Inspection report

St. Clares Day Nursery
Day Care of Children
c/o Blairtummock Primary School
43 Aberdalgie Road
Easterhouse G34 9AP

Inspected by: Brenda Wilson
(Care Commission Officer)
Type of inspection: Announced
Inspection completed on: 26 July 2005
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43 Aberdalgie Road  
Easterhouse G34 9AP |

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| Central West Region  
Floor  
1 Smithhills Street  
Paisley  
PA1 1EB |
Introduction

St. Clare's Day Nursery operated from the primary wing within Blairsthummock Primary School in Easterhouse, Glasgow. The provider is Glasgow City Council, Education Services. The nursery provides full and part time day-care to children aged 6 weeks to 5 years, Monday to Friday 8.30 a.m. to 5.30 p.m. The nursery aims to, 'Create a relaxed, happy atmosphere for children, parents, carers and staff. To offer an extended curriculum which provides for the educational and emotional needs of each child'. The aims and objectives of the nursery were evident throughout this inspection. The Depute and staff team were committed to, "Treating children and their carers with equal respect by meeting all aspects of the children's individual needs", as reflected in the nursery mission statement.

Basis of Report

The report was based on discussion and observations made at the announced Inspection. The inspection was carried out by two Care Commission Officers over one day. Before the visit the manager sent a pre inspection return containing information about the service provision, staffing levels and previous staff training. The manager completed and returned a self evaluation form. Parents/guardians returned ten out of twenty parent questionnaires giving views of the service. Care Commission Officers wrote to the nursery telling them when the visit would take place.

During the visit the Care Commission Officers spoke to:
- The Depute
- Acting Child Development Team Leader
- Nine members of staff
- Seven children
- Seven parents/guardians

The Care Commission Officers also looked at a range of policies, procedures and records including the following:

- Nursery policies and procedures folders
- Staff, student and draft nursery handbook
- Accident and incident records
- Fire evacuation records and safety appliance tests
- Staff records
- Children's records
- Maintenance records
- Examination of the premises

and spent time observing how staff members worked with the children.

The Care Commission Officers took all of the above into account and reported on whether the service was meeting the following National Care Standards for early education and childcare up the age of 16:

- Standard 3: Health and wellbeing
- Standard 8: Equality and fairness
- Standard 11: Access to resources
- Standard 13: Improving the service
- Standard 14: Well Managed Service
Action taken on requirements in last Inspection Report
None identified in last inspection report.

Comments on Self-Evaluation
The Self-Evaluation return was completed by the manager and returned prior to the date of the inspection. The manager provided an evaluation of the quality of service provision and identified area for development in relation to the National Care Standards Early Education and Childcare up to the age of 16.

View of Service Users
9 of 89 service users aged between 3 and 5 years were consulted during the inspection. All of the children spoken with commented that they enjoyed coming to the nursery. Several children commented that they did not like the pasta bites available at lunch time. One child informed the Officers that he liked to stay for his lunch and play with his friends. Children in the 3 - 5 room were confident and happily informed the Officers that they enjoyed playing music, dancing and singing. Children in the under three age group were happy and confident in the pleasant exploratory environment.

View of Carers
Ten parents/guardians questionnaires out of 20 distributed were returned. Parents commented on four of the questionnaires returned and statements have been used throughout this report. All the returns indicated that parents/guardians were very happy with the service provided and comments reflected the welcoming environment, quality of staff interaction, excellent resources and choice of activities. One parent commented that, "I feel my daughter has been given top class nursery education. She has developed into a confident, happy, well educated, independent girl and I cannot thank the nursery enough for giving her a great start to her life. Things like this are very important to a parent when they know they have to leave their child in nursery in order to be able to work."
Regulations / Principles

National Care Standards

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

Parents/guardians were consulted as to their children's individual needs prior to starting their placement. Parents/guardians completed an information booklet, "All about me" which highlighted children's routines and preferences.

A keyworker system was operated which promoted effective communication between parents/guardians and children.

Staff reviewed the services 'child protection' policy and were very aware of the procedures for reporting child protection issues.

The Officers observed a variety of policies and procedures displayed on the parents' notice boards, including complaints, and health information posters.

The nursery had a promoting positive behaviour policy and children were aware of anti bullying strategies. One child commented that, "I would tell the teacher if someone was not nice to me."

The Officers observed staff implement positive behaviour strategies which supported positive social interactions.

Fresh water and fresh fruit were available to children at all times. A choice of milk or water was available at lunch time.

Children aged 3 -5 had access to a comfortable story area which provided a pleasant rest area. Staff in the under three rooms were very aware of the individual sleep patterns of children in their care and provided folding sleep mats when required.

Lunches were provided by Direct and Care Services.

The Officers observed the lunch time routine and discussed with the Depute the availability of healthy options during the holiday period. Healthy snack options were available and attractively presented. Children in the 3 to 5 room were very independent during the lunch time procedures and enjoyed the pleasant social atmosphere. Children in the under 3 age group were supported when required and staff provided opportunities for children to develop their social skills.

Daily lunch menus were displayed for parents/guardians.

The Manager indicated in the self evaluation return that she would, "Continue to work with the school kitchen staff to improve food variations."

One parent commented on the parent's questionnaire that, "Fresh fruit is available all day long and children can take some home. Water is also available and there is a variety of
snack options, (healthy choice)."

The Officers observed that toilets were fresh and clean. Hygiene procedures in the playrooms relating to the cleaning of resources and equipment were evident.

Staff planned daily indoor and outdoor physical play experiences. The Officers observed children participate in a variety of games in the school gym hall which extended their physical skills, maths and language development.

The nursery was actively involved in the Lochend Learning Community and was actively involved in health promoting activities that extended links between the home and nursery.

The Officers observed that the staff team were committed to extending learning opportunities for children in relation to health issues. This was evident in the quality of interaction and in staffs awareness of extending hygiene, healthy eating, dental and environmental issues.

Fire evacuation procedures and evacuation plans were displayed. However, records of current fire evacuations were incomplete. The Depute informed the Officers that the Janitor was on annual leave at the present time and that a new fire book had been issued.

Children spoken with were very aware of fire evacuation procedures and informed the Officers that, "You have to go outside when you hear the fire bell".

The service had one identified first aider and notification of first aid arrangements were displayed. Future first aid training dates were being pursued by the Manager.

The Officers observed that the 'administration and storage of medication' procedures were in place and written consent from parents and guardians was evident.

The Depute informed the Officers that she had undertaken fire prevention training.

Areas for Development

The Manager should consider introducing a cleaning checklist to ensure that cleaning procedures undertaken are recorded.

The Manager should consider monitoring the recording of accidents and incidents to ensure that records are completed accurately, contain relevant information, are signed, dated and confidential.

The Manager should consider updating children personal records to ensure relevant information is updated.

The Manager should consider updating staff's personal records to ensure relevant information is available, including training undertaken, job description, current personal details and qualifications.

The Manager should review the storage of medication procedures in relation to access to medication stored in the staff fridge.

See Recommendation 1.

The Manager should consider undertaking regular checks to ensure that rubber gloves are
available in the first aid boxes.

The Manager should consider undertaking risk assessments in relation to children participating in physical play experiences in their bare feet.

Provision of water of an appropriate temperature was not accessible from all outlets in children's toilet accommodation. See Recommendation 2.

The Manager identified the following areas for development in the self evaluation return: "Increase room representative meeting to bi weekly. Continue to work with school kitchen staff to improve food variations. Secure places on First Aid training (requested June 2005).

**National Care Standard Number 8: Early Education and Childcare up to the age of 16 - Equality and Fairness**

**Strengths**

The nursery was at present developing a draft parents/guardians handbook which contained relevant information relating to the services policies and procedures.

The service had a staff and student handbook which contained relevant information relating to the services policies and procedures.

The Depute and staff team were committed to providing a service which acknowledged individual differences and needs. The Officers observed that staff had developed good relationships and respect between staff, parents/guardians and children was evident.

One parent commented on the parent questionnaire return that, "The staff are very attentive and give me good feedback on my child. I would like a quarterly or half yearly parent's evening to discuss the progress of my child."

Parents/guardians were encouraged to attend parents’ days which provided opportunities for staff to feedback information on children's progress. Through discussion with the Depute and staff it was evident that all staff were committed to extending parental involvement.

Staff had developed clear procedures for supporting children moving from the 0-2 room to the 2-3 room and 2-3 room to the 3-5 room. The transition from nursery to primary was effectively undertaken with parents/guardians provided with transition records.

Staff supported the development of parents' groups and had actively involved parents in the renovation of the garden area.

The service had a 'promoting positive behaviour policy'. The Officers observed staff effectively implemented strategies that developed children's understanding of positive social interaction and used praise appropriately.

The Officers observed staff encouraging children to respect and value themselves and others. It was evident that children had developed friendships and gained an understanding of their own feelings and emotions and those of others.
The Depute and staff team worked in collaboration with parents and outside agencies to support individual child development needs and children with additional support needs.

Key workers effectively implemented, monitored and recorded individual education programmes for children with additional support needs.

The Depute and keyworkers worked in partnership with other professionals and attended health and social work reviews.

Help was available for parents to access support services and relevant national and local information was displayed on the parents' notice board.

The service had an 'equal opportunities' and 'non discriminatory, good practice, respect, relations, dignity' policy, which staff, children and parents implemented effectively.

**Areas for Development**

The Manager should consider the format and presentation of the draft parents/guardians handbook.

The Manager should consider reviewing the staff and student handbook, to raise staffs awareness of the content in relation to the services policies and procedures.

The Manager identified the following areas for development in the self evaluation return: *To ensure all staff keep up to date with policies and procedures. Set up policy review group August 2005.*

**National Care Standard Number 11: Early Education and Childcare up to the age of 16 - Access to Resources**

**Strengths**

The nursery had an open door policy that was effectively implemented. The layout of the building provided access to all service users.

Children's art work and photographs of activities were attractively displayed throughout the nursery using a variety of media.

The Officers observed that staff had used imaginative presentations of children's work including the effective use of mobiles and drapes to detract children's attention from the high ceilings.

Multicultural resources were available and were used to promote awareness of a variety of cultures and celebrations.

Parents/guardians, staff and children were actively involved in the provision of resources that promoted positive images.

Resources were labelled, effectively organised, clean, well maintained and accessible to children.
The Officers observed that staff in all rooms had effectively organised areas which provided children with the opportunity to participate in a variety of free play and planned activities.

Staff provided a selection of free play resources that promoted positive interaction with peers.

Staff effectively implemented planned learning experiences and provided resources which promoted quality experiences for the children both indoors and outdoors.

The outside play area was utilised effectively. The newly refurbished outdoor garden and play area was well kept and parents/guardians and children enjoyed maintaining the herb garden.

Staff undertook risk assessments on the outdoor area to remove any dangerous objects thrown into the premises.

The Officers observed children participate in activities of their choice and staff effectively facilitated their requests for additional resources and support.

Through discussion with the Depute and staff it was evident that staff skills were effectively utilised throughout the nursery and outdoor area.

The Officers observed that children in the 3 - 5 room were confident and independent in the use of IT resources including computers and computer software. Children in the under 3 age group were provided with IT resources to experiment with including, cameras and phones.

Staff had participated in the ICT strategy for early years, 'Early Learning, forward thinking. Staff were enthusiastic and willing to share their skills and knowledge with colleagues, parents/guardians and extended children's skills in the use of ICT resources.

Staff effectively monitored the use of educational computer software and IT resources accessible to children.

The Officers observed a calm and positive ethos throughout the nursery.

The nursery organised visits from the local fire department, zoo lab and provided fun activities over the summer period.

**Areas for Development**

The Manager should continue to monitor the provision of resources.

The Manager should access training opportunities and literature to further develop staffs skills and knowledge to keep abreast of current childcare issues.

The Manager indicated in the self evaluation return the following area for development: "Monitoring group to meet bi weekly."

**National Care Standard Number 13: Early Education and Childcare up to the age of 16 - Improving the Service**
**Strengths**

The Manager completed the self evaluation return and was aware of the quality of service provided.

Informal feedback from parents/guardians was always welcomed and the Officers observed the 'open door' policy being utilised.

Parents/guardians views were sought by means of questionnaires relating to a variety of aspects of provision.

One parent commented on the parent/questionnaire that, "Staff are very approachable. All concerns are dealt with appropriately."

The service had a confidentiality policy.

The management team were actively involved in encouraging parental involvement and in accessing additional funding to further enhance the outdoor area.

Staff actively participated in parents' days which provided parents/guardians with the opportunity to meet privately with key workers and obtain feedback on their child's progress.

The service had developed and displayed long term, short term and weekly planned learning experiences that were responsive to the individual needs of the children and reflected the five key aspects of the Curriculum Framework Document.

Staff were at present implementing Glasgow City Council planning programme and the Officers were provided with copies of staffs planning folders. Staff recorded observations, focuses for learning, evaluations and next steps. Some staff had achieved a very focused recording system which provided evidence of their understanding and awareness of the individual development needs of children and provided a means of identifying their next steps.

Staff informed the Officers that they were involved in auditing the service using the Child at the Centre performance indicators.

The Depute informed the Officers that they are at present developing monitoring meetings which actively involve a staff member from each of the playrooms.

The Depute informed the Officers that the service monitors areas for development identified in the 'Action Plan' prepared after the last HMIE inspection report.

**Areas for Development**

The Manager should encourage staff to share their skills in relation to the recording of planned observations and identifying next steps.

The Manager should continue to develop evaluation and monitoring procedures.

The Depute informed the Officers that targets identified in the services three year Development Plan 2003 to 2006 had not been actioned. See Recommendation 3.
The Manager identified in the self evaluation return the following areas for development: "Plans already underway to have parental representation and influence on Policy Review Group, Planning and ICT".

**National Care Standard Number 14: Early Education and Childcare up to the age of 16 - Well-Managed Service**

**Strengths**

Parents were aware of who the manager, depute and key workers were. One parent commented in the parent questionnaire return that, "All the staff are friendly and welcoming. Any changes in staff, parents are informed and introductions made as required."

The nursery had a comprehensive Policies and Procedures Folder.

The policies and procedures folder contained relevant information including: admissions criteria and process; complaints procedure; personal hygiene; prevention of infection; emergency evacuation procedures and contingency plans; confidentiality; and child protection policy.

Staff members present commented that the Manager and Depute were very supportive and that with the introduction of regular meetings they were provided with an opportunity to share their views and ideas.

The Depute and staff team demonstrated a clear understanding of childcare issues. This was evident in the planning process which identified observations of children's learning and next steps. Evaluations and monitoring of children's individual development needs were recorded and provided staff with a focus to extend experiences which were child centred and responsive.

The Depute and staff team had received relevant information in relation to the Scottish Social Services Council's codes of practice.

The Depute informed that Glasgow City Council's training manual 2005 - 2006 was available and that staff were encouraged to undertake additional training opportunities. The Depute is at present undertaking the Scottish Vocational Qualification 4.

**Areas for Development**

The Manager should consider reviewing communication procedures to ensure that staff have a clear timetable of planned biweekly meetings identified as areas for development in this inspection report.

The Officers noted that the staff handbook states, "Employee Development Review meetings will be held with you on a formal basis each year". On the day of the inspection the Depute informed the Officers that no current records of staff appraisal meeting were available. However, the Manager had notified staff of dates for Employee Development Review meetings to take place in August 2005. The Manager should record outcomes of meetings and take forward applications for future training requirements that meets the individual needs of staff and the service. Minutes of training identified and undertaken should be held in staff personal records.
The Manager should undertake suitable qualifications for registration with the Scottish Social Services Council.

The Manager stated in the self evaluation return the following areas for development:
"Increase management meetings to biweekly. Introduction of management timetable. To continue to raise staff awareness of changes in legislation. A half day in service in August 2005 set aside to cover child protection policy."
**Enforcement**
No enforcement action has been taken since the last inspection.

**Other Information**
Four recommendation for improvement identified in the previous inspection report have been actioned and inform the services Action Plan.

The manager was on annual leave at the time of the inspection and the Officer met with the Depute and Acting Child Development Team Leader. Time was spent confirming information provided in the Pre Inspection Return.

It was agreed that the Care Commission Officer will issue a current registration certificate. The Care Commission Officer will liaise with the Manager and Glasgow City Council to confirm the requirements for registration.

It was agreed that the Action Plan response date will be extended to September 2005.

**Requirements**

**Recommendations**
1. **Standard 3 - Health and Wellbeing**
The Manager should review the storage of medication procedures in relation to access to medication stored in the staff fridge.

2. **Standard 3 - Health and Wellbeing**
A review of the current prevention of infection and cross contamination procedures in relation to the provision of water of an appropriate temperature being accessible from all outlets in children's toilet accommodation.

3. **Standard 13 - Improving the Service**
"You can be confident that the service will evaluate what it does and make improvements."
Staff will have clear plans for maintaining and improving the service.

**Brenda Wilson**
Care Commission Officer