Kirktonholme Primary School Nursery
Class
Day Care of Children
Dornoch Place
West Mains
East Kilbride
G74 1DJ
Telephone: 01355 222050

Inspected by: Lynn Clements
Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 24 August 2011
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015304

Contact details for the inspector who inspected this service:
Lynn Clements
Telephone
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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>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<tr>
<td>Good</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
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<td>4</td>
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<td>Quality of Management and Leadership</td>
<td>4</td>
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What the service does well

Staff are friendly, approachable, motivated and assertive. They know the children and parents well. They work well as a team and maintain a good rapport with the children.

The children are happy, able and competent. They are comfortable and confident in the care environment. They are encouraged to make decisions about activities and aspects of their care.

What the service could do better

The staff could further demonstrate how children and parents assess care and support, the environment and staff including management and tell us about improvements following this assessment.

Policies and procedures should be updated to include the new scrutiny body.

The current registration certificate should be displayed.

What the service has done since the last inspection

The staff continue to offer a quality care service.
Conclusion

At this inspection 4 quality themes were inspected against each containing 2 quality statements. For the statements considered at this inspection this service is performing at a:

* adequate level for 1 quality statement.
* good level for 4 quality statements.
* very good level for 3 quality statements.

Who did this inspection

Lynn Clements
Kara Doonan
1 About the service we inspected

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.

Kirktonholme Primary School Nursery Class provides daycare to a maximum of 40 children aged 3 to those not yet attending primary school. The service operates 5 days a week during term time.

The service is provided from Kirktonholme Primary School, East Kilbride, South Lanarkshire.

The aim of the service is to provide a safe, happy and secure environment for all children. The full statement of aims and objectives are available to people who use the service.

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 4 - Good
- **Quality of Staffing** - Grade 4 - Good
- **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 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
Basis of the report:
This report was written following an unannounced inspection visit carried out by Inspectors Lynn Clements and Kara Doonan on Wednesday 24 August 2011 between the times of 8:30 am and 1:20 pm.

Before the Inspection:
The Annual Return
The service submitted a completed annual return as requested.

The Self-Assessment Form
The service submitted a self-assessment form as requested.

Views of service users
We issued 20 care standard questionnaires and asked the staff to give these to people who use the service, 19 were completed and returned to us before the inspection. The care standard questionnaires provide an opportunity for parents or carers to comment on the quality of the care service.

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 Inspector which considers complaints activity, changes in the provision of the service, nature of notifications made to the SCSWIS by the service (such as absence of a manager) and action taken upon requirements. The Inspector 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.

During the inspection process:
In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:
Discussions with various people, included:
* the head teacher
* the depute head teacher
* the nursery teacher
* three care staff
* children individually and in small groups
* parents and carers.

The Inspectors also observed practice, the general environment and resources.

The inspection also took account of The Social Care and Social Work Improvement Scotland (Requirements to care services) Regulations 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 recommendations we made at our last inspection

Not applicable.

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. The head teacher identified what they thought they did well, areas for development and any changes they planned.

Taking the views of people using the care service into account

The children that spoke with the SCSWIS inspectors said they enjoyed going to nursery, liked the staff and had lots of toys to play with.

Two children showed the SCSWIS inspector how they can choose the toys they wanted to play with and confirmed that they were confident in doing so.

Taking carers’ views into account

The parents and carers that were involved in the inspection process gave very positive comments about the service.

They confirmed that:
- the children had regular outdoor play opportunities and made use of the facilities in the local community,
- staff kept them informed of their children’s progress,
- staff spoke with them daily about their children’s day.

The parents and carers stated that they would be confident raising any issues with management or staff.
One parent did confirm being consulted about their children’s snack, but no one else remembered any other formal consultations taken place. However some parents did indicate that they did not see why they had to be consulted or why the service had to gather their children views on so many things.

We sent out 20 care standard questionnaires to the service for distribution to people who use the service, 19 were completed and returned before the inspection. These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership. Parents’ comments can be found throughout this report.
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
We found that people who use the service are asked for their views in a variety of ways to encourage involvement and consultation about aspects of the service.

Staff consult with children and use a range of methods. This includes daily discussion time, one to one discussions and small group discussions. Mind mapping occurs and floor books contain examples of work and consultations including their comments, photographs, and achievements.

Children’s views are recorded by staff to inform planning responsive to their interests. Children chose resources and are consulted about trips and outings. Children provide suggestions throughout each session and were encouraged by staff. They were able to influence what they wanted to learn. Staff were quick to respond to their suggestions and views. The outcome was that children were motivated and confident in the service.

Parents and carers make comments or suggestions about the service and the curriculum for excellence. Methods are used by staff to gain their views. Parents and carers can:
* provide suggestions and assist the staff,
* attend parents night, classes, workshops and meetings,
* provide written information about what the service can improve on,
* give their views through evaluations.

Newsletters informed about suggestions parents and children had made. For example parents told staff what their children wanted to learn. The parents and carers involved in the inspection process gave us very positive comments about the service. They could not praise the service highly enough and felt staff were ‘fantastic’ and provided a ‘great’ service.
They confirmed that:
- the children had regular outdoor play opportunities and made use of the facilities in the local community,
- staff kept them informed of their children’s progress,
- staff spoke with them daily about their children’s day.

They stated that they would be confident raising any issues with management or staff. The outcome is that parents had a good awareness of the care and support and were involved in the care processes. They told us:

"I am amazed at the regular communication through newsletters and updates of various events and the curriculum for excellence, I also like the monthly reports as it lets me know about my child’s progress and how to support it".

"The nursery has been a fantastic experience for my children, they have enjoyed it immensely, there are lots of activities".

"The nursery is a wonderful pre school environment and has helped develop my child’s confidence".

"We are happy with the overall care and education".

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

**Areas for improvement**
In their self assessment returned to us the area of improvement recorded by staff shows that they plan to collate items from the suggestion box.

See the areas for improvement and recommendation in quality statement 4.1.

**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**
Written aims and objectives reflect how the provision meets the needs of people who use the service. Physical and active activities are promoted as well as activities that promote play. We found that the activities on offer were suitable for the children present.
Policies and procedures support good practice and personal safety.

Staff demonstrate a good understanding of meeting young children’s needs. They have a caring, warm manner and are responsive to the children in their care. The staff are clear about their roles and responsibilities.

Children are encouraged by staff to care for and consider each other.

Opportunities exist for children to have a rest or quiet time when required.

The service has a child protection policy and through discussion staff demonstrate a good understanding of their roles and responsibilities in protecting the children in their care. Staff receive updated training in child protection.

Observation of practice indicated a good standard of hygiene throughout the premises. Children are encouraged to wash their hands. The snack offered very good experiences for the children who ordered their own food electronically. In their self assessment returned to us the area of improvement recorded by staff shows that they plan to further involve children and parents in deciding the snack menu. At the time of inspection this had been addressed.

Staff attend a range of training including food hygiene and first aid.

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

Areas for improvement

The fridge temperature control records indicated that the temperature did not always stay with the recommended guidelines. Staff discussed they had raised this with management. The records viewed did not reflect any actions taken to address this. We have made a recommendation the service ensures that foods and drinks are stored at the recommended temperatures.

Staff were wearing gloves but were observed touching the lid of the bin, then opening and getting items from the fridge also answering the door and returning to help children at snack without changing or replacing gloves. The outcome being staff did not to follow good hygiene practice during snack times. We have made a recommendation about this.

There were occasions when children were playing in areas within the service where they were not able to be seen by staff. The outcome of this is that a small group of children were having disputes and there was no staff interaction or monitoring of
situation. We recommend that the staff review how they monitor the play areas both indoors and outdoors to ensure the safety of the children in their care.

Ratios, time, structure of routine and the doors closed by both children and staff prevented free flow play from indoors to outside. We recommend that staff review this to ensure both areas are used effectively in accordance with their improvement plan.

Not all dried foods stored where in air tight/sealed containers. Staff agreed to address this.

The small sofa in the book corner was torn and the foam inside was exposed.

In the care standards questionnaires returned to us 8 parents did not know if staff ask their child’s views about activities and outings.

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

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. The fridge used for storage of foods and drinks should be kept at the recommended temperature and staff should record the temperatures and any actions taken. Staff should follow good hygiene practice at all times.
   National Care Standards for Early Education and Childcare up to age 16; Standard 2 - a safe environment.

2. Staff should ensure that they monitor the play areas both indoors and outdoors ensuring the safety of the children in their care.
   National Care Standards for Early Education and Childcare up to age 16; Standard 2 - a safe environment.

3. Free flow play should be further promoted to ensure all areas are used effectively.
   National Care Standards for Early Education and Childcare up to age 16; Standard 3 - health and wellbeing.
Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths
In addition to the information recorded under quality statement 1.1 we considered how parents and children assessed the nursery environments.

We found that the children are consulted about the environments they assess. The children told us about this. Parents confirmed this occurred.

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

Areas for improvement
In their self assessment returned to us the area of improvement recorded by staff said they plan to continue to consult parents about playroom layout.

We found that parents enter the playroom when children arrive at the service. At the end of the session staff guide children to their parents who wait in the entrance area.

The service should continue to improve the way in which children and parents are involved in assessing and improving the quality of the environment.

See the areas for improvement and recommendation in quality statement 4.1.

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
The service is provided from within the grounds of Kirktonholme Primary School. It has its own secure entrance and the nursery can also be accessed through a secure entrance from within the primary school.
All visitors to the service reported at the primary school reception, signed in and had their identification checked.

The service had a reception area/cloakroom where those using the service signed in and out. Staff manned the entrance to ensure only those authorised to entered the service did so. The signing in and out document gave a true account of the children present within the service.

The service had a secure outdoor play area in which the children accessed from the playroom. This area had an all weather surface which provided the children with the opportunity for outdoor activity all year round.

The children were cared for indoors within a large playroom. This playroom had been divided into different themed play areas. Each area had made good use of the space available and the resources and toys were in good condition. The playroom layout provided a safe area for children to move freely between activities.

The children were observed to follow good hand washing practice to reduce the risk of spreading infection.

Staff cleaned and maintained play areas such as mopping the wet floor around the water trough and cleaning up spilled drinks during snack time.

The outcome being that the environment in which the service is provided is secure and systems are in place to protect those using the service.

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

**Areas for improvement**

In their self assessment returned to us the areas for improvement recorded by staff shows that they plan to undertake regular risk assessments.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
In the care standards questionnaires returned to us:
* 9 parents strongly agreed and 10 parents agreed that the staff had involved them and their child in developing the service.
* 15 parents strongly agreed and 4 parents agreed that overall they were happy with the quality of care their child received.

Parents told us,"All staff are friendly and welcoming, I get a sense that they know my child well".

"The staff are fantastics and always very caring".

"The nursery offers a series of workshops for parents which gave invaluable support on parenting skills and child behaviour management".

"The staff are wonderful, they create an atmosphere that my child enjoys and looks forward to".

People who use the service are asked for their views in a variety of ways to encourage involvement in:
* regular one to one discussions.
* consultation about aspects of the service.
* involvement in the work of the service.

Parents and carers are encouraged to make comments or suggestions for improvements in the service. They are encouraged to be members of the school council. In their self assessment returned to us the area of improvement recorded by staff shows that they planned to hold monthly informal meetings for parents and at the time of inspection these meetings occurred. Various methods were used by staff to gain parents views. The outcome was that both children and parents knew the staff and thought they were helpful, informative and approachable.

After a review of documentation presented, discussions with staff and children and observation of practice we have found the service to have a good performance in relation to this quality statement.
Areas for improvement

The service should continue to improve the way in which children and parents are involved in assessing and improving the quality of staffing.

See the areas for improvement and recommendation in quality statement 4.1.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0

Number of requirements: 0

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
At the time of the inspection all the staff that worked within the service had the relevant qualifications and registered with the appropriate professional body such as Scottish Social Service Council (SSSC).

Staff performance and development reviews (PDR) had taken place and staff confirmed that they felt supported in their own personal development. During PDR meetings staff agreed to take on board additional responsibilities and attended training to support them achieve their targets.

The staff team worked well together and the staff confirmed having regular meetings and discussions to share ideas, knowledge and give support to each other when implementing new initiatives within the service.

The outcome being that staff kept themselves up to date and skilled in issues related to early years to ensure they provided a quality service for the children and families.

The parents involved in the inspection gave positive feedback about the staff and described them as being 'approachable, very friendly and supportive'. The parents couldn’t praise the staff highly enough and felt that they did a 'fantastic' job.

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

Areas for improvement
The area of improvement recorded by staff in their self assessment returned to us show they plan to ensure they are trained to develop children ICT skills to provide more challenging activities.
Grade awarded for this statement: 5 - Very 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
People who use the service were able to comment on the quality of management and leadership through:
* informal chats,
* meeting with staff,
* joining the school council.

Policies enable people who use the service to participate. Staff consult with people who use the service and receive feedback to determine future objectives, identify goals and meet individual needs.

Parents told us:
"The staff are excellent and take a keen interest in the children".

"My child is very happy at the nursery and becoming more confident".

Areas for improvement
In their self assessment returned to us the area of improvement recorded by staff shows that they plan to continue to involve parents and children in the assessment process.

The service should continue to improve the way in which children and parents are involved in assessing and improving the quality of management and leadership. We found that although parents provide their views about staff roles they did not currently assess management and leadership in the service therefore the outcomes for the children were unclear following such assessments. We have recommended that this is improved.

After a review of documentation presented, discussions with staff, children and parents and observation of practice we have found the service to have an adequate performance in relation to this quality statement.
Recommendations

1. Staff should demonstrate outcomes for the children following stakeholders assessment of management and leadership. National care standards for early education and childcare up to the age of 16, standard 13- improving the service.

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

Service strengths
The staff were encouraged to share their views and opinions during meetings and in service days. They felt that the management valued their suggestions and involved them in developing new projects within the service. The staff had developed projects such as Kirktonholme bear and role pay.

Some staff had taken on board additional duties such as health and safety. In doing so staff had specific responsibilities and roles in leading the other staff to ensure their aims were achieved.

Within the service staff had designated areas where the planned and offered children the opportunity to play and learn. Staff also planned and lead their own group of children’s learning experiences.

Leadership had been promoted within the management structure of Head Teacher, Depute Head Teacher and Nursery Teacher. Each position held designated responsibilities and roles within the service.

After a review of the documentation presented, discussion with the management team, staff and parents we have found the service to have a very good performance in relation to this statement.

Areas for improvement
In their self assessment returned to us the area of improvement recorded shows that they plan to assist all staff in keeping up to date with new research and developments.

The handbook, policies and procedures and the registration certificate did not show the new scrutiny body. We have recommended that this is addressed.
Strengths recorded in the self assessment should reflect practice and outcomes for the children.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Policies and procedures, the handbook and the registration certificate should show the new scrutiny body.
   National care standards for early education and childcare up to the age of 16 standard 14- well managed service.
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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<tr>
<th>Category</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
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<tr>
<td>Statement 1</td>
<td>4 - Good</td>
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<td>Statement 3</td>
<td>4 - Good</td>
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<td>Quality of Environment</td>
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<td>4 - Good</td>
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<tr>
<td>Statement 2</td>
<td>5 - Very Good</td>
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<td>Quality of Staffing</td>
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<tr>
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</tr>
<tr>
<td>Quality of Management and Leadership</td>
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<td>3 - Adequate</td>
</tr>
<tr>
<td>Statement 3</td>
<td>5 - Very Good</td>
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## 6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
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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