care inspectorate

Care service inspection report

Glenview Cottage Nursery

Day Care of Children

20 Ochil Street
Tullibody
Alloa
FK10 2PT
Telephone: 01259 722953

Inspected by: Olive Mills

Type of inspection: Unannounced

Inspection completed on: 30 July 2012

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Service provided by:

Glenview Development Partners Ltd

Service provider number:

SP2010010990

Care service number:

CS2010252694

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	6	Excellent
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 service acted upon comments made by parents/carers. Parents/carers were kept up to date on any changes made to the service.

We found an excellent approach by the service to ensure that children's health and well being needs were being met.

Staff were caring and motivated in their approach when working with the children and families. The manager/proprietors supported staff to attend relevant training and to operate to National Care Standards and best practice.

What the service could do better

The service should continue to develop creative ways in which to seek the views of the younger children and stakeholders in assessing the quality of the service.

The manager should consider the option of foot operated pedal bins being used in all the playrooms, particular the play rooms were children use the bins. This would help to control the spread of infection.

What the service has done since the last inspection

The management of medication by staff has been updated, including the medication policy.

Children's folders which contain their work are easy for parents/carers to access and read.

Staff have attended a variety of training, which reflects the needs of the children who attend the service.

All maintenance problems are reported and recorded so the manager can deal with matters quickly.

Children's resources were easy for them to access.

Conclusion

Overall, the manager, proprietors and staff work hard to provide a quality child care service for children and their families. The service should continue to talk with families and stakeholders about the development of their service.

Who did this inspection

Olive Mills

1 About the service we inspected

Glenview Cottage Nursery is a privately owned nursery located in the village of Tullibody.

The nursery is registered for full day care and provides a service to a maximum of: 52 children from birth to those not yet attending primary school. The hours of operation are from Monday to Friday 8:00 am to 6:00 pm.

The service is provided in a converted stone build cottage with an enclosed play area to the rear of the building.

The aims of Glenview Nursery are:

- To provide a family run, warm safe and caring environment which is a recognisable and respected resource in the local community.
- To offer high quality child care provision which meets the needs of individual children to develop to their full potential.
- To provide affordable childcare for families who live or work in the local area by offering flexibility in service delivery.
- To value the skills, experience and knowledge our excellent staff group bring to the nursery and to support staff in their continuing professional development.

"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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 based on best practice or the National Care Standards.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are

breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate."

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

Quality of Care and Support - Grade 6 - Excellent
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 compiled this report following an unannounced inspection which took place over three visits; 30 May, 2012 from 11:00 am to 3 pm, 04 June from 9:00 am to 1 pm and 11 June from 10:00 am to 1 pm. We provided feedback to the manager and the proprietors on 30 July from 2:00 pm to 4:00 pm.

As requested by us, the provider sent us an annual return. The provider also sent us a self assessment form.

We issued 20 questionnaires to the service to be distributed to parents and carers of children using the service, 14 were returned to us before the inspection.

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

- Aims and objectives of the service
- Self assessment form
- Information pack provided to parents/carers
- Information on partnership with parents/carers
- Thank you notes from parents/carers who previously used the service
- Newsletters
- A selection of policies relating to the statements we examined, such as, medication policy, child protection policy.
- Questionnaires issued to parents/carers, children and stakeholders
- Three staff files
- Four children's folders and journals
- Various risk assessments
- Minutes of staff meetings
- Minutes of parents/carers meetings
- Information displayed for people to view
- Children's work displayed

Interviews and discussions took place with the following:

- The manager and proprietors
- Eight early year workers
- 15 children
- Three parents

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

The service have acted on the recommendations made during the 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.

We received a completed self assessment document from the manager. The self assessment gave us information on the methods used to obtain the views of parents, carers and children on the quality of the service provided. The manager should continue to develop the self assessment, clearly demonstrating how outcomes for people using the service have been improved as a result of the strengths identified. This information should be available at the point of the inspection.

Taking the views of people using the care service into account

Some children told us they liked coming to the nursery and enjoyed playing with the toys, particularly the outside area. Here are some other comments made to us:

"I like the ladies who look after me. We play outside and its great fun."

"I like playing in the home corner and painting. We can take our painting home with us".

"My friend is in the nursery and I like coming here to play with her"

"We get to do lots and we sing songs".

Children's views will be reflected further in the body of the report.

Taking carers' views into account

20 questionnaires were issued to the service. 14 questionnaires were returned to us. These clearly showed parents and carers were very happy with the service received. 12 parents positively commented on the service with no negative comments made. Five commented it was an excellent service.

Further parents and carers views will be reflected in the body of 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

Grade awarded for this theme: 6 - Excellent

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 the service had an excellence performance in relation to this statement.

The care service involved parents, carers and children and asked for their views in several ways outlined below.

Information provided to parents/carers prior to their child starting the nursery gave people helpful information about the service and asked for parents/carers involvement in the nursery.

Questionnaires are distributed to parents/carers at different times within the year, to ask people who use the service about a range of issues, including the quality of the care and support they received. Results were collated by the service and distributed to parents/carers.

Newsletters were sent out monthly and were considered to be informative and wide ranging; they included stories about the staff, children and activities and encourage people to express their views. The monthly newsletter provides a tear off slip for parents/carers to write comments and drop them in a suggestion box located in the entrance of the nursery.

Meetings with parents/carers took place at least every six months to let people know their child's progress and to further encourage people to give their views. Comments provided were well documented by the service.

Evidence showed that parents/carers had daily opportunities for one to one discussion with staff on their child's care needs. Parents/carers clearly appreciated the services approach to encouraging input into the service.

Parents/carers and the service keep in touch with one another by email. Some parents/carers used email to give their view in how to develop the service further. Two people suggested they would like the service to provide a little more information on the curriculum topics so parents can put emphasis on this at home.

Children were consulted by staff asking their views through activities and staff observing children's interest in the nursery. This was documented by staff, which helped staff to plan for the child's next step of development.

The service clearly displayed information on their complaints procedure.

Information was displayed about our inspection and prominently displayed and people who visited the service were aware of our visit.

Parents/carers had input to the self assessment form submitted to us. It was clear the service acted on issues which were raised by people who use the service and parents/carers were made aware of changes being made as a result of their feedback comments.

Areas for improvement

The service should continue to develop creative ways in which to seek the views of all the children and to seek the views of others, such as visitors to the service to help assess the quality of the service provided.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

We found the service had an excellent approach to ensuring that children's health and well being needs were being met.

Children had access to a range of activities and learning opportunities which included opportunities for outdoor play which promoted their health and wellbeing.

We spoke with a group of children between the ages of two to five years who told us they liked coming to the nursery and playing with friends. They enjoyed the home corner, the sand area, cars, painting and drawing and playing outside.

Parents and carers commented:

"My child has grown more confident in coming to the nursery. Staff have helped my child to interact with other children".

"Both my children attend the nursery and the youngest receives excellent care and support. We had various development and health issues that could have made it difficult for my child to fit in, however, the staff support my child's needs".

We found the service took account of best practice guidance and this was reflected in the service provided. Staff training records showed that training attended was varied, relevant and included: first aid, child protection, infection control, food hygiene, building positive relationships, play, Curriculum for Excellence and Pre-birth to Three.

Children helped to choose the menus and were encouraged to choose snacks recommended in the guidelines. The children were provided with milk and water to drink throughout the day to ensure they receive enough fluids. Children had their own drinking container and could help themselves to a drink at any time throughout the day.

Lunches were provided by parents/carers with the service encouraging them to provide a healthy lunch. The service provided parents/carers with leaflets relating to healthy lunch choices for children. The service also offered a session to parents/carers on healthy eating around pack lunches.

Policies and procedures used by the service were understood by the staff and these were known to parents and carers. Parents could see the benefits of some of the policies and procedures and how this reflected good practice. An example of this would be the information provided to parents/carers on 'Children Settling into the Nursery'. Some parents commented on their positive experience saying "excellent

settling in arrangements for new starts".

Staff were aware of the benefits to children and parents of working with other professionals, such as, the speech and language specialist. Staff contact with professionals supported them to provide for the needs of children.

Staff encouraged positive behaviour in the nursery, getting children to take turns and helping them to understand their boundaries.

We examined the completed questionnaires which were returned to us; we spoke with parents/carers. We viewed a selection of policies and procedures and observed staff practice. We concluded that the grade for this statement is excellent.

Areas for improvement

The service stated in their self assessment the following areas for development:

We will continue to provide relevant and up to date health promoting information to parents and keep this central to nursery practice and ethos.

To keep child protection policies up to date and continue to provide training to new staff members and refresher training for existing staff.

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

We found that the service had a very good performance in relation to this statement.

Evidence to support some of the strengths in this quality statement is also detailed under Quality Themes 1, Statement 1.

The service has a 'Service user Involvement Policy', which lets parents/carers know there were a number of ways to express their views on improving and assessing the nursery environment.

Children evaluated the monthly topics and in doing so help to evaluate the environment. This was achieved through circle games with children, where views were documented by staff and the information used to help plan the environment to suit the children's needs.

Staff in the baby room used observations to help them to assess how the babies are using the environment. This highlighted the areas the babies engaged in frequently and the areas that were not used so well. This has helped staff to examine the babies' environment further and to discuss this with parents/carers.

Areas for improvement

The service should continue to develop creative ways in which to seek the views of the younger children and to seek the views of others, such as visitors to the service to assess the quality of the environment.

The service stated in their self assessment the following area for development:

At our next meeting with the nursery peer group we are going to discuss different ways of involving younger children in evaluating the environment and share ideas.

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

We found that the service had a very good performance in relation to this statement.

The nursery had a secure system in place to prevent unwanted people accessing the building. Visitors were requested to sign a book when they entered and on leaving the building. The questionnaire issued by the service showed a 100% of the parents/ carers felt the premises were safe and secure.

The service had maintenance checks in place to ensure a high standard of safety such as:

- gas
- electrical
- fire safety equipment
- pest control.

We found the risk assessments were carried out and recorded. Risk assessments were discussed at a monthly planning meeting and any adjustments were made or new additions added. We observed there was a maintenance request sheet displayed in the main kitchen where staff can add requests and this is then actioned by the manager.

The premises were found to be clean and the service had a cleaning schedule in place to help keep all the rooms clean and tidy.

Staff had a very good knowledge on keeping children safe while attending the service, such as, outside play, and knowing where children were at all times.

The attendance register was accurate throughout the inspection; and that accidents and incidents were well logged and audited regularly by the manager. We saw a valid public liability insurance certificate and the services registration certificate displayed in an area that people could view.

Policies and procedures were helpful as staff understood them and put them into their daily practice. This included:

- Accidents procedures (First aid)
- Food hygiene procedures
- Outings

We examined the completed questionnaires which were returned to us; we spoke with parents/carers. We viewed a selection of policies and procedures and observed staff practice. We therefore concluded the grade for this statement to be very good.

Areas for improvement

A daily record of cleaning tasks is to be completed by staff. However, in the play room upstairs we found this had not been competed daily. We therefore were unsure if the cleaning tasks had been carried out. The service should review their practice in staff recording daily cleaning tasks.

We observed when children used the waste bin they used their fingers to open the lid of the bin and in doing so there was the potential to contaminate their hands with infection. The service should consider the option of foot operated pedal bins being used in all the playrooms, particularly the play rooms were children use waste bins. This will help to control the spread of infection.

Information on a child's medication was displayed in an area of a playroom that anyone could read. Information on individual children should be kept in an area where only staff have access. This will ensure that confidentiality is maintained.

We observed staff placed large cushions on the floor when children in the 2-3 room required a sleep. We were also aware that children from the first floor room sometimes joined the younger children for a sleep. The practice of using communal cushions has the potential for the transmission of infection within the nursery. The service should review the practice of children sharing cushions.

The service stated in their self assessment the following area for development:

To ensure that good practice continues to be adhered to in relation to guidance and regulations. To ensure our service users continue to feel safe and protected.

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

The evidence gathered for the grade awarded in this quality statement is considered under statement Quality Theme 2, Statement 1.

Areas for improvement

When developing their staff training plans, the manager should consider asking parents/carers if they have ideas for staff training.

Parents/carers could review or add to the services recruitment and retention policies.

The service stated in their self assessment the following area for development:

We aim to further develop our service users more directly in recruitment and selection in the future.

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

We found that the service had an excellence performance in relation to this statement.

There had been little staff turnover in the nursery since the last inspection. It is acknowledged that retaining staff provides continuity of care for children and their families; and strengthens team working.

Staff were experienced, skilled and trained for the role they were undertaking. We examined a sample of staff training records and saw the service were committed to ongoing training and to further develop individual staff knowledge and skills.

We confirmed in talking to staff and examining records the manager carried out regular supervision sessions and staff appraisal once a year. There was evidence that supervision identified staff training and staff development needs.

We found staff were motivated and proud of the work they were doing and were keen to tell us about it. Staff had developed positive, caring relationships with the parents/carers who supported children's wellbeing and learning.

Staff talked to parents/carers on a daily basis and during parent's evenings and events. Parents/carers told us that staff work with them and provided them with very good information about their child's development and learning needs.

Staff and the manager were registered with the Scottish Social Services Council (the registration body for care service workers). In discussion with staff they were aware of the importance of SSSC and the Code of Practice.

Parents/carers and children were comfortable and relaxed with the staff and the manager and people we spoke to confirmed that staff were friendly and approachable. Regular staff meetings and planning meetings were clearly documented and helped lead to the smooth running of the nursery.

We examined the completed questionnaires which were returned to us; we spoke with parents/carers. We examined a selection of policies and procedures and observed practice. We therefore concluded the grade for this statement was excellent.

Areas for improvement

The service stated in their self assessment the following areas for development:

To continue to accommodate as many training requests as possible to ensure continual professional development and keep up with current legislation in relation to recruitment and training.

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

The evidence gathered to grade this quality statement is considered under Quality Themes 2 & 3, statements 1 .

Areas for improvement

The service stated in their self assessment the following area for development:

We will continue to engage with as many service users as possible. We are looking at ways to involve the younger children in the evaluation of management at our next nursery peer group meeting.

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

We found that the service had a very good performance in relation to this statement.

As detailed within previous statements the service was performing at consistently high levels across all themes. The manager and the proprietors are in regular communication with parents/carers and staff to assess the quality of service provided.

There was a variety of systems and processes in place to assess the quality of service provided and some of these are listed below:

- peer group meetings
- staff meetings
- staff supervision
- annual appraisals
- parents/carers meetings, formal and informal
- children's evaluations
- questionnaires
- risk assessments
- manager and proprietors meetings

Parents and carers were encouraged to be part of the evaluation of the service and were asked their views across all aspects of the themes.

Please also see Quality Theme 1, Statement 1 and Quality Theme 3, Statement 3 for more information relevant to this statement.

We examined the completed questionnaires which were returned to us; we spoke with parents/carers. We viewed a selection of policies and procedures and observed the manager's and staff practice. We therefore concluded the grade for this statement was found to be very good.

Areas for improvement

The service should consider putting action plans into place after questionnaires and information have been collated on parent/carers and children's views. The action plan should set out the actions the service will take in response to suggestions made and should include a timescale.

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

N/A

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 - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
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	
8 Feb 2011	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very 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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