Malory Day Nursery
Day Care of Children
20 Shakespeare Street
Dumfries
DG1 2JE
Telephone: 01387 269839

Inspected by: Allison Tyson
Type of inspection: Unannounced
Inspection completed on: 25 June 2012
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**Service provided by:**

Malory Nurseries

**Service provider number:**

SP2003003191

**Care service number:**

CS2005088027

**Contact details for the inspector who inspected this service:**

Allison Tyson  
Telephone: 01387 734980  
Email: enquiries@careinspectorate.com
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>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Staffing</td>
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<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
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<td>Very Good</td>
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What the service does well

There is a kind and professional staff team who work together very well and provide a caring, warm and fun environment for the children in their care. Staff have developed friendly relationships with parents and know the children and their needs. They use their knowledge and observations effectively when supporting and caring for children.

The Acting Manager is leading her staff team well, she has continued to develop ways of ensuring that the nursery provides a high quality of care and support to children, parents and staff.

What the service could do better

The nursery management should provide parents with feedback about proposed actions following surveys and other consultations. They should continue to develop a variety of ways of involving children and parents in assessing and improving the quality of the service.

What the service has done since the last inspection

The service has continued to develop the way parents are informed about and are involved in the nursery.
Conclusion
Malory Day Nursery provides a very good quality of care service. Staff respect and value parents and children. Children are safe and confident. They are forming friendships with each other and enjoy coming to nursery.

Who did this inspection
Allison Tyson
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Malory Day Nursery is registered to provide a day care service for a maximum of 28 children from birth to those not yet attending primary school, at any one time.

The nursery is located in self-contained nursery premises in Dumfries town centre. The nursery premises consist of three playrooms, sleep room, children and staff toilets, kitchen, office and staffroom. There is a small rear enclosed outdoor play area.

Malory Day Nursery’s stated aim is to provide a quality care and education for babies and children from 0 - 5 years by promoting their health, happiness and wellbeing in a caring, stimulating and safe environment.

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.careinspectorate.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 after an unannounced inspection which took place on Monday 25 June 2012.

The Inspection was carried out by an Inspector called Allison Tyson.

We issued questionnaires for parents of children using the daycare service and 17 parents returned them, giving us their opinion of the service.

In this inspection we gathered evidence from various sources including:
- a self assessment
- discussion with the Provider, Acting Manager, staff and parents
- talking to the children
- observation of how staff cared for children
- looking at play equipment and the premises, and
- looking at relevant sections of policies, procedures, records and other documents.

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

We made no requirements or recommendations at our last inspection.

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 self assessment submitted by the service gave some information about the strengths of the service and identified some areas for development.

Taking the views of people using the care service into account

We talked to and observed the young children who were there during our visit. We saw that the children appeared to be happy in the nursery. They played together well and were confident when coming to adults for help. They enjoyed singing songs.

Taking carers’ views into account

Parents were very happy with the care provided by Malory Day Nursery. They told us about some of the things staff had done to help them and their child, including potty training and skills development. Parents said that they believed that “the staff and the environment has played an integral part in how quickly my child has developed. I continue to be amazed at how many new things my child learns each day”.

Parents said that their children had settled into the nursery very easily and that staff had made settling in easy for them as well. They said that “the girls work very hard but are always ready for a smile and chat about my child”.

Parents said that they would “highly recommend this nursery”.

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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
The grade awarded at the last inspection in September 2010 was 5 - very good. At this inspection we found that Malory Day Nursery had maintained the quality of the service it provides and it remains graded as 5 - very good.

During our visits we talked to the provider, the manager, staff, children and parents; we looked at policies & procedures; information for parents; children’s records and observed how the staff worked with both the children and the parents.

We found that the owner and her staff were committed to involving parents and children in assessing and improving the quality of care they provided. They appreciated that continuity of care between home and nursery was very important and worked with parents to ensure that children’s needs were being met effectively.

We found that the nursery had developed a supportive registration and settling in procedure. They provided parents with information about the service they could expect and they used this time to gather information about children, their routines and preferences. We felt that this meant that staff had time to get to know the children, and children and parents became familiar with staff and the nursery.

Staff and parents shared information when bringing children to nursery and collecting them, by making sure that there was time to chat. Staff also used notice boards, daily diary sheets and newsletters to tell parents what was happening and keep them up to date.

All children in the nursery had folders, which included staff observations, photographs and artwork. We found that staff kept up to date with changes in children’s lives and used their observations and knowledge of children to plan for their interests and development. Parents were able to take folders home and share information with...
other family members.

Management and staff in the nursery were open to comments and welcomed feedback from parents and other visitors. In addition to daily chats, they used questionnaires regularly and these included opportunities for parents, who were no longer using the nursery, to make comments.

We saw that staff had very good relationships with parents and other family members. Parents were able to talk to staff and share information about their children. Parents told us that they found that “Staff are always friendly and approachable” and that “Staff are always happy to speak to parents and there is a real bond with children and carers”. Parents told us that staff had texted them, whilst their child was settling into the nursery routines and this meant that they felt confident and happy leaving their child with nursery staff.

The nursery had recently held an open evening, which gave parents the opportunity to talk about their child and take part in activities in the nursery. Parents had found this useful and had enjoyed the evening.

We found that the nursery provided parents with helpful information about parenting and child development. They had recently produced guidance for parents about healthy packed lunches, as well as information about potty training and weaning.

The nursery used the space in the corridors effectively to display photographs, artwork and useful information about the nursery and the children’s activities. They had written regular newsletters for parents, which told parents about events in the nursery, staffing and the activities the children were enjoying. Staff photographs, certificates and information about staff qualifications were also on display where parents could see them.

We saw that staff had very good relationships with the children in the nursery. They listened to them and responded to them gently and with care. Most children appeared to be happy and relaxed in the nursery. We saw that children moved freely around their play spaces. Staff stored toys and games so that children could choose what they wanted to play with. They listened to children’s comments and recorded them, so that parents could see what their children thought.

**Areas for improvement**

We found that whilst the parent information leaflet given at registration provided useful information about the nursery, it would be improved by using more photographs. This would mean that parents could share information with their children.

The nursery had an appropriate complaints procedure however it didn’t provide information about all of the ways in which complaints can be made to the Care
We looked at the way in which the nursery questionnaires were worded and advised management on how to word questions, so that they would provide management with helpful comments.

We found that whilst the nursery used questionnaires regularly, they did not provide parents with feedback about how their comments and suggestions had been used. We talked about different ways of doing this, and agreed that parents should be informed of actions taken by the nursery.

We agreed that the nursery should continue to develop a variety of ways of involving parents and children in assessing and improving the quality of the service and we made some suggestions to the nursery management.

**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**

During our visit we talked to management, staff and children; we looked at policies and procedures, information for parents, children’s records and observed how the staff worked with the children. We concluded that the service provided by Malory Day Nursery in relation to this statement was 5 - very good.

The staff team worked together very well. We felt that they were calm and gentle when working with the children. Staff praised children effectively and encouraged them, as they developed and practised their new skills. We heard children laughing and saw that they were enjoying their play activities. We concluded that children had trusting and friendly relationships with staff and were confident that staff would support and help them.

Children were familiar with the rules and routines of the nursery and had opportunities to learn about healthy lifestyles. They knew that they had to wash their hands before eating and that they should sit when eating. Children were developing independence and were supported and encouraged to do things for themselves, for example very young children were learning to use spoons to feed themselves. Older children in the nursery were taking part in the national tooth brushing programme and we saw that staff followed the good practice guidelines when this was happening.
Management and staff of the nursery were continuing to develop their healthy eating policies to ensure that children had a healthy diet. Families could choose to provide their child’s lunch or have a lunch provided by the nursery. The nursery had recently developed useful information about healthy packed lunches for those families choosing to provide their own meals.

Parents told us that they thought that the nursery provided a healthy and balanced range of foods for snacks and meals. Staff used national guidance and other good practice information when planning the menus. They told us that they also involved the children, by asking them about what they liked. We saw that the weekly menu was on display in the nursery and that parents knew what their children were having for lunch. We thought that the menus showed that children were being offered a variety of healthy and nutritious meals.

We found that the staff knew the children very well. They shared information with parents by talking to them and by using daily diary sheets, which gave information about food, sleeps and nappy changes. Staff were able to tell us about individual children and their needs. Parents told us that they thought that “since starting nursery my child has come on leaps and bounds” and that “the nursery is working with me to potty train my child”. Parents said that their child had close “bonds with the staff and they have been an amazing support through some difficult times”.

We talked about child protection training with staff and found that all staff had had child protection training, which was updated regularly. We also found that staff were confident talking about the “Getting It Right For Every Child” (GIRFEC) strategy, which is a Scottish Government initiative for all children.

**Areas for improvement**

We saw that some children were having naps in buggies. We talked about this with staff and found that they were following parents' wishes. We discussed good practice guidance, which is available and suggested that the service obtain information which will help parents to make informed choices.

We looked at records of accidents and incidents and found that, where more than one child was involved in an accident or incident, only one record was kept. We discussed this with the management of the service and agreed that it was good practice to create a record for all children involved in the event so that staff could monitor for patterns of behaviour.

We discussed the nursery’s procedures for administration of medication, which had recently been reviewed. We advised that long-term medication permission should be reviewed every 28 days and that the procedures should be developed to provide advice about what staff should do if the wrong dosage is given.
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

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

Grade awarded for this theme: 5 - Very Good

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

Service strengths
This statement is graded as 5 - very good and comments made under Statement 1.1 are relevant to this statement.

Areas for improvement
Please refer to Statement 1.1.

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
During our visit we spoke to management, staff, children and parents; we looked at records, policies and procedures; we observed how staff, children and parents used the spaces and we inspected the premises. We concluded that the service provided by Malory Day Nursery in relation to this statement was 5 - very good.

Children were being cared for in a pleasant and calm environment. The nursery had a secure entry system to the building and visitors were asked to sign the visitor book. The layout of the building meant that management, staff and parents were able to see what was going on in different areas of the building.

The nursery used 3 rooms to provide children’s play and learning experiences, as well as a separate sleep room and an enclosed secure outdoor area. Each room had appropriate furniture and toys for the ages and stages of the children using them.

Children were able to enjoy a variety of activities, which included messy and noisy activities. Children had sufficient space to play individually or in a variety of group sizes.

Parents told us that they thought that the nursery was clean and safe. They also said
that they were happy with the range of toys and equipment available for their children.

We found that staff were provided with a wide range of good practice guidance in relation to hygiene and infection control. We observed staff and we talked to them and found that they had a clear understanding of good practice and the importance of providing a clean and safe environment for the children in their care.

**Areas for improvement**

In their self evaluation the nursery had identified that they needed to replace some of the flooring. We talked about this with management and found that they were looking into how this could be managed.

We also talked about internet security and agreed with the management of the service that it would be a good idea to develop procedures for safe internet and social networking online.

**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: 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
Statement 3.1
This statement is graded as 5 - very good and comments made under Statement 1.1 are relevant to this statement.

Areas for improvement
Please refer to Statement 1.1.

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
During our visit we talked to management and staff and we looked at policies and procedures and records, including monitoring and continuous professional development information. We found that the service provided by Malory Day Nursery in relation to this statement was 5 - very good.

We observed that staff work together very well. They are kind, caring and enthusiastic about their work. Staff meet regularly and they support each other very well. Staff are aware of each others strengths. They talk to each other and consult each other when planning for children's care and development needs.

All staff are qualified or working towards a recognised qualification and registered with the Scottish Social Services Council, as appropriate.

Staff have annual appraisals and are encouraged to attend training whenever possible. The nursery had developed a range of policies and procedures which informed staff and supported them to do their jobs. These included whistle blowing and codes of conduct. The nursery had developed induction training for staff, so that
they were aware of what was expected of them.

We found that all staff had a clear understanding of their roles and responsibilities for the welfare of the children in their care and they worked together, and with parents and other professionals, to ensure that the needs of all children were met.

Management valued their staff and were aware of their strengths and interests. There was an effective programme for monitoring how staff worked as well as support sessions for staff, as needed and appropriate.

Parents told us that “the same staff have been present for the year and a half my child has attended and this is reassuring”. Parents also told us about some of the ways staff had provided support to them and their children and described staff as “really nice and professional”.

Areas for improvement

Whilst the nursery did have an appropriate whistle blowing policy, we found that this was not in the current staff handbook.

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: 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
This statement is graded as 5 - very good and comments made under Statement 1.1 are relevant to this statement.

Areas for improvement
Please refer to Statement 1.1.

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
During our visit we looked at questionnaires, feedback forms, minutes of meetings and the service improvement plan, and we spoke to management and staff of the service. We found that the service provided by Malory Day Nursery in relation to this statement was 5 - very good.

We found that management and staff of the nursery showed a clear commitment to providing the best quality of care for children that they could. Staff talked to each other about what was happening and they met regularly. Minutes of meetings showed that staff were involved in self evaluation and planning for the nursery. Most staff in the nursery had had annual appraisals, and learning plans.

There was an improvement plan for the nursery, which was on display for parents to see. We were told that management and staff were working on a new improvement plan and we talked about what information the service were using to create this.

The service used parents' opinions, by asking them to complete questionnaires. We found that they used a variety of questionnaires including general and focussed...
questions. The nursery also sought opinions from parents who no longer used the nursery as well as visiting professionals.

The Acting Manager had continued to ensure that there was a programme of focussed monitoring in the nursery, which included staff performance, the environment and child protection.

**Areas for improvement**

Whilst there was monitoring of Health & Safety in the nursery, we agreed that it would be good practice to include monitoring of accidents & incidents records so that management and staff could use the information when planning for improvement.

We talked about changes in the legislation and found that management of the nursery were not confident about the new requirements for notifications to the Care Inspectorate. See recommendation

**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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tr>
<td>Statement 1</td>
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<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<td>Statement 1</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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<td>Statement 1</td>
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<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 4</td>
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## 6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>30 Sep 2010</td>
<td>Unannounced</td>
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<td></td>
<td>Staffing Not Assessed</td>
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<td>4 Aug 2009</td>
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<td>Care and support 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
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<td>Management and Leadership 4 - Good</td>
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<td>25 Jun 2008</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td>Environment 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
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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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