Royal Hospital for Sick Children Day Nursery
Day Care of Children
11 Millerfield Place
Edinburgh
EH9 1LW
Telephone: 0131 536 0683

Inspected by: Sandra Wright
Type of inspection: Unannounced
Inspection completed on: 31 October 2011
Contents

Summary 3
1 About the service we inspected 5
2 How we inspected this service 6
3 The inspection 12
4 Other information 24
5 Summary of grades 25
6 Inspection and grading history 25

Service provided by:
Lothian University Hospitals NHS Trust

Service provider number:
SP2004006954

Care service number:
CS2003050100

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Summary

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

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

We gave the service these grades

- Quality of Care and Support: 4 Good
- Quality of Environment: 3 Adequate
- Quality of Staffing: 3 Adequate
- Quality of Management and Leadership: 4 Good

What the service does well

Children enjoyed their time in the nursery and most staff were eager to ensure that the nursery provided the best opportunities for the children to make progress. Parents were, in the main, happy with the overall standard of care.

What the service could do better

The service needed to continue to consolidate formal consultation with parents and children and use this to improve and develop the service. Staff needed to continue to develop the assessment processes which were now in place and use these to give information to parents about children’s progress and development. They needed to continue to make improvements to the environment, both indoors and in the outdoor play area.

What the service has done since the last inspection

The service had made significant progress since the last inspection. This was particularly in relation to consultation with parents and improvements to the environment.
Conclusion

The nursery had made significant progress. The Managers demonstrated commitment to making further improvements and had a positive vision for the progression of the nursery.

Who did this inspection

Sandra Wright
1 About the service we inspected

The Royal Hospital for Sick Children Day Nursery is situated in a hospital owned property within the campus of the Royal Hospital for Sick Children (RHSC). The nursery occupies a two storey building with an attached garden area. The nursery provides full day care for a maximum of 22 children. The nursery is operational throughout the year. The stated aims of the nursery include:

* The nursery staff will deliver quality care in a safe, stimulating and friendly environment.
* Staff will work in partnership with parents to ensure a consistent approach to care
* Each child will be cared for in a way that encourages him or her to develop a sense of self confidence and self worth. Staff will encourage and support children to become independent.

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 (the Care Inspectorate) took over the work of the Care Commission, including registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

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

**Quality of Care and Support - Grade 4 - Good**
**Quality of Environment - Grade 3 - Adequate**
**Quality of Staffing - Grade 3 - Adequate**
**Quality of Management and Leadership - Grade 4 - Good**

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We wrote this report following an unannounced inspection that took place on 24 October 2011. The inspection was carried out by Sandra Wright, Inspector.
We carried out this inspection in order to follow up on requirements and recommendations made at the last inspection which was completed on 23 May 2011. As requested by us, the service sent us an annual return at the beginning of the year. The service also sent us a self assessment form before the last inspection. We did not issue any questionnaires before this inspection.
In this inspection we gathered evidence from various sources, including:
* discussion with the Manager
* information from the action plan submitted as a result of the inspection which was completed on 23 May 2011
* discussion with staff
* examining equipment and the environment
* relevant sections of policies, procedures, records and other documents

We are reporting only on those areas where we identified recommendations and requirements for improvement. This report should be read in conjunction with the report from the inspection completed on 23 May 2011.

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
What the service has done to meet any requirements we made at our last inspection

The requirement
The nursery must establish a formalised process for sharing children’s developmental progress with parents. This is in order to comply with: The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011/210 5(2) National Care Standards for Early Education and Childcare up to the age of 16. Standard 4 - Engaging with children. Timescale: Within 2 months of publication of this report.

What the service did to meet the requirement
As stated in Statement 1.1 the nursery had developed the PLP folders and made them available in the playrooms so that children and parents could look at them. Parents were encouraged to add family photographs and personal comments and use the folders to find out about their child’s developmental goals. The nursery had also held a parents evening and provided information to parents about the ‘Curriculum for Excellence’ and ‘Birth to Three’. Photographs and displays around the nursery were also linked to these documents in order to provide parents with information about how children learn.

The requirement is: Met

The requirement
The nursery must establish and follow a routine for checking sleeping children this should include a written record of these checks. This is in order to comply with: The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011/210 4(1) Timescales: Within 24 hours of receipt of this report

What the service did to meet the requirement
As stated in Statement 1.3 the nursery had established a process for checking on sleeping children. Staff signed a check sheet at 15 minute intervals to confirm they had carried out the checks. The sheet also identified when children had gone to sleep and what time they woke.

The requirement is: Met

The requirement
The nursery must improve infection control processes in relation to nappy changing. This is in order to comply with: The Social Work and Social Care Improvement Scotland...
What the service did to meet the requirement
As stated in Statement 1.3 the changing mat had been removed from the baby room. Suitable places for changing babies and older children had been identified and the staff were following a nappy changing procedure.

The requirement is: Met

The requirement
The provider must ensure that an appropriate child protection policy and procedure is in place and followed by staff. This must contain all the key information required by the National Care Standards and be shared with parents/carers. This is in order to comply with: The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011/210 4(1) Timescale: Within 24 hours of receipt of this report.

What the service did to meet the requirement
Since the last inspection the nursery had reviewed their child protection policy and procedure to ensure that it contained all of the required key information. This was known to staff and had been issued to parents. A copy of the child protection policy and procedure was also on the notice board.

The requirement is: Met

The requirement
The provider must ensure that there is a Management overview regarding the safety and hygiene of the nursery as identified in this report. This is in order to comply with: The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011/210 4(1) Timescale: Within 24 hours of receipt of this report.

What the service did to meet the requirement
As stated in Statement 2.2 the Manager evidenced that she had a good overview of the safety and hygiene of the nursery.

The requirement is: Met
The requirement

The provider must ensure that staff files contain all relevant documents to evidence safe recruitment and appraisal of staff. This is in order to comply with: The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011/210 9(1) Timescales: Within one month of receipt of this report

What the service did to meet the requirement

As stated in Statement 3.2 the Manager had spent time putting the staff files into order and ensuring that all staff files contained the relevant documents. Documents in relation to staff supervision and appraisal were in place. Some of the safe recruitment documents were now stored with the Human Resources Department at the hospital. We will view these at the next inspection. We were satisfied that this requirement had been partially met pending viewing of safe recruitment files.

The requirement is: Not Met

The requirement

The Manager must have dedicated supernumerary time in order to progress improvements in the nursery as identified in this report. This is in order to comply with: The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011/210 15(a) Timescales: Within one month of receipt of this report

What the service did to meet the requirement

As stated in Statement 4.3 the Manager was supernumerary to the required staff child ratios. She said that some of her time had still been taken up working in the playrooms to cover staff sickness, however she was not concerned with this and felt she had enough time to carry out management tasks.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection

The Inspector concluded that the service had made significant progress in relation to the recommendations made at the last inspection as detailed within the body of this report.
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 completed self assessment document from the service provider prior to the inspection in May 2001. We did not ask for an updated self assessment for this inspection.

Taking the views of people using the care service into account
We saw the children playing happily throughout the inspection. The staff attending to them offered help and encouragement in their play. The Inspector saw that the children had good relationships with the staff.

Taking carers’ views into account
We did not ask for the views of carers at this inspection.
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: 4 - 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

At the last inspection we made one requirement and two recommendations in relation to this statement. At the last inspection we identified that, whilst the nursery had made some progress in relation to assessment of children’s development, planning next steps for learning and reporting this to parents, they still needed to make improvements. At this inspection we found that the nursery had made improvements to the way they present children’s personal learning plans (PLP’s). Children in preschool had an "All about me" folder. The folders were used by the children to identify what they were good at and what they would like to be able to do. The staff used the folders with children to find ways to encourage their development. Staff also used the folders to plan activities identified by the children. Children in all of the other playrooms, including babies had a PLP folder. The folders were available in the playrooms so that children and parents could look at them, add family photographs and personal comments and parents could find out about their child’s developmental goals. The Manager reported that the nursery had held a parents evening on 14 June 2011. At the meeting they had told parents about their plans to start consultation sessions with them on a six monthly basis to keep them informed about their children’s development. In addition the nursery had given out information to parents about the 'Curriculum for Excellence' and 'Birth to Three' which are frameworks to provide support, information and guidance for practitioners with responsibility for care and education in early years settings. Photographs and displays around the nursery were also linked to these documents in order to provide parents with information about how children learn.

Since the last inspection the nursery had developed a useful information sheet which gave details about the child, such as, their likes, dislikes, what frightened the child and how to provide reassurance. A copy of this was kept in the child’s PLP and another copy was kept in the child’s file. This enabled staff to respond to children in an individual way. The inspector noted that all of the children’s personal files and
information were much better organised which made it much easier to access information both for the nursery staff and for evidence in relation to the inspection. The Inspector assessed that the nursery had met the requirement made at the last inspection and had made progress in relation to the recommendations.

**Areas for improvement**

The nursery should continue to build on the improvements already made. They should implement their stated intention to hold consultation sessions with parents. They should continue to develop children’s PLP’s and show at the next inspection how these inform planning for learning.

**Grade awarded for this statement:** 4 - 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**

At the last inspection we made three requirements and two recommendations in relation to this statement. The three requirements were about policies and procedures. The recommendation related to staff training.

Since the last inspection the nursery had established a process for checking on sleeping children. Staff signed a check sheet at 15 minute intervals to confirm they had carried out the checks. The sheet also identified when children had gone to sleep and what time they woke.

At the last inspection we identified an ongoing issue with changing babies’ nappies in the playroom. We said that this was not good practice and contrary to advice about infection control. We were pleased at this inspection to see that there was no changing mat in the baby room. Suitable places for changing babies and older children had been identified and the staff were following a nappy changing procedure.

Since the last inspection the nursery had reviewed their child protection policy and procedure to ensure that it contained all of the required key information. This was known to staff and had been issued to parents. A copy of the child protection policy and procedure was also on the notice board.

Since the last inspection the Manager had taken steps to ensure that all staff were taking part in training. We found that all staff had completed mandatory training and were working on their ‘training passport’. The training passport is an ‘e learning’ training programme. The Manager had also introduced a system where she could evaluate how training was informing practice. Whilst this was still in the early stages the Inspector noted that this would help to inform future planning for staff training.

We identified at the last inspection that staff should not be lone working with children. Since the last inspection the changes to the use of rooms within the nursery
had been completed. The office was fully operational and the dedicated sleep room was being well used. The establishment of the office next to the baby room meant that the manager could have a better overview of the baby room whilst still carrying out management duties. This had been the main area where staff were lone working. The Manager said that when there were fewer numbers of children in the nursery they sometimes joined rooms together to ensure that staff were supported. The Inspector assessed that the nursery had met the requirement made at the last inspection and had made progress in relation to the recommendation.

Areas for improvement
The Manager had made significant progress in establishing policies and procedures. The progress in this area should be maintained. See recommendation 1.

The Manager said that children from different playrooms still occasionally went together as a group. However she said that staff were much more aware of the age and stage of the children being cared for. We will monitor this further at the next inspection. See recommendation 2

At the last inspection the external Manager made commitment to seeking further outdoor play space for the nursery. This was ongoing. See recommendation 3

At the last inspection we recommended that staff in the baby room attend training in ‘Birth to three’. The Manager reported that it continued to prove difficult to access this training. She had, however tried to address this by obtaining a copy of the ‘Birth to three’ document and had carried out some in house training with staff. This recommendation is therefore ongoing. See recommendation 4

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 4

Recommendations
1. The nursery should continue to keep up to date with good practice and use this to inform review and updating of policies and procedures. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 14 - Well managed service

2. The Manager should continue to have an overview of when children from different playrooms are brought together as a larger group and ensure that all of the children’s needs are being met. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 14 - Well managed service

3. The Management should continue to seek additional outdoor playspace which could be used by the nursery. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3 - Health and wellbeing
4. The Manager should continue to access ‘Birth to Three’ training for relevant staff.
   National Care Standards for Early Education and Childcare up to the age of 16 -
   Standard 12 - Confidence in staff

Statement 5
We respond to service users’ care and support needs using person centered values.

Service strengths
At the last inspection we recommended that the nursery should consider identifying
the keyworker role to ensure equality of service delivery and provide guidance for
parents as to what they can expect from the keyworker. At this inspection we found
that all children had an identified keyworker who was made known to the parents.
The Manager had begun working on the task of developing the keyworker role.
The Inspector assessed that the nursery had made progress in relation to the
recommendation.

Areas for improvement
The development of the keyworker role was in the early stages. The Manager said
they would be working on this and defining the roles and responsibilities of the
keyworker. We will continue to monitor this at the next inspection. See
recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. The nursery should continue to develop the keyworker role to ensure equality of
   service delivery and provide guidance for parents as to what they can expect from
   the keyworker National Care Standards for Early Education and Childcare up to the
   age of 16 - Standard 6 - Support and development
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

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

Service strengths
At the last inspection we recommended that staff should consider how they could make resources more accessible to the children so that they could make independent choices. Since the last inspection the preschool room had been reorganised to offer children more independent access to resources.

The Inspector assessed that the nursery had made progress in relation to the recommendations.

Comments made in Quality of Care and Support, Statement 1, also apply to this statement.

Areas for improvement
The nursery should continue to look for opportunities to encourage parents and children to participate in assessing and improving the quality of the environment in the service.

Comments made in Quality of Care and Support, Statement 1, also apply to this statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
At the last inspection we made a requirement that there should be a Management overview regarding the safety and hygiene of the nursery. We identified the following areas which needed improvement:
* Cleaning materials were not securely stored
* loose blind cords
* damaged pipe coverings
* loose swinging doors
* an issue regarding safe exit from the locked gate in the back garden
* some of the equipment, such as the high chairs, a chair in the baby room, furniture in the dining room and some of the furnishings in the playrooms, were in need of replacement
* the upstairs children’s toilets were in need of upgrading to ensure that children were afforded privacy
* the adult toilet (which was also a baby changing area) was cluttered and not easily accessible.

We found that the nursery had made some progress to the issues raised at the last inspection. At this inspection we found that:
* cleaning materials were securely stored
* loose blind cords had been fixed
* loose swinging doors were secured
* safe exit from the garden gate was resolved
* in general, equipment looked cleaner and broken items had been thrown out
* curtains had been put up in the toilets to ensure privacy
* the adult toilet was uncluttered and the baby changing area had been relocated.

In discussion the Manager evidenced that she had a good overview of the safety and hygiene of the nursery. The requirement is therefore met.

**Areas for improvement**

At this inspection we found that the damaged pipe coverings had not yet been repaired and the nursery needed to complete some upgrading of furniture and toilet areas. We have carried forward the recommendation made at the last inspection. See recommendation 1

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The service should ensure that plans for upgrading the upstairs toilets are carried forward and repairs are made to the damaged pipe covering. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 2 - A safe environment

**Statement 5**
The accommodation and resources are suitable for the needs of the service users.

**Service strengths**

At the last inspection we made a recommendation that the nursery should consider how they could improve use of resources. At this inspection we found that they had made some progress in this area.
The nursery had renewed and extended some of the play materials and equipment.
Resources in the preschool room had been reorganised so that children could make more choices.
The children in the Tweenie room benefited from changes to planning which offered more stimulating and interesting activities.
At this inspection we saw that staff in the baby room were giving more thought to planning activities. On the day of the inspection we saw that staff had prepared ‘treasure baskets’ containing interesting objects which encouraged babies learning through touch, taste and sound.
We saw, at this inspection, that staff had tried to make the garden more attractive with photographs, pictures and mobiles. They had also used a sheltered area to provide activities such as a home area and cosy corner.
The Inspector assessed that the nursery had made progress in relation to the recommendations.

Areas for improvement
At the last inspection the external Manager committed to seeking further outdoor play space for the nursery which would include grassed areas. Unfortunately this had not yet happened. Whilst we saw improvements to the play activates in the outdoor area, this would be further enhanced by the improvements identified at the last inspection. In particular the outdoor area continued to offer few play experiences for small babies. See recommendation 1

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. The nursery Managers should continue to look to secure additional outdoor play space. Meanwhile the staff should continue to develop the outdoor space that is available to them. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5 - Quality of experience & Standard 11 - Access to resources
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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**
At the last inspection we made a recommendation that the service should carry forward plans to involve parents and children in assessing and improving the quality of staffing.
Whilst the nursery had not yet included parents in recruitment and selection of staff they had made some improvements in this statement.
At this inspection we found staff photographs on display at the entrance. This helped parents to recognise the individual staff who were working with their children.
We also found that staff had uniforms in the form of t-shirts so that they were identifiable to parents.
The Inspector assessed that the nursery had made progress in relation to the recommendations.

**Areas for improvement**
The service had made progress in this statement and the Manager had carried out the actions she had identified in the action plan from the previous inspection and expressed commitment to continuing to carry forward the plans to involve parents and children in assessing and improving the quality of staffing.

Comments made in Quality of Care and Support, Statement 1, also apply to this statement.

**Grade awarded for this statement:** 3 - Adequate

**Number of recommendations:** 0

**Number of requirements:** 0

**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**
At the last inspection we made a requirement that the provider must ensure that staff files contain all relevant documents to evidence safe recruitment and appraisal of staff. The Manager had spent time putting the staff files into order and ensuring that
all staff files contained the relevant documents.
Documents in relation to staff supervision and appraisal were in place.

Areas for improvement

Some of the safe recruitment documents are now stored with the Human Resources Department at the hospital. We will view these at the next inspection. We were satisfied that this requirement had been partially met pending viewing of safe recruitment files.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must ensure that staff files contain all relevant documents to evidence safe recruitment. This is in order to comply with:
   The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011/210 9(1)
   Timescales: Within one month of receipt of this report

Statement 3

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

Service strengths

At the last inspection we made two recommendations.
We recommended that the manager should have an overview of how training results in improved practice. At this inspection we found that the Manager had developed evidence and assessment sheets which she used to monitor staff practice and provide feedback. She was in the process of starting to allocate tasks to staff which could be monitored and assessed and would provide a measurable progression to improvements in practice.
We also recommended that Managers should consider how to deploy staff in order to use their skills and expertise to the best advantage and ensure that good practice is passed on throughout the nursery. At this inspection we found that staff skills and expertise had been identified and this information had been used to ensure staff were deployed throughout the nursery in order to use their skills effectively.
The Inspector assessed that the nursery had made progress in relation to the recommendations.

Areas for improvement

As already stated in this report staff had not yet received training in ‘Birth to Three Matters’ which would be particularly beneficial for staff working with the younger children. See Quality statement 1.3 recommendation 4.
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

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

Service strengths
At the last inspection we made a recommendation that the provider should identify those policies and procedures which need to be reviewed and updated and ensure that a system is in place to carry this out. The Manager had made substantial improvement in this area and had continued the task already started by the Temporary Manager, who was in post at the last inspection to update many of the policies and procedures. She had a programme in place to ensure continual review of these and amendment where necessary. The Inspector assessed that the nursery had made significant progress in relation to the recommendations. We have therefore reflected this improvement in the grade awarded to this statement.

Areas for improvement
The Manager demonstrated commitment to maintaining up to date policies and procedures.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0

Statement 3
To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths
At the last inspection we made one requirement and one recommendation in relation to this statement.

We made a requirement that the Manager must have supernumerary time to progress the improvements needed in the nursery. At this inspection we found that the Manager was supernumerary to the required staff child ratios. She said that some of her time had still been taken up working in the playrooms to cover staff sickness, however she was not concerned with this and felt she had enough time to carry out management tasks. This requirement was met.
At the last inspection we made a recommendation that staff meetings are held and minuted. There had been one staff meeting since the last inspection and this had been minuted. We assessed that there had been significant progress regarding this statement and amended the awarded grading to reflect this.

**Areas for improvement**

The new Manager had quickly established her position in the nursery. She was aware of the areas for development and had put plans in place for improvement. We would expect to see further improvement at the next inspection.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0
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 - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
<tr>
<td>Statement 5</td>
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<table>
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<tr>
<th>Quality of Environment - 3 - Adequate</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 2</td>
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<tr>
<td>Statement 5</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 3 - Adequate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
</tr>
<tr>
<td>Statement 3</td>
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</tbody>
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<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
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6 Inspection and grading history

<table>
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<th>Type</th>
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<tr>
<td>15 Jan 2009</td>
<td>Unannounced</td>
<td>3 - Adequate</td>
<td>3 - Adequate</td>
<td>2 - Weak</td>
<td>2 - Weak</td>
</tr>
</tbody>
</table>

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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