Cranston Country Nursery
Day Care of Children
Edgehead Road
Pathhead
EH37 5RG

Inspected by: Niki Cooney
Type of inspection: Unannounced
Inspection completed on: 6 November 2012
Contents

Summary
1 About the service we inspected 5
2 How we inspected this service 7
3 The inspection 11
4 Other information 26
5 Summary of grades 27
6 Inspection and grading history 27

Service provided by:
Cranston Nurseries Limited

Service provider number:
SP2009010374

Care service number:
CS2009216752

Contact details for the inspector who inspected this service:
Niki Cooney
Telephone 0131 653 4100
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>
</tr>
</thead>
<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>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>6</td>
<td>Excellent</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
</tr>
</tbody>
</table>

What the service does well

We found that Cranston Country Nursery had formed good relationships with parents, carers and children. They had worked hard to provide a welcoming and fun environment and the interactions between the staff and the children was positive. The environment is both attractive and stimulating and meets the needs of the children.

What the service could do better

We recognised that the providers, the manager and the staff team were committed to continuous improvement of the service. As part of the nursery Improvement plan a number of areas were identified and the service were in the process of addressing these.

What the service has done since the last inspection

Since the last inspection the nursery have opened the baby room as numbers have increased and service users have been given the opportunity to complete a service questionnaire to share their views on the nursery.
Conclusion

We concluded that the Providers, Manager and staff provide very good quality care and support for the children who attend the nursery. It was clear that staff value the individual child and provide a warm and caring environment.

Who did this inspection

Niki Cooney
1 About the service we inspected

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

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. Cranston Country House Nursery is situated on farmland in the Edgehead area of Midlothian. The nursery has four main playrooms, with three enclosed garden areas with car parking facilities for families to use.

The nursery is registered to care for a maximum of 81 children aged between birth and entry into primary school with a maximum of 41 under the age of 3 years. Currently there are 84 children on the register and there were 51 children and 12 staff present on the day of inspection.

The service’s aims and objectives are:
“Cranston Country nursery’s primary aim is to be the lead provider of high quality childcare with a strong emphasis on education, giving all children who attend the nursery the advantage of a better start when they enter primary education. Working in partnership with parents, we offer a professional and caring environment where

- children feel safe and respected
- parents are supported and included in their child’s care
- parents are welcomed in the nursery and
- kept fully informed as to their child’s progress”

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 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.
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 that took place between the hours of 9.30am and 4.30pm on Tuesday 6 November 2012 by Care Inspectorate inspector Niki Cooney.
As requested by us, the service sent us an annual return. They also sent us a self assessment form.

We sent 20 questionnaires to the service to give to parents who used the service. 16 completed questionnaires were returned to us before the inspection.
In this inspection we gathered evidence from a number of sources, including the relevant sections of policies, procedures, records and other documentation, including:

- Evidence from the service’s most recent self assessment
- Certificate of Registration
- Certificate of Liability Insurance
- Newsletters
- Menus
- Nursery Information Booklet
- Children’s records
- Infection Control Policy
- Health and Safety Policy
- Risk Assessments
- Complaints procedure for parents and carers
- Staff meeting minutes
- Photographic evidence
- Notice boards
- Information leaflets
- Examination of equipment, resources and environment
- Discussion with a number of people including the two providers, the manager and nine staff
- Discussion with a number of the children aged three to five
- We observed the interactions between the staff and children
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 following two recommendations were made at the last inspection:
The manager and staff should develop a method by which children’s development can be assessed from their individual profile. The service has made improvements in this area therefore this recommendation has now been met.

The manager of the service should identify the training course she will take to complete the conditions of registration for the Scottish Social Services Council. This is ongoing as the manager is currently on the waiting list to attend the appropriate training course.

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 heading that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned.

Taking the views of people using the care service into account

During the inspection visit the children were observed to be happy and relaxed in the care of the staff. They were encouraged to continue with tasks by staff who responded to the them in a warm and caring manner.

We spoke with six children aged between three and five years. Comments included:
"We go outside to play and we collect leaves."
"I like the House corner at nursery I can play with my Friends."
"We eat apples and bananas."
Taking carers' views into account

20 Care Inspectorate questionnaires were issued to the nursery to give to parents and carers using the service. We received 16 completed questionnaires back. Nine parent/carers strongly agreed and seven parent/carers agreed with the statement: 'Overall, I am happy with the quality care my child receives in this service.' Comments made are contained within the body of this report.

Additional comments included:

"My child loves it at nursery, the other children and staff, he talks about his Friends all the time."

"My child has been at Cranston since it opened and I feel they have played a huge part in her development. She loves going to nursery and has made some really good friends as well as being friends with the staff."

"My child could not be happier going to nursery. I am more than 100% happy with the service."
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 that Cranston Country Nursery had excellent systems in place to ensure that service users and carers were involved in assessing and improving the quality of care and support provided by the service.
The care service involved the people who use the service and their families and asked for their views in several ways. These included:

- Newsletters, which had been sent out on a monthly basis and were considered to be informative and wide ranging; they included stories about the environment, staffing, parents’ evenings and encouraged families to express their views.
- Parents’ evening for parents to discuss their child’s wellbeing and how they had settled into the nursery.
- Daily verbal feedback to parents at the end of every day. This told parents how their child had been throughout their day at nursery including what they had eaten and what activities they had undertaken.
- A written progress report given to parents twice a year reporting on each child’s wellbeing and development.
- Comments and suggestions box situated at the entrance to the nursery. This gives parents and carers the opportunity to share their views and make suggestions for improvement.
- A parents’ forum, which met on a regular basis to allow parents and carers to discuss nursery issues with staff and the management team.

Parents and carers were given a useful ‘Nursery Information Booklet’ before their child started at the nursery. This helped them to know what they should expect from the service. The booklet detailed the nursery’s welcome policies to all parents and carers, and the ways that they could find out about their child’s progress.
Photographic displays showed how the children were involved in a variety of activities and how their care and support needs were being met.

We saw that staff were knowledgeable about each child’s needs, likes and preferences. They took on board the children’s interests and used these to reach their next steps in their learning. We saw that the children were very comfortable in approaching staff to ask them for help or support.

In the service questionnaires parents made the following comments:
“Graduation ceremony fantastic, child’s development paperwork is informative.”
“Cranston provides a happy environment and staff work hard to ensure little ones settle in quickly and smoothly.”

We examined the children’s Personal Learning Plan’s (PLPs). Effective use of these folders had brought parents, carers, children and nursery together to support the child’s learning and development. Forward plans were displayed in the playrooms and reflected on the children’s learning through photographs, art work and staff observations.
Children were asked for their views through the use of ‘Talking and Thinking sheets’. These sheets allowed children to share their views about various topics whilst at nursery. An example of this was when staff carried out a topic to inform the children of the importance of healthy eating. We viewed a display on this.

Out of the 16 parent/carers who returned the SCSWIS questionnaires 11 parent/carers strongly agreed and five agreed with the statement: ‘Staff share information about my child’s learning and development with me and where appropriate, my child.’

Additional comments included:
“My child loves the nursery. Staff are very welcoming and always have time to speak to each child and parent when we drop off and pick up. Info given about the child’s day is good.”
“A truly lovely nursery, the personal handovers at the end of each day make the nursery special and then lets me continue talking to my son about the great day he’s had.”

Areas for improvement
The nursery should continue to monitor and maintain the very high standards of quality of care and support.

In their self assessment document the service identified the following areas for improvement:
“Staff training programme is being rolled out throughout the nursery. Continue staff training focusing on :parental communication and interaction: Staff/
child interaction
Responding to parental suggestions/comments in an effective manner”

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Requirements
0.

Statement 3
We ensure that service users' health and wellbeing needs are met.

Service strengths
We found that Cranston Country Nursery had very good systems in place to ensure service users’ health and wellbeing needs were met.
A comprehensive settling in procedure was in place. ‘All About Me’ sheets were given to parents and their children to complete prior to starting at nursery. These gave parents the opportunity to share both written and verbal information with staff about their child’s care and support needs.

An appropriate child protection policy was in place. This was made available to parents should they wish to view it. From speaking with staff it was clear they were aware of the procedure to follow if they had any child protection concerns and ongoing plans to update child protection training were in place.
A key worker system was in place which ensured continuity of care of children and this was made known to parents when they first started the service.

We observed that the children were provided with a morning and afternoon snack and a two course lunch. Nursery lunches were cooked on the premises by a qualified cook. During our inspection children were served with a sausage vegetable casserole and yoghurt. In the rooms we visited during the lunchtime period we observed the majority of children ate all the lunch and there were children who had two servings. We viewed this as positive. Four week rotations of menus were displayed at the entrance for parents to see and a healthy eating policy was in place to show how the nursery meets the children’s nutritional needs. A separate ingredients list was provided to show parents a breakdown of what ingredients were included in each meal.

Parents in the service questionnaires made the following comments:
"We appreciated the time we were given to view his folder and discuss his work with him. Meals and snacks provided are great and as we know our child loves the food at Cranston. The staff are great at linking food to seasons and celebrations."
Staff we spoke with told us that the nursery ensured children were monitored to ensure their dietary needs were being met. Any children with special allergies were known to each staff member to ensure staff could meet these children’s needs appropriately. Plans were also in place to ensure any child who did not eat their lunch were offered an alternative.

We saw that staff in the under threes room followed the Pre Birth -Three document and staff in the Pre School room followed the Curriculum For Excellence. We could see this through the use for planning, observations and photographs displayed. Out of the 16 parent/carers who returned the SCSWIS questionnaires, seven parent/carers strongly agreed, one disagreed and eight agreed with the statement: ‘The service provides a healthy and well-balanced diet which meets my child’s dietary and cultural needs.’

One parent/carer in the SCSWIS questionnaire told us “fantastic nursery but always room for improvement especially with food as always seems to be fish fingers, beans, angel delight, pasta. On the whole good but not keen on angel delight as too much processed food.”

We discussed this comment with the provider and manager during feedback who told us they involve parents in the development of planning menus and would welcome suggestions they may have.

Areas for improvement

During lunchtime we observed the children in the sunshine room (children aged 18months to 2 years) to be sitting for a story from 11.45 then at the lunch table from 11.55am to 12.50pm. It was clear the children were becoming restless. We have made a recommendation about this. See recommendation 1.

From discussions with the cook and some of the staff they were unsure which guidance they followed when providing food. When we discussed this with the provider and manager they told us they followed the Nutritional Guidance for Early Years when planning menus. We suggested all staff should be reminded of this.

In their self assessment document the service identified the following areas for improvement:

“As the service develops areas for improvement will be identified by continued evaluation and assessment by management reflecting parents/carers and staff comments/suggestions. Also reviewing policies and procedures on an ongoing basis will ensure user’s health and wellbeing.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1
Requirements

0.

Recommendations

1. It is recommended that the provider and manager should support the staff in the Sunshine Room to review the lunchtime procedures to ensure the children are not sitting for long periods of time when eating.

   National Care Standards Early Education and Childcare up to the age of 16 Standard: 3 Health and wellbeing.
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
Evidence which we discussed in Quality Theme 1, Statement 1 also applied to this statement.
We found that Cranston Country Nursery had very good systems in place to make sure that service users and carers were involved in the assessing and improving the quality of the environment.

Children were observed to be involved in caring for their environment by taking part in a variety of activities in the nursery. These included:

- Planting,
- Growing fruit and vegetables,
- Caring for and watering plants,
- Recycling various items

A wide variety of age appropriate toys and equipment were available and staff confirmed these were changed on a regular basis to keep children’s interest. Photographs were displayed throughout the nursery for parents to see the various outings children were taken on such as, walks to the local farm, and other places of interest.
The nursery work in Partnership with Midlothian Council. The Quality Improvement Officer from the Council visits the nursery to provide support with the Curriculum for Excellence.

Out of the 16 parent/carers who returned the SCSWIS questionnaires two parent/carers ticked the not applicable box, five didn’t know, four agreed and five strongly agreed with the statement: ‘The staff ask for my child’s views and about the activities and outings, and use them to plan future activities.’

From discussing this with the provider and manager it was felt that the five parents who indicated they didn’t know if staff ask for their child’s views, may have young babies or children in the nursery. We found that there was evidence of age appropriate children being asked for their ideas and feedback. For example through
Areas for improvement
We had a discussion with a number of children in the Rainbow room (children aged 3-5 years) We observed three children playing with the lego toys. Two of these children were having a disagreement over the one lego figure available. We informed the provider and manager of this who told us there were more lego figures in the lego box. We suggested that staff should ensure they monitor this and ensure that children were made aware of the toys available to them.

We discussed with the provider and manager that the children’s artwork should be brought down to children’s eye level in the baby and sunshine rooms. They told us they were in the process of doing this.
In their self assessment document the service identified the following areas for improvement:
“Consultation is ongoing and service provision will develop as feedback is received from parents and children.”

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0

Requirements
0.

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
We found that Cranston Country Nursery had very good standards in place to ensure the environment was safe and secure for the children in their care.

The building on visual inspection was in a good state of repair both indoor and outdoors. There were written evidence of risk assessments being carried out on the nursery environment and when children were taken to places of interest out with the nursery.
Staff dealt with any maintenance issues which might arise by informing the management team who would take steps to address these.
The playrooms were well ventilated and the layout allowed children to move freely around the activities. We observed the children being encouraged to tidy up when
they had finished playing with toys. This supported their learning and helped maintain a safe play environment.

A secure door entry system was in place and the nursery door was kept locked at all times. Visitors were required to sign the visitor’s book before gaining access to the playrooms. Staff photos were on display at the entrance to the nursery and outside each playroom. This meant that parents were aware of all the staff working within the nursery.

Cameras were displayed around the nursery and monitors were available so parents could watch their children playing before collecting them at the end of the day.

Attendance registers were completed and staff kept a running total of the numbers of children actually present. Effective procedures were in place for instances when children did not arrive for a session when they were expected.

There were sufficient toilets and hand washing sinks for the children attending. Posters were displayed to show children how to follow good hand washing procedures. The nappy changing facilities were provided with nappy bins and staff confirmed these were changed throughout the day. We observed staff following good hygiene procedures when changing nappies.
An appropriate Infection Control policy was in place and we saw that the accommodation, children’s toys and equipment were clean. Written records were kept for when these were cleaned. We saw staff cleaning surfaces before food was served. A Medication Policy was in place. Medicines were appropriately stored and parents’/carers’ permission were given for administering these. Accidents were recorded and parents or carers signatures obtained.

Out of the 16 parents and carers who completed the SCSWIS questionnaires, 12 parent/carers strongly agreed and four agreed with the statement: ‘The service is a safe secure, hygienic, smoke free, pleasant and stimulating environment’.

Areas for improvement
Staff did not wear gloves and aprons when serving food. We have made a recommendation about this. See recommendation 1.

A separate sleep room was available for when younger children required a sleep. This held a number of cots. We had a discussion with the staff in the baby room that we felt the sleep room was cold. Staff told us babies would always be given appropriate bedding to ensure they were kept warm whilst sleeping. We suggested staff should monitor the sleep room by keeping records of the temperatures especially during the winter months.

In their self assessment the service identified the following areas for improvement:
“Recycling will be rolled out in all areas within the nursery. Areas for improvement will continue to be identified by continued evaluation and assessment by management reflecting parent/carer and staff observations, comments/suggestions.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that staff should wear gloves and aprons when serving food to the children.
   National Care Standards Early Education and Childcare up to the age of 16 Standard: 2 A safe environment.
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
Comments made in Quality Statement 1.1 and 2.1 also apply to this Quality Statement. We found that Cranston Country Nursery had excellent systems in place to make sure that service users and carers were involved in assessing and improving the quality of staffing in the service.

Nursery newsletters, daily one to one feedback, the parent forum and the nursery website kept parents and carers informed of changes to staffing. In the entrance to the nursery, staff photos were displayed to show which staff members worked in the nursery.

Children were seen to readily pass on their thoughts and wishes to staff. In discussion with staff it was clear that they took account of these when forward planning such as extending children’s interests in the themes and activities provided in the playrooms.

Areas for improvement
The nursery should continue to monitor and maintain the very high standards of the quality of staffing.
In their self assessment document the service identified the following areas for improvement:
“Continuing staff support, supervision and training will be ongoing throughout the year and will continue to reflect feedback and suggestions from parents/carers.”

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Requirements

Number of requirements: 0

0.

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.
Service strengths

The service had the appropriate policies in place, including staff recruitment, whistle blowing and equality and diversity. A comprehensive staff handbook, and guidance for students working in the nursery were in place and staff confirmed they were aware of this. We saw that staff and manager had access to training as part of their continued professional development, as well as in relation to the work that they were doing. We found from speaking with staff that they demonstrated a commitment to taking up training to support them in their work. They were very motivated and enthusiastic about their work.

Parents in the service questionnaires made the following comments:
"Nursery staff are a credit to the nursery always very approachable, helpful and friendly."

"We feel the staff really know our child, his interests and strengths". We examined four staff files which showed an induction process was in place to ensure new staff were aware of the policies. Mentoring sessions and appraisals took place every six months and records viewed showed training that staff had undertaken. The service had an appropriate management structure to support this process. We observed that the staff displayed a caring, professional approach to the children and their parents and carers. Through discussion and practice they demonstrated their knowledge and experience about the Curriculum For Excellence, the Pre-Birth to Three documents, relevant legislation and good practice.

Almost all staff held a relevant childcare qualification and the majority of staff were registered or in the process of registering with the Scottish Social Services Council. Staff told us weekly and monthly staff meetings were held which gave them the opportunity to plan activities and discuss nursery issues.

Staff we spoke with during the inspection told us they enjoyed working at the nursery, and felt supported both informally and formally by each other, and senior staff in the service. Out of the 16 parents and carers who completed the SCSWIS questionnaires 12 parent/carers strongly agreed and four agreed with the statement: "I am confident that staff have the skills and experience to care for my child and support their learning and development." One parent/carer made the following additional comments: "I couldn’t be happier with the service they provide. Staff are approachable, friendly, helpful. The work the nursery carries out is of a high standard and i have recommended them to work colleagues."

Areas for improvement
The nursery should continue to monitor and maintain the very high standards of the quality of staffing.
In their self assessment document the service identified the following areas for improvement:
“Continue to assess and monitor individual practice through staff, management and planning meetings,
Continue to evaluate effectiveness of mentoring programme
Devise a TNA process
Roll out training programme
Continue to support staff currently undertaking external Certificated 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
Comments made in Quality Statements 1.1, 2.1 and 3.1 also apply to this Quality Statement.
We found that Cranston Country Nursery had very good systems in place to make sure that service users and carers participate in assessing and improving the quality of the management and leadership in the service.

We observed the manager and staff opening the door to parents and welcoming them in when collecting their child. Parents and carers we spoke with during the inspection confirmed that they knew who the provider and manager were and felt they were very approachable to discuss any issues they might have.
An informative website was available to keep parents involved in the life of the nursery.
The service complaints policy and procedure were included in the policy folder. The complaints policy was also displayed informing parents and carers of the procedure to follow.

One parent/carer in our questionnaire made the following comment:
"Staff and management are always friendly and approachable and always make time for you."

Areas for improvement
Out of the 16 parents and carers who completed the SCSWIS questionnaires four parent/carers strongly agreed, one strongly disagreed, five disagreed and six agreed with the statement: "The service has involved me and my child in developing the service, for example asking for ideas and feedback."
One parent/carer made the following comment:
"It would be nice to see a written log of what my child has done in a term/month as appropriate. Some photos etc personal to him perhaps."
We discussed this with the providers during feedback.
We found evidence that the service used a number of methods to ask parents/carers for ideas and feedback. These included the use of questionnaires, the comments and suggestions box available at the entrance to the nursery and the children's PLP'S included a section for parents to make comments.
In their self assessment document the service identified the following areas for improvement:
“Further develop systems for engaging parents/carers in quality assurance process.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Requirements
0.

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
The service used the Care Inspectorate self assessment framework to identify areas for improvement. The providers told us they had a clear focus on monitoring staff and records were kept of these.

A participation strategy was in place and was included in the service policies. This informed parents of how they could get involved in the life of the nursery.

As previously stated the service had a written complaints policy which service users were aware of. This created a useful opportunity to raise concerns about the service and encouraged parents and carers to approach staff to report any concerns or complaints. Parents we spoke with during the inspection were very clear that they knew who to go to and felt that if they had any issues, the manager would deal with them appropriately.
Staff told us they were fully involved in the development plan for the nursery and their ideas and suggestions were always taken on board.

Each staff member was given a key area of the National Care Standards to focus on. These were used for training and development of staff to ensure they were clear on their roles and responsibilities within the nursery.

The providers recognised the importance of training as a means of maintaining and improving the service and encouraged staff in identifying and accessing training opportunities. Staff confirmed that the manager spent time in the playrooms offering support on a regular basis.
Staff confirmed they were given time to plan the weekly and monthly planning using the Pre-Birth to Three Document and the Curriculum for Excellence Document. This allowed staff to ensure they were meeting the children’s needs through the activities they offered.
Areas for improvement

The nursery should continue to use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service they provide.

In their self assessment document the service identified the following areas for improvement:
“Continue to develop self assessment procedures
Assess and evaluate staff support/training systems
Investigate possibilities of greater parental involvement in quality assurance process.”

Grade awarded for this statement: 6 - Excellent

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>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 6 - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 4</td>
</tr>
</tbody>
</table>

6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 Aug 2010</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
</tr>
</tbody>
</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats
This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nìthear iararas.
অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।
سـعه بـيـاـيتـسـد رـيـم رويزـابـز رـكـيـد روـالـكـش رـكـيـد رـب شـرـبـرـازـك تـعـاشـرـاـ دـي
चेत्री ‘ ‘ के लिए भुजनम टेंट तुर्यण अङे लेखां भ्रामण हिंद शुरुम्म्स्स हे।
یبرخأ میان لیمو تاقیوبرن تنمبتا دنع رفراوتم روشینبلا اذه
本出版品有其他格式和其他語言備索。
Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527
Email: enquiries@careinspectorate.com
Web: www.careinspectorate.com