

Care service inspection report

First Adventures Nursery - Turret Towers Day Care of Children

Turret Towers
53 High Street
Linlithgow
EH49 7ED
Telephone: 01506 844344

Inspected by: Joanna Westwater

Type of inspection: Unannounced

Inspection completed on: 16 July 2012



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Service provided by:

First Adventures Nursery

Service provider number:

SP2003002958

Care service number:

CS2003012063

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	5	Very Good
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	5	Very Good

What the service does well

The nursery provided a caring and stimulating environment for children to play, learn and develop independence skills. The staff team were committed to providing a quality service for children and parents/carers and maintained positive relationships with them. Staff provided opportunities for families to contribute to the nursery and took account of their views. The staff promoted a child centred approach and planned activities and outings that took account of children's interests and abilities.

What the service could do better

The nursery should consider how to further develop their child centred approach and involve children fully in all areas of planning.

The nursery should also consider how to involve all interested people in their quality assurance processes.

What the service has done since the last inspection

The service has continued to develop links with nursery and home and to develop play opportunities for the children.

Conclusion

The staff team are enthusiastic and committed to providing a quality service for families. Staff are skilled in supporting children to build self confidence and independence skills.

Who did this inspection

Joanna Westwater

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

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.

Requirements and recommendations

If we are concerned about some aspects of the service, or think that it could 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 Regulation, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Inspectorate.

The nursery is registered to care for 59 children aged 0-5 years with a maximum of 18 children under 2 years. At the time of the inspection visit there were 46 children present. The nursery operates Monday - Friday 8:00 am - 6.00 pm throughout the year. The pre-school children receive funded places through partnership with West Lothian Council Education Department.

The nursery is accommodated in a shared building with a bank. Children aged 2-3 years occupy the playroom on the first floor and children aged 3-5 years occupy the playroom on the second floor. There were toilet and nappy changing facilities on both floors. On the day of the inspection visit all the areas used by the children were effectively heated and ventilated and in very good decorative order. The children also had access to a very attractive and stimulating outdoor play area and gardens at the rear of the building.

The aims and objectives of the nursery included:

- * To provide the most appropriate care and support for every child and their family.
- * To progress the children in the key aspects of development and learning physically, intellectually, creatively, emotionally and socially - appropriate to their age and stage, at their own pace and in the context that each child is a special individual.
- * To ensure the provision of a broad, age appropriate range of well maintained, good quality equipment and resources.
- * To ensure the provision of a high quality, motivated, appropriately qualified and developing workforce.

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 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

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

The inspection was carried out by Care Inspectorate Inspector Joanna Westwater. Fifteen Care Standards questionnaires were issued to parents who used the service and twelve were returned to us before the inspection.

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

- * Evidence from the service's self assessment
- * Minutes of meetings
- * Incident and accident reports
- * Activity plans and evaluations
- * Staff files/ appraisal and training records
- * Parent/carer questionnaires
- * Children's profiles
- * Aims and objectives of service
- * Photographs
- * Record of children's attendance
- * Observing staff's interaction with the children and staff practice
- * Examination of toys and resources
- * Discussion with the manager and staff
- * Discussion with 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

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 the headings that we grade them under. The service provider identified what they thought they did well, some areas for improvement and any changes they had planned. The service provider told us the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

The children in the nursery during the inspection appeared happy and confident. We saw that children were involved and busy and they were able to access activities and equipment of their choice. Some children showed the inspector around areas of the nursery and were confident in describing activities and some of their interests.

Taking carers' views into account

Twelve Care Standards Questionnaires were returned to us before the inspection and we spoke with three parents during the inspection.

All parents who made comment told us they were very happy with the quality of care their children received in the nursery. Further comments are noted under the Quality Statements.

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

We found this service was performing to a high standard in the areas covered by this statement. We concluded this after we spoke with staff and parents, looked at outcomes from the service parent/carer questionnaires, considered feedback from the Care Standards Questionnaires, looked at children's records and had feedback from children who used the service.

The service used a number of ways to encourage parents/carers and children to give their views about the service and to influence service development, including the following:

- *Children's questionnaires
- *Children's circle time and group discussions
- *Parent/carer questionnaires
- *Planning activities
- *Parent/carer forum
- *Individual and group parent/carer consultations
- *Informal daily chats
- *Regular newsletters
- *The service web site
- *Suggestion box
- *Daily written reports
- *Complaints procedure
- *Suggestions procedure
- *Improvement Plan
- *Staff observations of children used to plan activities
- *The results of surveys were fed back to parents/carers and children

For example, feedback from parents/carers was used in the staff assessment process and training plan; feedback led to improved lighting to paths in the garden area; children's views influenced the development of the garden area and activities about the sea. The results of surveys had been fed back to parents/carers and children.

The nursery involved parents/carers and children when children reached the stage of moving to another play room and to primary schools. Parents/carers were encouraged to visit the play room with their child and they helped with completing the child's assessment.

The nursery teacher had good links with local primary schools to support children moving to school. These measures were a good support to children moving to unfamiliar environments.

Parents/carers were kept up to date about issues in the nursery, such as staff changes, staff cover arrangements and staff training initiatives as well as day to day activities and snacks. Children's achievements were shared with parents through meetings, discussions and written records. This helped parents/carers be more confident about staff ability to care for their children.

Three parents/carers spoken to on the day of the inspection visit told us that they felt very comfortable in approaching staff to discuss any issues and to make suggestions for improvements. They said they were very happy with all aspects of care and support provided for their children.

Twelve parents/carers who returned completed Care Standards Questionnaires to us before the inspection, agreed or strongly agreed with the statement - 'Overall, I am happy with the quality of care my child receives in this service.'

Twelve parents/carers also agreed or strongly agreed that the service had involved them and their children in developing the service.

Further comments included the following:

'We are very happy with the care our (child) receives at First Adventures and count ourselves lucky to have access to such an excellent nursery.'

'Very happy with the nursery and my children love going.'

'Quite frankly I'm so happy with the nursery and give it 10/10.'

Areas for improvement

The service should continue to maintain high standards in this area of the service and continue to develop ways to encourage parents/carers and children to give feedback about all aspects of the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We found this service was performing to a very good good standard in the areas covered by this statement. We concluded this after we spoke with staff and parents, looked at children's records and relevant policies and procedures. We also observed the environment, children's activities and children's snack time.

A range of measures were in place to help staff ensure the children's health and wellbeing needs were met that included the following:

Appropriate health and safety procedures that were understood and followed by staff
A secure door entry system controlled access to the nursery
Staff were aware of the procedures to follow to alert the provider when there were maintenance and repair issues
Consultation with other agencies helped staff to provide support for individual children

We looked at children's files and saw that these recorded children's achievements and identified next steps. This information was reviewed with parents and used by staff to plan children's activities. Plans showed that children's ideas had influenced activities. Children's profiles showed that information from children and parents/carers was used in identifying next steps for children.

Staff knew the children well and could provide activities and opportunities to meet individual children's needs. Staff were child centred in their approach and responsive to children's needs, abilities, interests and skilled in extending their learning. For example some children showed the inspector the variety of bugs in the log pile and how to use the magnifying glass to look more closely at the insects. Another child initiated a science experiment when she tried to find out if an object found in the garden was magnetic.

Children were engaged in the activities and we saw that they enjoyed playing individually and in groups.

We saw staff encourage children and comfort them appropriately when needed. The children were relaxed and very comfortable with the staff.

Staff had attended training in first aid, food hygiene and personal risk assessment. Appropriate policies and procedures were in place to support the children's safety. Staff told us that training meant they were more confident about measures to take to keep the children safe.

We saw that staff were skilled in allowing children to assess potential risks for themselves in an activity and this provided opportunities for the children to build self-confidence and independence skills that further enhanced their development. An excellent range of challenging activities and equipment was available and stored in ways that allowed the children to make their own choices and develop their ideas.

The nursery children had access to an exciting and challenging range of activities and equipment including imaginative play materials, books, computers and an interactive white board. The garden area gave children the opportunity to explore and investigate their outdoor environment. The children were enthusiastic about the outdoor area and some children showed the inspector around a number of different areas of the garden including the wildlife garden and the wild wood. They were able to explore, discover and have fun. A Ranger from the local authority supported the staff to extend the activities they could offer. Staff told us that the outside areas were used daily and appropriate wet weather clothing was available for the children to use.

The nursery provided a range of healthy snacks for the children and children had access to water at all times. Parents/carers provided packed lunches. Staff told us that these packed lunches were usually healthy options.

Parents/carers who made comment told us that they were very happy with the way the staff cared for their children and that they were confident that the children's health and well being needs were met by the nursery.

Further comments included the following:

'My child receives high quality care at the nursery. They are well organised and cater to my child's individual needs. The staff helped him settle in quickly and easily into the new room.'

'First adventures provide excellent care and support in the development of our child.'

'I am very pleased with the individual care my child receives. My only slight negative comment is that Christianity is imposed to some extent, comments in child's report about stories about Jesus but no mention of other religions.'

One parent we spoke with also told us she had been unaware of the Christian aspect of the nursery and did agree that this information was contained in the information for parents/carers provided.

Areas for improvement

On the day of the inspection we saw that all children were taken to the garden by staff and that this activity was initiated and organised by staff. Staff told us that children enjoyed the garden area so much that they would often ask if they were going to the garden when they first arrived at the nursery. Staff told us that children had to wait until it was time to go out. We also saw that some children waited in the nursery for a lengthy time after being asked to get coats and shoes on before being taken to the garden. During this time they were not engaged in any activity and some wandered about the playroom. Some children were asked to tidy up in the nursery after putting on their outdoor clothes.

This was discussed with the manager who agreed to consider how this activity could be child led and not dependent on staff and on key-work groups of children going out together and returning together.

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: 6 - Excellent

Statement 1

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

Service strengths

See Quality Statement 1.1 for supporting evidence.

Areas for improvement

As Quality Statement 1.1

Grade awarded for this statement: 6 - Excellent

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 this service was performing to a high standard in the areas covered by this statement. We concluded this after we spoke with staff, had feedback from parents, examined policies and procedures and observed the premises.

At the time of the inspection we saw that the nursery premises was in a good state of repair and was clean. The playrooms were bright and airy with appropriate heating and lighting. These measures provided a welcoming environment for the children.

We saw that there was a secure door entry system in operation as were appropriate cleaning procedures, safety checklists and risk assessments for the premises, activities and outings. The outdoor play area was secure and checked daily. Staff were aware of the procedures to follow to alert the provider when there were maintenance or repair issues. Staff confirmed repairs were addressed within good timescales. Staff had attended training to enable them to maintain a safe environment for the children.

Appropriate toilet facilities were available for the children, encouraging independence appropriate to their age and ability.

We saw that the playrooms were very well organised and allowed children to freely move from area to area, independent of staff. Equipment and resources were suitable for the children using the service and were stored in ways that enabled children to have free access to activities of their choice. The presentation of the environment was stimulating for the children and their work was displayed attractively. Displays showed how children had taken part in a wide range of learning experiences.

The garden area was also very well laid out with distinct activity areas that children could access independently of staff. This space provided opportunities for the children to explore and investigate the natural world. Staff supported the children to assess potential risks associated with outdoor activities and helped them develop skills to keep themselves safe and healthy.

All parents who made comment indicated they agreed or strongly agreed that the service was a safe, secure pleasant and stimulating environment for their children.

Areas for improvement

The service identified in the self assessment document that they planned to continue with the ongoing programme of refurbishment of the premises.

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: 6 - Excellent

Statement 1

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

Service strengths

See Quality Statement 1.1 for supporting evidence.

Areas for improvement

As Quality; Statement 1.1.

Grade awarded for this statement: 6 - Excellent

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 this service was performing to a high standard in the areas covered by this statement. We concluded this after we spoke with staff and examined records.

The settled staff group were exceptionally enthusiastic and committed to their involvement in the improvement of the nursery and to the high quality experiences offered to children in their care. They offered continuity of care for the children.

Staff we spoke with confirmed they were given opportunity to attend appropriate training courses, for example in first aid, child protection and infection control. Staff were appropriately qualified to undertake their job roles and attended training required for registration with Scottish Social Services Council (SSSC). An effective staff development programme also identified training needs and opportunities that reflected the needs of the children using the service, the needs of the nursery and staff personal development. A training plan was in place to record this and was reviewed monthly.

The management team monitored staff performance by observation, annual appraisals and team meetings. Records were kept of communications between staff and between parents/carers and staff. All staff were involved in monitoring the practice of colleagues. Staff commented that they could make suggestions about practice and that their views would be welcomed and valued.

The nursery kept up to date with best practice guidance and current legislation and used this to support their practice. This meant that children received a service where their needs were identified and provided for, by a professional and skilled staff team.

All parents who gave feedback indicated they agreed or strongly agreed that staff had the skills and experience to care for the children. Further comments included the following:

'Staff are fantastic and consistently deliver a great service.'

Areas for improvement

The service identified in the self assessment document that the nursery manager was about to undertake SVQ level 9 qualification this year.

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

See Quality Statement 1.1 for supporting evidence.

Areas for improvement

As Quality Statement 1.1

Grade awarded for this statement: 6 - Excellent

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 this service was performing to a very good standard in the areas covered by this statement. We concluded this after we spoke with staff and examined records.

The following information was available for people who used the service and to other agencies involved with the service:

- * The annual report
- * The development plan
- * The statement of aims and objectives which reflected the ethos of the service
- * Complaints procedure
- * Parent and children participation policy

The service measured quality against the National Care Standards and Child @ the Centre 2 Quality Indicators. As partner provider, the nursery was audited annually by West Lothian Council and from time to time by Environmental Health. Management also monitored staff practice through annual appraisals and training audits. Audits were recorded and reviewed regularly to meet identified targets.

Feedback from surveys, audits and evaluations had been considered when the service completed the self assessment document and this feedback was used to plan developments in the service. Examples of developments included the Eco Improvement initiative and children's discovery sacks.

The service had submitted all required notifications to us and other professional bodies.

Areas for improvement

The service did not identify any areas for improvement in the self assessment document.

In discussion with the manager during the inspection it was identified that other people who had an interest in the service, for example the Park Ranger, could be involved in the quality assurance process.

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	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
17 Feb 2010	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
10 Dec 2008	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 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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-هه بابايتسد ىم وونابز رگىد روا دولکش رگىد رپ شرازگ تعاشا هى

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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