

Care service inspection report

ABC Day Nursery

Day Care of Children

12 Rose Terrace

Perth

PH1 5HA

Telephone: 01738 623291

Inspected by: Marianne Bain

Type of inspection: Unannounced

Inspection completed on: 7 February 2012



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Service provided by:

ABC Children's Services Limited

Service provider number:

SP2010011116

Care service number:

CS2003010080

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

Quality of Care and Support	4	Good
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership	5	Very Good

What the service does well

Babies and children were being cared for in a warm and caring environment by very welcoming and friendly staff. The layout of the building ensured that children were cared for in fairly small numbers in each room which encouraged close and caring relationships to be established.

What the service could do better

Staff were in the process of reviewing children's records. The written records kept on babies could be improved to make them more personal and meaningful for families. Older children's development records could be completed in a consistent way.

What the service has done since the last inspection

The manager has progressed quality assurance processes and record keeping since her appointment. Two deputies have been appointed. One full time deputy was appointed to cover maternity leave. They support the manager in the continued development and improvement of the service. An extension has recently been completed to accommodate more children in the ante and pre school age group. It is a bright, light and spacious area which leads directly out into the garden which is due to be landscaped in the near future. Parents and children had been asked for their views of how the garden area could be developed.

Conclusion

The manager of the service was committed to continuous improvement in the service and involving staff in new initiatives. Staff were kind and caring. They were providing a range of different experiences for children in their care in a warm, supportive environment.

Who did this inspection

Marianne Bain

Lay assessor: Not Applicable.

1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS), also known as the Care Inspectorate, is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that services were previously awarded by the Care Commission are also available on the Care Inspectorate website.

Before the 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, the Care Inspectorate took over the work of the Care Commission, including the registration of care services. This means that from the 1 April 2011, this service continued its registration under the new body, the Care Inspectorate.

The nursery is situated within easy access of the centre of Perth. It is managed on a day to day basis by a manager supported by two deputies. The facilities include six playrooms on two floors. Children from babies to three years of age are cared for on the upper level in four separate age related rooms. Children aged three years to those not yet attending primary school are cared for on the lower floor in two playrooms for ante preschool and preschool children. There are separate kitchen/dining room and toilet facilities. There is a safe enclosed garden area at the rear of the nursery which provides children with a range of outdoor play experiences.

The nursery works in partnership with Perth & Kinross Council's Education and Children's Services to provide pre school care and education.

The nursery has a comprehensive statement of aims which states that it aims to provide a safe, secure, warm, caring, stimulating and engaging environment for all children in its care.

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 - N/A

Quality of Staffing - N/A

Quality of Management and Leadership - Grade 5 - Very 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

In this service we carried out a low intensity inspection.

We wrote this report following an unannounced inspection carried out by Inspector Marianne Bain.

The inspection took place between 10:00 and 16:00 on 7th February 2012.

At this inspection we gathered evidence from various sources including the relevant sections of policies, procedures, records and other documents:

- observing how staff work
- evidence from the most recent self assessment
- registration documents
- discussions with the manager and staff
- examining the environment
- discussion with children attending the club
- questionnaires completed by parents, children and staff

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.

The Care Inspectorate 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 headings that we grade them under.

Taking the views of people using the care service into account

Children and babies were happy and content with staff.

Taking carers' views into account

10 questionnaires were received prior to the inspection. Parents were happy with the quality of care received and specific comments have been included within the 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

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

The service demonstrated a very good performance in relation to this statement.

A number of initiatives were in place which encouraged parental involvement including:

- an initial information pack detailed the ways in which staff were available for parents. For example, at drop off and collection times and more formal discussions could be set up with the manager.
- a notice board in the entrance foyer provided a wide range of information for parents and carers
- newsletters were circulated to families by the manager on a three monthly basis giving general nursery information about staffing issues, fundraising activities and any dates for parents diaries.
- monthly newsletters were sent out to families from each of the rooms providing more specific information such as current projects
- parents were invited to participate in activities for example, one parent had recently visited the nursery to do some Makaton (sign language) training
- a parent partnership group made up of 3 parents, meet on an annual basis giving them the opportunity to be involved in ongoing nursery life and development. They are in contact with the manager on a regular basis.
- parent questionnaires had been circulated by the nursery in April and September 2011. The responses had been collated and an action plan put in place to address the issues raised. For example, a number of parents said that they did not know who their keyworker was. Staff had reviewed "name boards" for all rooms with photographs of the keyworker and the children they were responsible for.

- written "memos" were sent to parents to inform them of forthcoming events eg Halloween and Christmas
- children and parents views are in the process of being sought regarding planning of the new extended garden area
- staff in all rooms were enabling children to make choices about what they wanted to do

Ten parents had responded to a pre inspection questionnaire provided by the Care Inspectorate. They were all happy with the overall quality of care provided. Specific comments included:

I would not hesitate in recommending this nursery.

Both our children have attended the nursery and benefited from it. We are very happy with the nursery and their services.

Areas for improvement

The service should continue to seek the views of children and parents and carers regarding the quality of care and support provided.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

We respond to service users' care and support needs using person centered values.

Service strengths

The service demonstrated a good performance in relation to this statement.

The stated aims of the service were observed in the relationships between all staff and children.

A key worker system was in place where individual staff had additional responsibility for a small number of children.

The service had introduced new "All about me" forms which were in the process of being completed by parents and gave detailed information about their child's likes and dislikes on a wide range of issues.

Daily written reports including the daily routine were sent home with babies and children. Information was provided on feeds, snacks and lunch, nappy / toileting routine and sleeps.

Children's folders contained good information on their achievements and developments. In some folders photographs were used to show children taking part in activities.

Learning Journey's had been developed which gave information on current topics of interest and how children had participated in them.

The manager has established a monthly staff audit. Staff interactions and practices are observed by the two deputies and staff scored accordingly. Part of this audit includes reviewing the interactions of staff with babies and children and ensuring that staff are working to the aims of the service.

An audit of each room is also carried out on a three monthly basis by the manager. As a result of this, new resources have been purchased and the layout of some rooms altered to make sure that children's and parent's needs are being met. For example, one room was reorganised when it was noted that staff had their backs to parents when they came into the room.

Parents were invited to meet with their keyworker and review children's folders on a six monthly basis. They signed to confirm that they had read the folder and were invited to make any comments.

Areas for improvement

The new "all about me" format had been circulated to parents in September 2011. However, only a small number had been returned. The service needs to encourage parents to return these documents as quickly as possible to make sure that they have up to date information on all children and have a consistent approach to the documentation that is used.

Staff were looking at more appropriate documentation for recording the developmental progress and achievements of babies and young children based on the Pre Birth to Three guidance.

Although staff were recording children's achievements and developments in the baby and tweeny areas, there were gaps noted in most of the children's files that were reviewed. Staff need to be more consistent in recording their observations. More use of photographs and examples of children's own work would strengthen their records.

The daily written reports - particularly for babies - could be improved by making them more personalised and interesting for parents.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment - NOT ASSESSED

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

The service demonstrated a very good performance in relation to this statement.

Parents responding to the Care Inspectorate questionnaire were confident in staff skills and experiences and agreed that there are always enough staff and their children were happy and confident with staff. Specific comments included:
The new manager is very approachable and efficient and a further asset to the nursery.

My child has developed into a happy, confident individual.

As previously mentioned, the "Parent Partnership" group are involved in management and leadership issues.

The manager operates an "Open Door" policy where she is available to parents wishing to discuss issues or concerns with her.

The manager is a visible presence in nursery. Children were pleased to see her.

Comments made in the questionnaire circulated by the service in April last year include:

Any queries I have had have been answered as soon as practicable, if not immediately.

We have always been very happy, our daughter enjoys nursery very much. Great staff and a friendly atmosphere.

I don't feel that I need to wait for parents evening to talk to staff about my children - staff make time on a daily basis.

Areas for improvement

The service should continue to seek the views of children and parents and carers regarding the quality of management and leadership in the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

The service demonstrated a very good performance in relation to this statement.

As previously described in Quality Statement 1.5, the manager had established monthly staff audits which collected a range of information including staff appearance, timekeeping / absence and child/ staff interactions. Strengths and areas for improvement were then noted and discussed with the staff member.

Three monthly audits of the rooms were undertaken which looked at the layout of the space, risk assessment processes and resources. As described in QS 1.5, staff practices were changed as a result of the findings of the audits.

Feedback from parents questionnaires had been actioned. For example, parents had suggested twice yearly parent nights. Staff had implemented a six monthly review meeting with parents and are developing "Stay and Play" sessions.

The manager was using feedback from the council's Standards and Quality report to develop their improvement plan specifically for the ante and pre school children.

Areas for improvement

The service should continue to review their quality assurance and evaluation programmes.

Grade awarded for this statement: 5 - Very 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

None noted.

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

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 5	4 - Good
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
14 Dec 2010	Unannounced	Care and support 3 - Adequate Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
12 Jun 2009	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good 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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