Care service inspection report

Auchinraith Primary School Nursery Class
Day Care of Children
Victoria Street
Blantyre
G72 0BT
Telephone: 01698 823286

Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 30 August 2011
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015270

Contact details for the inspector who inspected this service:
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Summary

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

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

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>5</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>N/A</td>
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<tr>
<td>Quality of Management and Leadership</td>
<td>N/A</td>
</tr>
</tbody>
</table>

What the service does well

The service had systems in place that welcomed and encouraged parents and carers of the children using the service to become involved in the service self evaluation process. These included informal methods such as the daily ‘meet and greet’ sessions to more formal methods such as working groups to help complete the services’ self assessment submitted to SCSWIS and identify areas for the services’ improvement plan.

Parents evenings and regular discussions with staff provided parents the opportunity to comment of how their children were progressing and share their views on how the nursery supports them.

The staff observed children at play and planned next steps in their learning that were responsive to their needs.

Children were encouraged to share their views and identify their own learning goals.

Through the nursery planning and daily discussions the children were encouraged to share their views and ideas for the nursery playroom. The staff responded by creating play areas that had taken account of the children opinions.
What the service could do better

We discussed children’s personal plans and guided the nursery staff to the regulations relating to these. The nursery staff agreed to take account of the new regulations and share these with the service manager and develop personal plans for this service.

The service self assessment identifies that they plan to develop a sensory garden.

The children’s toilets are accessed from the playroom; some children find it difficult to open the door. We have recommended that the children can access the toilet areas independently without any unnecessary barriers.

The children’s pegs in the cloakroom had their names in print. It was discussed with the nursery staff to consider having a more appropriate labelling system for the age and stage of children using the service.

What the service has done since the last inspection

Since the last inspection the service had moved premises and further improved on the quality of childcare service they provided.

The service demonstrated commitment to self evaluation and involving all stakeholders in the process.

Conclusion

Overall, the service is provided from within a safe and stimulating environment. The staff team work well at providing care and support that meets the individual children needs.

Who did this inspection

Kara Doonan
1 About the service we inspected

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

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

The service is registered to care for a maximum of 20 children aged 3 years to those not yet attending primary school. The service operates all year round between 8:30am and 4:30pm Monday to Friday, School term only.

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - Grade 5 Very Good
Quality of Environment - Grade 5 Very Good

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 5 - Very Good
Quality of Staffing - N/A
Quality of Management and Leadership - N/A

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.scswis.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

This report was written following an unannounced inspection by Social Care and Social Work Improvement Scotland Inspector’s Kara Doonan 30 August 2011 between 9:00am and 1:00pm As requested by us the service sent us a self assessment form.

We issued twenty questionnaires to relatives or carers of children who use the service. Five questionnaires had been returned before the inspection.

In this service we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:
* service evaluations
* improvement plan
* minutes of meetings
* planning
* child profiles
* floor books
* newsletters and notices
* registration certificate

The SCSWIS Inspector spoke with the Service Manager, Nursery Teacher and Early Years Practitioners. Further evidence was gathered through the Inspector observing care practice and talking to the children.

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: Yes - Electronic

Comments on Self Assessment

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

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

The service also informed us how the parents/carers of the children using the service had been involved in completing the self assessment form.

Taking the views of people using the care service into account

The children were observed taking part in a range of activities. The children that spoke with the SCSWIS Inspector indicated they enjoyed attending the nursery.

Taking carers' views into account

We sent out 20 questionnaires and 5 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

* 4 people indicated they strongly agreed and 1 person indicated they agreed that they had been involved in developing the service.
* 5 people indicated they strongly agreed they were happy with the quality of the service.
* 5 people indicated they strongly agreed the environment is safe, secure, smoke free, pleasant and stimulating.
* 2 people indicated that they strongly agreed and 3 people indicated that they agreed that staffs ask their child's views about activities and planning.
* 5 people indicated that they strongly agreed they had confidence in staffs skills and
Comments included:

'I have been more than happy with my child’s progress at Auchinraith nursery. She is very happy and comfortable going there and always tells me about lots of activities she is involved in.'

'Nursery Teacher is excellent, she has improved the service and experience the children received. She has excellent ideas on how best to help the children learn and is an asset to not only the school but the wider community. I am extremely disappointed that she won’t be part of our school next year.'

'I have never had any problems whatsoever.'

A group of parents that spoke with the SCSWIS Inspector during the inspection indicated that they were happy with the service provided. They confirmed that staff kept them informed of their children’s development daily and that when necessary individual meetings have taken place. The parents all gave positive feedback about staff and how supportive they were.
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
Overall 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
The service had systems in place that welcomed and encouraged parents and carers of the children using the service to become involved in the service self evaluation process. These included informal methods such as the daily ‘meet and greet’ sessions to more formal methods such as working groups to help complete the services’ self assessment submitted to SCSWIS and identify areas for the services’ improvement plan.

Parents/Carers were provided the opportunity to share their views and opinions about their children’s development. These included:
- daily discussions
- individual meetings
- parents evenings
- communication diaries

The outcome being that the staff recognised the importance of taken account of the parent/carers views when planning children’s learning experiences.

Having involved parents/carers in the planning and decision making around special events such as the children graduation celebration for moving on to primary school ensured these met their expectations and wishes.

During the settling in visits the staff gathered information about the children’s needs and interest. This had been expanded on during the nursery sessions through daily discussions, group time discussions and staff observations. The result of this is staff responded and planned play experiences for the children that took account of their needs and interest.

To support the children’s learning between home and nursery the service provided after school clubs for the children and their families. The ideas and activities offered
were in response to parents and children requests.

After reviewing the documentation presented, observing practice and talking to children, parents and staff we have found the service to have a very good performance in relation to this statement.

**Areas for improvement**

We discussed children’s personal plans and guided the nursery staff to the regulations relating to these. The nursery staff agreed to take account of the new regulations and share these with the service manager and develop personal plans for this service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 2**

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

**Service strengths**

The service enrolment process and settling in visits provided staff the opportunity to gather information about each child and begin planning their early year’s experiences.

At the beginning of the nursery session the children were informed of what activities were on offer, allowing them to make informed choices of where they wanted to play. Staff responded to the children through the sessions and changed activities when needed.

The staff observed children at play and planned next steps in their learning that were responsive to their needs. New planning sheets had been developed to support this.

Children were encouraged to share their views and identify their own learning goals.

Systems were in place to support individual children’s learning needs which included access to additional support staff.

The daily routine included opportunities for children to play either individually, in groups or with or without adult interaction.

The nursery had home link bags and offered after school club which extended children’s learning opportunities between home and nursery.

The transition programme and the liaison between the nursery and the primary one teacher supported the children through the change and the delivery of the children’s individual learning plans.
Parents evenings and regular discussions with staff provided parents the opportunity to comment on how their children were progressing and share their views on how the nursery supports them.

After a review of the documentation, discussions with children, staff and parents we have found the service to have a good performance in relation to this statement.

**Areas for improvement**

The service had developed a new planning system. They should ensure that the information recorded meets their aims and legislation in relation to meeting the children needs.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths
The service had moved into new premises and during the process the nursery children had been consulted and involved in making decisions about the room layout and purchasing of new resources.

Parents and children had been given the opportunity to view the nursery environment and ask any questions during the settling in visits.

Through the nursery planning and daily discussions the children were encouraged to share their views and ideas for the nursery playroom. The staff responded by creating play areas that had taken account of the children’s opinions.

The parent/carer working groups had been involved in assessing and making suggestions about the service environment and resources. Parents were encouraged to get involved in projects within the nursery for example: parents donated resources and been involved in developing the outdoor play area.

Other methods were used to gather the views of parents and children about the quality of the nursery environment. These included:
- two stars and wish
- questionnaires
- staff observations
The outcome being that the service welcomed parents/carers and children’s views on how to continually improve the quality of the service environment.

After reviewing the documentation, observing practice and talking to children. Parents and staff we have found the service to have a very good performance in relation to this statement.

Areas for improvement
The service should continue to provide opportunities to involve the parents/carers and children in the assessment and improvement of the service environment. The services self assessment indicates that they would like to encourage more nursery parents onto the parents council.
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
The service is provided from within a self contained area that is attached to Auchinraith Primary School.

The nursery has a secure entry system and outdoor play area.

The nursery is provided from within an airy, well light play room. The high ceilings and large windows give a feeling of space.

The playroom is separated using the resources creating a variety of different play areas for the children.

Each area is well laid out providing space for the children to move around freely. The children can access the toys easily and were encouraged to select from the range of toys available.

Children were involved in creating the lay out and resources. At the time of the inspection they were learning about jungle and the resources and displays reflected this.

The children accessed areas within the school including the school gym hall providing opportunities to take part in large physical activity and used a variety of physical equipment.

Areas for improvement
The service self assessment identifies that they plan to develop a sensory garden.

The children’s toilets are accessed from the playroom; some children found it difficult to open the door. We have recommended that the children can access the toilet areas independently without any unnecessary barriers. (See recommendation 1)

The children’s pegs in the cloakroom had their names in print. It was discussed with the nursery staff to consider having a more appropriate labelling system for the age and stage of children using the service.
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Children should be able to access the toilet areas independently without unnecessary barriers. National Care Standards for Early Education and Childcare up to age 16; Standard 2: A Safe Environment
Quality Theme 3: Quality of Staffing - NOT ASSESSED
Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED
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

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
## 5 Summary of grades

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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<table>
<thead>
<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 5</td>
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<tr>
<th>Quality of Staffing - Not Assessed</th>
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<table>
<thead>
<tr>
<th>Quality of Management and Leadership - Not Assessed</th>
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## 6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 Oct 2010</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
</tbody>
</table>

| 12 Dec 2008  | Unannounced | Care and support 5 - Very Good         |
|              |             | Environment 4 - Good                   |
|              |             | Staffing 3 - Adequate                  |
|              |             | Management and Leadership 4 - Good     |

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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Read our leaflet ‘How we inspect’. You can download it from our website or ask us to
send you a copy by telephoning us on 0845 600 9527.

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