Commission Officer