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Care service inspection report

Hazlehead Primary School Nursery

Day Care of Children

Provost Graham Avenue
Aberdeen
AB15 8HB
Telephone: 01224 313088

Inspected by: Liz Adam

Type of inspection: Unannounced

Inspection completed on: 13 June 2012

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Service provided by:

Aberdeen City Council

Service provider number:

SP2003000349

Care service number:

CS2003014435

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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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The warm and caring staff were observed to be welcoming and supportive to both children and parents.

What the service could do better

The service should continue to monitor and further develop current good practice in all aspects of the provision.

What the service has done since the last inspection

Since the last inspection the nursery has moved to a new school building completed in the spring of 2010. The nursery has a separate secure entrance, a fully enclosed outside play area, and access to other facilities within the school building. All of this has contributed to providing a very positive experience for the children who attend.

Conclusion

The manager, nursery staff, children and parents were working well together to provide a quality service planned with the needs of the children in mind. Children were enjoying their time in the nursery and were seen to be well supported, happy and confident.

Who did this inspection

Liz Adam

1 About the service we inspected

Hazlehead School Nursery was registered with the Care Inspectorate on 1 April 2011. The service is registered to provide a care service to a maximum of 40 children at any one time aged from 3 years to those not yet attending primary school. The nursery operates for two and a half hours morning and afternoon during term time.

Before 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 1 April 2011 this service continued its registration under the new body, Care Inspectorate.

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 - Grade 5 - Very Good
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

We wrote this report following an unannounced inspection which took place between 9.15 am and 4.45 pm on 7 June 2012. Care Inspectorate inspector Liz Adam carried out the inspection.

As requested by us, the service sent us an Annual Return. The service also sent us a Self-Assessment form.

We issued 20 questionnaires to parents of children who used the service.
17 completed questionnaires were returned before the inspection.

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

- evidence from the service's most recent Self Assessment
- individual assessments of children who use the service
- accident and incident records
- health and safety records
- questionnaires that had been returned to the Care inspectorate by parents of children who use the service

- discussions with various people, including
  - the Head Teacher
  - The Depute Head (line manager for the nursery) and job-share teacher within the nursery
  - the Nursery Teacher
  - the Nursery Practitioners
  - the children who attend the nursery
  - the parents of children who use the service

- observation of practice at both morning and afternoon session
- examining the equipment and environment.

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 service submitted a Self Assessment form as requested by the Care Inspectorate. This identified what they considered they did well, areas for improvement and other's issues which they considered relevant to the level of care being provided.

Taking the views of people using the care service into account

The children present during the course of the inspection were seen to be happy and secure in the setting. They were enjoying a range of activities both indoors and outside. They were familiar with the nursery routines and were happy to speak with the writer to share their views on what were favourite activities.

Taking carers' views into account

The service was provided with 20 Care Inspectorate questionnaires for distribution to parents prior to the inspection. 17 were completed and returned. These indicated that parents were happy with the quality of care their child received at the nursery. All but two parents considered that they and their child were involved in developing the service.

A number of the parents provided additional comments and a sample of these are as follows:-

"My child is having a wonderful time at nursery and when he started was quite shy but now he is a confident boy which I think is because of the staff".
"It is a welcoming environment and the staff are always happy and helpful".
"A very good nursery - brilliant staff and good use of resources. My daughter loves attending and has gained lots of skills and is more than ready for starting school."

A number of parents/carers were spoken with during the inspection and, again, their views were very positive. They indicated that the nursery staff were "very approachable", "knows my child really well" and "really helpful". There were positive

comments about the building and the space which it offered for parents collecting children, particularly for those with younger children in prams and buggies.

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: 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

Discussion with staff, parents, children and documentary evidence indicated that the service provided regular opportunities for children and parents to participate in assessing and improving the quality of care are support.

The staff knew the children very well and encouraged them to make choices and contribute their ideas to the day-to-day activities. Mind maps had been used with the children for specific aspects including healthy snack ideas. There were floor books which parents had access to in the nursery entrance area which indicated how children's contributions had influenced the forward planning for the service and individual children.

The children had given feedback on special events within the nursery including a visit from the fitness instructor and a recent pyjama party.

Children's artwork was attractively displayed in the entrance area and the classroom. There were photographs which showed the range of activities children had been involved in.

The room layout allowed children the opportunity to play independently or as part of a group. There was a very good choice of activities which the children could independently access.

Work was ongoing on developing a pictorial record of the resources within the nursery. This would increase children's opportunities to choose although resources within the room were displayed attractively and easy for children to access.

Staff collected information about children's likes and dislikes upon registration with the nursery and this information was used to help children settle in. Parents told us

that their children had settled easily into the nursery and that staff supported them with this.

Staff understood the different personalities and needs of the children and reflected this in the range of activities they planned. One parent described the level of support which her child had received and this was observed during the inspection.

Staff took time at the end of the session to speak with parents and discuss their day. Parents who were spoken to were very happy with the level of involvement they could have in their child's experience of nursery.

Parents were provided with username and password to allow access to the GLOW website (the on-line community for Scottish schools). The nursery teacher regularly updated the nursery blog on this site to provide parents with information on activities and events within the nursery. Parents were provided with regular newsletters either by e-mail or paper copy. Additionally, group texts were used to advise of specific events.

Parents had the opportunity to give feedback following attendance at nursery induction meetings, P1 induction evenings, and to participate in the school annual audit. Parents of nursery children were invited to be members of the school's Parent Council and Parent Fund-raising Committee.

Notice boards in the spacious entrance area provided a range of information for parents about events within the nursery. There were opportunities for them to participate in special events such as sports day.

Areas for improvement

The service had indicated that they would continue to seek parent's views as part of the school's Quality Assurance calendar.

The nursery team should ensure that feedback from parents is evaluated and the results displayed for parents. This will ensure that they continue to be fully involved in all aspects of work within the nursery,

Grade awarded for this statement: 5 - Very 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

Discussion with staff, children and parents, and documentary evidence indicated that the service had very good evidence to show how children's health and wellbeing

needs are met.

Staff were observed to promote health and wellbeing of the children and encouraged them to be kind to each other. Children were given support and comfort when they were upset and staff practice reinforced positive behaviour. Children had free access to a wide range of activities and were encouraged to sit safely, walk within the playroom using "safe feet", and reminded that "we don't run with scissors".

Discussion with staff and observation of practice indicate that staff had a very good understanding of children's needs both educationally and emotionally.

Evidence provided indicated that should additional support be needed from specialist agencies such as speech and language therapist, these were requested promptly. Parents were consulted throughout this process and this was confirmed through written evidence and discussion with some of the parents.

The children were provided with a healthy snack and were given appropriate encouragement from staff to try new tastes. They were given a choice of milk or water to drink. The children were able to talk about hand-washing before snack, healthy eating, and the need to brush their teeth after snack. Staff provided a good level of support to the younger children in these areas and encouraged independence in the older children.

Staff knew individual children really well and were observed to use positive praise effectively. Classroom displays celebrated individual children's achievements detailing the statement of the achievement whether this was within the classroom or in the community.

At the time of the inspection, the older children were being prepared for the transition to Primary One (P1). This included spending time in the playground at break times with the school children to get them used to the larger groups. The children also had the opportunity to spend time in the P1 class to get to know their new teacher. Also provided was the opportunity to visit the school dining hall for snack in order that they could become familiar with the staff there and the layout of the room. Once in P1 the children would be provided with a "buddy" from the current P6 class who would act as a support and a familiar face to the nursery children. All of these were carried out to ensure a smooth transition for the children from the familiar routines of the nursery.

There were procedures in place for the recording of accidents and incidents, and the administration of medication. Discussion with staff and review of documentary evidence confirmed that staff were familiar with the procedures.

Staff were also confident in their ability to manage child protection concerns should these arise within the nursery. Child protection training was updated on an annual

basis by the head teacher.

Information on individual children with allergies or special dietary needs was available for all staff and could be accessed quickly. The information was accompanied by a photograph of the individual child for additional security.

Areas for improvement

The manager and staff are encouraged to continue the very good standard of care being provided to the children.

Grade awarded for this statement: 6 - Excellent

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
Information detailed in Quality Statement 1.1 is also relevant to this statement.

Discussion with the children indicated that they had been able to share ideas with staff about what resources were available in particular areas of the classroom.

Areas for improvement
The manager and staff should now ensure that children and parents have the opportunity to provide ideas for any alterations being considered for the outside play area or other areas of the environment.

Grade awarded for this statement: 5 - Very 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
As a new build, safety and security has been a priority for the nursery and the school as a whole. The school playground, including the nursery play area, is securely fenced to prevent any unauthorised access. As a new build the nursery was in a very good state of repair with a large entrance hallway where parents could gather at the end of the session. This gave parents space to view children's artwork, recently completed floor-books and individual children's folders. This area also had notice boards giving parents information about activities and events within the nursery and also useful information leaflets and information about community events.

A member of staff is available within the entrance hallway at the start of the session to ensure all children remain in the nursery area. This allows parents to assist their child to take off coats and enter the nursery room where the child is signed in. Once the drop-off time is over, the doors are locked and the children then have free access from the playroom to the entrance hall to get their shoes and coats as and when they wish for outdoor play. Similarly at the end of the session a member of staff was in the entrance ensuring that children left with a responsible adult. A password system was

in place should a parent need their child to be collected by an adult unknown to the staff.

Outdoor play was a regular feature of the session with children being able to freely access the enclosed outside play space. Children were confident in changing their shoes and putting on their coats, although staff were always on hand to assist as and when necessary. As well as the area immediately outside the nursery room, children could access an area of the school playground when using bikes and scooters. Again, staff were on hand to ensure safety for children at all times.

There had been a number of visitors to the nursery over the past year providing children with information about safety and well-being. These included a police officer, ambulance paramedic, an offshore engineer, and a lady with a guide dog. Some of these visitors were relatives of the children who attend.

Although the space can accommodate two separate groups of children, the staff use the room in an open-plan format. The layout of the room made very good use of the space available with safe access for the children to move between activities. There were toilets accessed directly from within the room which were seen to be clean throughout the session. This layout also encouraged children's independence. There was a central kitchen area and children were unable to access this area.

Infection control and health and safety policies were in place and staff were observed to have a sound knowledge of infection control when toileting and during snack time. Hand-washing was undertaken at times which were appropriate for the control of infection.

Staff offered praise and encouragement to look after the resources and to assist with tidying up at the end of the session.

Of the Care Inspectorate questionnaires returned by parents, all agreed that the children had regular access to fresh air and physical play. Similarly all agreed that the service was provided In a safe, secure, hygienic and pleasant environment. Parents spoken with during the inspection commented about the "lovely building", and "children are safe while here".

Appropriate risk assessments were in place to ensure safety for children within the classroom and outdoor play area. Staff had involved the children in undertaking the risk assessment for an outing to the park and the use of an animal heart as part of their topic on "the body". The involvement of children in the risk assessment process is viewed as a very positive learning experience for the children.

Children also had access to the gym hall, Astroturf area and library all of which provided safe areas for the children.

Areas for improvement

The self-assessment indicated that staff would continue to attend relevant training courses such as Food Handling or First Aid. We would encourage this in order that the very good standard already in place can be continued.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

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 staffing in the service.

Service strengths
Information contained in Quality Statement 1.1 is also relevant for this statement.

The Parent Council provides opportunity for parents/carers to be involved in the selection and recruitment of promoted staff. There was evidence to indicate that parents' views are asked for at induction and curriculum evenings.

Areas for improvement
The manager and staff should continue current practice in this area. They might consider advising of the additional training courses attended and asking for comments on whether they have seen this reflected in practice.

Grade awarded for this statement: 5 - Very 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
Observation of practice indicated that all staff worked very well as a team. They were all qualified to the required level and were taking responsibility for ensuring that their practice was regularly updated in line with best practice guidance. Staff confirmed that they had regular opportunities to participate in training courses to ensure that they could provide a good level of care and support to the children in their care. Recent training attended included Forest School/Outdoor Learning, Enabling free-flow play, Confidence building and Epilepsy training.

Each member of staff was responsible for maintaining their own records of Continuing Professional Development and were enthusiastic in speaking about the range of courses which had been attended over recent months. All staff were registered with the appropriate professional bodies, either the General Teaching Council or the Scottish Social Services Council.

The service maintained the correct staff:child ratios in line with the National Care Standards. The deployment of staff provided continuity for the children and the service and warm and caring relationships were observed between the staff and the children. It was evident that some children identified more closely with a particular member of staff. However, this was dealt with positively by staff with all children being treated individually and with respect.

Parents spoken to during the inspection confirmed that they knew the staff group and were comfortable and relaxed in sharing information with them. They spoke of the staff as "approachable", "knows my child really well" and "really helpful".

The school has implemented a procedure which requires all staff to share the learning experience from courses which they have attended. The nursery staff are fully involved in this process.

Areas for improvement

The manager and staff should continue to attend relevant training courses, share ideas from learning and thus maintain the current very good standard of practice.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

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
Information detailed in Quality Statement 1.1 is also relevant for this statement.

Parents of children attending the nursery are provided with the opportunity to participate in the whole school audit.

Areas for improvement
The manager and staff should ensure that there continue to be opportunities for parents to give feedback and reflect on all aspects of the nursery's performance.

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
Discussion with the head teacher, depute head, and staff and reference to documentary evidence confirmed that quality assurance processes were in place.

The nursery had developed an appropriate statement of aims and objectives and complaints policy and procedure which were made available to parents.

The whole school, including the nursery, utilised quality assurance models which included:-

- How good is our school?
- Child at the Centre
- National Care Standards

Assessment and improvement of the whole school service, including nursery, is ongoing throughout the year. The information gathered was also taken into account

when completing the annual school improvement plan and Standards and Quality Report.

Parents and staff confirmed the school open door policy and that all parents had access to the Parent Council and Parent/Teacher Association. The manager confirmed that there was a nursery parent representative on the Parent Council and that this was something which she was keen to see continued.

The Head Teacher has met with staff and asked them to reflect on the courses which they have attended. Similarly the Depute Head observes staff practice to ensure there has been effective learning following attendance at specific training courses.

Quality assurance visits are undertaken regularly and focus on specific areas of work, for example numeracy, literacy and forward planning. The dates of these are planned in the school's quality assurance calendar.

Parents are invited to participate in the whole school audit which provides an opportunity to give their views on the nursery provision. The Head Teacher makes visits to the nursery to meet with parents and children. Observation indicated that she knew the children within the nursery. Parents spoken with during the inspection were aware of her role and referred to her as "being in charge overall". She was said to have a "lot of good ideas" and parents considered that, if necessary, they could contact her should they have any concerns which the nursery staff could not deal with.

The Head Teacher has supported the nursery teacher to make visits to other nurseries as part of the quality assurance process.

There were appropriate policies and procedures in place all of which supported the very good work which was being carried out in the nursery. Parents whose children were starting at the nursery for the first time had the opportunity to attend an induction evening to allow them to meet the staff. There was also an opportunity to visit the nursery with their child prior to the child starting. Parents were provided with a handbook which gave a good overview of the provision.

Areas for improvement

In the self assessment submitted to the Care Inspectorate the service identified that they would continue to monitor the service provided. They also indicated that they would continue to self evaluate through a range of processes including questionnaires, professional dialogue, sampling children's work and surveys in order to improve the service provided. This approach is encouraged.

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

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	6 - Excellent
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	6 - Excellent
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 May 2009	Announced (short notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 4 - Good 5 - Very 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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