

# Care service inspection report

## Lerwick Pre-school

### Day Care of Children

Old Infant School  
King Harald Street

Lerwick  
Shetland

ZE1 0EQ

Telephone: 01595 695925

Inspected by: Jenny Smith

Type of inspection: Announced (Short Notice)

Inspection completed on: 23 January 2013



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	30
5 Summary of grades	31
6 Inspection and grading history	31

### Service provided by:

Muriel Fox, Catherine Henry and Fiona Leask a partnership trading as Lerwick Pre-School

### Service provider number:

SP2003002056

### Care service number:

CS2003009586

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

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

### What the service does well

Lerwick Pre-school is very good at involving the parents and carers and making them feel welcome. The staff have created a stimulating and fun learning environment for the young children who attend.

### What the service could do better

The service would need to look the the use of shared sinks and find an alternative method for hand-washing within the playroom.

The service should look at how to promote the children's learning stories more and involve the parents and carers with their child's folder.

### What the service has done since the last inspection

Since the last visit the service have continued to look at how they involve parents and carers. They have also attended training to support their role.

### Conclusion

Lerwick Pre-school continues to be a busy, well used service providing a warm and caring environment for pre-school aged children. The parents and carers consider this to be an excellent service and think very highly of all the staff.

**Who did this inspection**

Jenny Smith

# 1 About the service we inspected

The service operated from the former primary school building in Lerwick, Shetland. The group had use of a large open plan playroom with a smaller room, designated children's toilets and storage areas situated directly off the main playroom. There was a fully enclosed outdoor area which contained a wide range of outdoor play equipment and growing opportunities.

The service is registered to provide a care service to a maximum of 34 children aged three years to those not yet attending primary school. The care service will provide two sessions per day, between the times of 08.45 am and 3.30 pm, during term time only. At the moment a morning session is offered.

Included in the service's aims and objectives was the statement:

"We aim to develop partnership between home, pre-school and school by:

- accepting and valuing the parents as the child's first educator".

Social Care and Social Work Improvement Scotland (SCSWIS) known as the Care Inspectorate is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that services have previously been awarded by the Care Commission will also be available on the Care Inspectorate website - [www.careinspectorate.com](http://www.careinspectorate.com)

This service was deemed registered with the new regulatory body 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 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://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

This report was written following a short notice announced inspection. It was carried out by one Inspector, Jenny Smith. The inspection took place on Wednesday 23th January 2013.

The service sent an annual return as requested by us. We issued 15 questionnaires to parents and carers of children using the service. There were 13 completed questionnaires returned before the inspection and the results were overall very positive.

In this inspection we gathered evidence from various documents, including the nursery policies, procedures, records and other sources as follows:

- evidence from the service's self assessment (most recent)
- the evidence file
- health and safety records discussions with the peripatetic manager
- discussions with the pre-school staff team
- brief interviews with seven parents and carers during the visit
- observing practice
- viewing the environment and equipment
- looking at the outdoor area.

The Inspector gave feedback to the peripatetic manager and four members of staff at the end of the visit.

### 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](http://www.firelawscotland.org)

## What the service has done to meet any recommendations we made at our last inspection

There was one recommendation made in the previous inspection report:

### Recommendation 1

The peripatetic manager and staff to continue with plans to gain the appropriate qualification in order to register with the SSSC, when required

National care standard 12: Confidence in staff

This was being met.

## 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.

This was completed and submitted on-line before the inspection date. The service had noted their strengths and some areas they planned to improve on.

### **Taking the views of people using the care service into account**

During this visit the Inspector observed the children who were attending the service. The children were observed to be busy with their chosen activities. They were relaxed and happy with the staff. When asked, the children said they had really good fun at Lerwick Pre-school and several told the Inspector what they liked to play with best.

They also had an outing to the galley shed to see the Up-Helly-Aa viking galley. When asked they said this had been really good fun and they had seen the galley and talked to the men who had built it.

### **Taking carers' views into account**

As part of the inspection the Inspector took time to talk with parents and carers during this visit. A total of seven parents and carers were spoken with during this visit.

When asked if they were happy with the service provided they confirmed that they were. They all commented that the children really loved the group and talked about it all the time.

Parents and carers told us they were very happy with the safety and security of the building and particularly liked the outdoor play area. They thought the range of activities provided was interesting and varied.

Parents and carers confirmed that they received regular information from the service and were kept informed of their child's development. All noted that the staff were very good at keeping in contact with them and described them as friendly and easy to talk to.

The completed care standards questionnaires received from parents and carers were also considered and have been included within the report.

There were several written comments, one of which was:

- ""Both my husband and I are so happy with the quality of care and education that our daughter receives at Lerwick pre-school".

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The service was performing to an excellent standard in relation to ensuring that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Evidence was found after:

- talking with the peripatetic manager
- talking with six members of staff
- interviews with seven parents and carers during the visit
- looking at service policies and procedures
- looking at records relating to health and safety
- the evidence files
- observation of practice.

The service had included within the aims and objectives :

"We encourage parents to become actively involved through:

- helping on outings, walks and visits.
- sharing a particular interest with the children in the group
- participating as parent helpers
- social activities
- offering ideas/suggestions".

### Parental Involvement

During the visit the Inspector looked at how the service shared information with parents and carers. The peripatetic manager talked about the role of the parent committee, which was mainly with fundraising and maintaining the outdoor area. All parents and carers were invited to their AGM.

The entrance hallway contained information boards for parents and carers. There was also a display telling parents and carers about the 'Curriculum for Excellence' and what the children will learn at the group.

There was a suggestions' box in the entrance area as well as a complaints policy displayed for parents and carers. The staff said they encouraged parents and carers to share any ideas or interests with the children through informal chats to staff, feedback questionnaires and at committee meetings.

Parents and carers who were asked said that staff were very good at keeping them up-to-date. They were generally told what their child had been doing that day but if not could ask and staff always had time for them. Several parents and carers commented on the staff and how helpful they were.

Lerwick Pre-school had an up-to-date information booklet containing all the necessary information for parents and carers about the service. Parents and carers who were asked said they had found this information really good when they and their child had first started at the group.

The service had an established settling-in regime. This included giving out their information booklet as well as an opportunity for parents and carers to visit with their child. The parents and carers were asked to complete an 'all about me' sheet, consent forms as well as a registration form. Staff said they liked to gather information about each child before that child started so that they could plan to provide for their needs when they started.

During the visit the Inspector asked parents and carers how they had found the settling-in regime. They confirmed that they had received information about the service before their child started and that they had also visited before their child had started. Several said the staff had been really helpful when they first started and had encouraged them to stay with their child as long as was needed to help them settle.

There was also a 'New Start Questionnaire', which was a short survey asking parents and carers how they had found the settling-in process.

Other examples of working with parents were:

- newsletters - which also included a "Things you can help us with" section
- notes and letters home
- children's learning stories
- written reports
- parents' evenings
- questionnaires and feedback.

The service has also noted on the self-assessment document:

- "Parents are notified that the annual return is being completed and given an opportunity to view and contribute.
- Parents are encourage to be involved at a level they feel comfortable".

There were several parents and carers present for part of the morning because the group were having an outing to the galley shed to see the viking galley which was being prepared for the local Up-Helly-Aa festival. The staff were observed talking with parents and carers, chatting informally and were noted to have positive relationships with the. Other parents and carers arrived with children and also collected their child at the end of the morning.

Staff were friendly and welcomed both the children and their parent into the playroom. At the end of the session they fed back how their child had been and what they had been doing.

As part of the inspection process we looked at the returned care standards questionnaires as well as the results of the service's own feedback they had gained. The results of the questionnaires were positive indicating that people were very happy with the service provided.

This was confirmed by several written comments, one of which stated:

- "We could not be happier with the level of care provided by Lerwick Pre-School".

We also looked at the results of the service's own feedback they had gained since the last inspection. Again the results of their surveys were very positive and included many written comments, two of which were:

- "\*\*\*\* really enjoys nursery and I think it would be very hard to improve on the service offered. You are all doing an excellent job which means we have a happy peerie lass and happy parents too!"
- We are absolutely delighted with every aspect of education and care that our son receives each and every day".

### Children's Involvement

During this visit the Inspector looked at how the staff involved the children. The peripatetic manager said this was done during "together times" as well as informally throughout the day. The children's ideas were included within the planning system. Planning was in line with the 'Curriculum for Excellence' and was regularly evaluated with the next steps identified.

The children were also involved with their learning story and encouraged to add their work to their folder.

The staff were observed as they worked with the children during the morning. They knew the children well and had built up strong relationships with them. There was a nice atmosphere of fun within the group, and nice to see the Shetland dialect promoted with those children who spoke in dialect.

The service had noted on the self-assessment document:

- "Children's ideas are sought throughout the session, at circle time and specific ideas are highlighted in daily diary".

### Areas for improvement

During the feedback session we talked about the children's learning stories. These were kept in the playroom and we talked about moving them to a more prominent place to encourage parents and carers to look at them more often. The Inspector also shared ideas other services used to promote the children's learning stories and how they involved people in that process.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

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## Statement 3

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

### Service strengths

The service was performing to a very good standard in relation to ensuring the health and wellbeing needs were met. This has been partially reported on within Statement 1:1.

Evidence was found after:

- talking with the peripatetic manager
- talking with six staff members
- talking with seven parents and carers during the visit
- looking at records relating to health and safety
- observation of snack
- observation of practice.

Lerwick Pre-school had an appropriate range of policies and procedures relating to health and safety, which were held within the playroom and available daily. The peripatetic manager said that these were reviewed annually by the whole staff team and updated as and when necessary.

It was noted the planning regime was child-centred and in line with the new curriculum for excellence, and this included health and wellbeing. Regular observations were carried out and recorded in all areas and the 'next steps' of each individual child were highlighted. The children's folders were regularly reviewed by the staff team.

There was a good level of hygiene and cleanliness noted throughout the building. Control of infection was very good with staff observed encouraging the children to wash their hands appropriately. However, there were issues with this due to no sink or running water in the actual play area. This was an area they were looking at - see below - area for improvement.

The staff promoted positive behaviour and encouraged the children to share and take turns, to be considerate of each other and to try to do things for themselves. Support and encouragement was given by staff.

It was nice to see the staff relationships with the children. Staff were aware of their individual likes, dislikes and needs and had a lovely way with them.

Healthy eating was promoted, and that the parents consulted about likes/dislikes. We talked at length about how they managed allergies and this was in partnership with parents as well as taking advice from other professionals.

The snack menu was shared with parents and carers in the entrance area. At snack staff encouraged good table manners and praised the children for their good manners. The staff were good role models regarding behaviour and manners.

The service also adhered to the national tooth-brushing programme and received visits from staff of the NHS Oral Health team.

Lerwick Pre-school were also very good at supporting specific care needs and those children would have a individual care plan developed when needed. The service worked in partnership with other professionals whenever necessary to support specific children.

The children had regular access to fresh air and exercise. They had their own fully enclosed, safe outdoor area, which they had developed with parents and carers. The staff said they took the children outdoors daily, weather permitting. The children had growing opportunities as were able to grow a range of vegetables.

The peripatetic manager and staff were aware of their role in keeping children safe from harm, abuse, bullying and neglect. The service had appropriate child protection procedures in place, which were shared with parents and carers. All members of staff had received training on child protection awareness and updated this on a rolling programme.

There was a suitable method for recording the administration of medication. The group had an appropriate system in place for the recording of accidents and incidents. All staff had received training in first aid and appropriate first aid equipment was held within the group.

As part of the inspection we looked at the returned care standards questionnaires, as well as any results from surveys the service have completed. These showed us people were happy that the service promoted health and wellbeing.

### **Areas for improvement**

During the feedback session we talked about the use of shared basins. The Inspector shared information about this not being best practice and we talked about the lack of running water in the playroom at child height. The peripatetic manager and staff said this was something they were aware of, therefore a recommendation has been made - see Recommendation 1. Staff were aware of the need to avoid cross-infection and worked hard to avoid this.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. To review the use of shared basins in the playroom as discussed.

National care standard 2: A safe environment

## 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

The service was found to be performing to an excellent standard in relation to parental involvement in assessing and improving the quality of the environment. This has been partially reported on within Statement 1:1 and also within Statement 1:3.

Evidence was found after:

- talking with the peripatetic manager
- talking with staff on duty
- interviews with seven parents and carers during the visit
- looking at the service policies and procedures
- looking at service records relating to health and safety
- looking at risk assessment
- looking at parents committee minutes
- observation of practice and .
- viewing the premises - both indoors and outdoors.

Included within the service's aims and objectives was the statement:

- "provide a safe and secure environment which will stimulate and meet individual needs and interests".

In addition, the service had noted on the self-assessment document:

- "Children's/parents' views are sought when purchasing new resources.
- Parents help maintain the outdoor play area and play equipment".

The peripatetic manager stated that parents and carers continued to be very involved with the maintenance of the garden. They had formed a parents' committee which was very active and held regular meetings which were minuted. They took the lead on maintaining the outdoor area.

The Inspector asked parents and carers said if they thought the environment to be a safe, secure place for their child/children. People who were asked said they thought the environment to be "really good" and "super". They all commented on the outdoor area saying it was "excellent" and how much the children enjoyed playing there.

This was also confirmed within the returned care standards questionnaires which told us parents and carers were very happy with the group's environment.

There were several very positive comments, one of which was:

- "My child is happy at nursery and loves going there, this is extremely reassuring as a parent. Her confidence and character has grown in a very nurturing environment".

The service's own survey allowed the parents and carers to suggest improvements and also to state what they like or do not like about the group.

We also looked at the response slips from the children's individual report as well as the manager's questionnaires. Again there was a high response from parents and carers and lots of written comments.

One such comment stated:

- "We are delighted with the service provided. We are so grateful for the peace of mind that knowing the bairns are so well cared for provides. Thank you".

### **Areas for improvement**

The service had noted on the self-assessment document:

- "Gather more pictorial evidence of parental involvement and keep a digital record".

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**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

The service was found to have a very good performance in relation to this statement.

Evidence was found after:

- talking with the peripatetic manager
- talking with the staff on duty
- brief interviews with seven parents and carers during the visit
- looking at the environment including outdoors
- looking at the care standards questionnaires received before the visit
- consideration of the service's own surveys and feedback.

Overall there was a very high standard of safety and security within the playroom and the outdoor garden area. The playroom and outer door had high handles to prevent the young children opening the doors

The service consisted of an entrance area, large open plan playroom with smaller play area off, storage area leading to toilet area. The rooms were warm, well ventilated and well lit via the large windows and lighting.

The main playroom was laid out with a selection of toys and activities. Very good use of dividers to create "areas" with different activities. The smaller play area had musical instruments and was also used for the younger children's story at story-time.

During the visit the staff were noted to supervise the children and to remind them to take care on the climbing frame and to treat the toys and equipment nicely. Behaviour management was very good, and staff promoted positive behaviour. Children were encouraged to show care and consideration towards each other and to take turns. Staff were very good role models regarding behaviour and manners for the children to follow.

The outdoor area was fully enclosed and safe. This area was used regularly with staff saying that they tried to get outdoors daily, weather permitting. On the day of the visit they did not play outdoors but had an outing. Parent helpers were present.

The children were noted to line up and take hands to walk to the bus, with reminders from staff on walking safely.

There was a large selection of resources and play equipment. The storage of this was very well organised. All equipment was in good, clean condition and well maintained. Overall maintenance of the service was up-to-date and regular. The PAT testing on electrical equipment was noted to be up-to-date.

Fire safety was in accordance with current fire law.

Infection control (this has been reported on in Statement 1:3).

Overall the service a very good standard of hygiene and cleanliness. The play areas were clean and tidy. The peripatetic manager and staff encouraged the children to help with tidying and to clean up after themselves at snack-time.

Staff training in relation to health and safety was very good with all staff being trained in:

- child protection
- first aid
- food hygiene.

### **Areas for improvement**

Use of shared basin was discussed in Statement 1:3.

**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 service was found to have a very good performance in relation to this statement. This has been partly reported on within Statement 1.1 and 2.1.

We found evidence to show this after:

- talking with the peripatetic manager
- discussion training details with the staff
- brief interviews with seven parents and carers during the visit
- looking at the policies and procedures relating to staffing and staff development
- the staff training file
- the evidence file
- observing the staff as they worked.

In addition the service had appropriate safe recruitment procedures as well a range of staffing policies and procedures.

There was a "Meet the Staff" poster in the entrance area with photos of all the staff. There was also a display of all the children's photos.

The service kept the parents and carers informed of staffing via the quarterly newsletter though this was not in every newsletter. There parents also received information letters as well as notes home during the term.

As part of the inspection process we try to talk with parents and carers and find out how they view the staff within the service. During this visit the Inspector asked the parents and carers how they found the staff team. Those who were interviewed stated that liked all the staff describing them as being "lovely" and "brilliant".

The 13 care standards questionnaires, as well as on the service's own questionnaires, also confirmed they were happy with the staff who worked in Lerwick Pre-school.

Again there were various written comments some of which were:

- "The ladies who work there are fantastic ambassadors for per-school education and it is with great enthusiasm that I recommend this nursery to anyone who asks about it"
- The staff are caring and enthusiastic".

During the visit the Inspector observed the staff as they went about their duties. Staff were seen to have strong relationships with the young children in their care. It was nice to see their enthusiasm which encouraged the children to enjoy the various activities provided.

The staff were observed with the parents and carers who were accompanying the group on the visit to the galley shed as well as those who arrived to drop off and collect children. Staff had built up good relationships with them and were open, welcoming and friendly. They made time to talk with the parents and carers and answer any questions they had.

### **Areas for improvement**

During the feedback session we talked about keeping parents and carers up-to-date with staff and staff news. We talked about perhaps including a Staff News section on each newsletter. The staff said they also kept parents and carers up to date during the parent evenings and AGM and would continue to do so.

**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**

Lerwick Pre-school was performing to a very good standard in relation to this statement.

We found evidence to show this after:

- talking with the peripatetic manager
- discussion training details with the staff
- brief interviews with seven parents and carers during the visit
- looking at the policies and procedures relating to staffing and staff development
- the staff training file
- the evidence file
- observing the staff as they worked.

The service had suitable policies and procedures relating to staffing - see Statement 3.1. All records were appropriately stored and up-to-date.

The long-standing staff team had worked in the service for many years and were considered by many of parents and carers as a key strength of the service. The peripatetic manager said that Lerwick Pre-school had a very strong staff team and were committed to making sure the service was running well.

New staff would go through an appropriate induction regime. Students were also supported whilst on placement within the group. All staff received a yearly formal appraisal. Staff were responsible for their own continuous professional development records though this was discussed at staff meetings and generally they all supported each other.

During the visit we discussed professional development and training. The staff said they could attend training that would support them in their role through the regular in-service training programme. They also confirmed they attended refresher training regularly, when this was due.

All staff were aware of the need to keep a record of their continuous professional development. Staff training was up-to-date.

During the visit the Inspector observed the staff as they worked with the children present. Staff worked well with the children and demonstrated that they were aware of their individual needs.

Looking through the service's own surveys and questionnaires as well as the 13 care standards questionnaires also showed us that parents and carers were happy with the staff - see also Statement 3.1.

During the visit the Inspector took time to talk with several of the parents and carers who were present. When asked they said that they liked the staff who they described as "good at their jobs". They also said that the children had really good relationships with the staff and talked about them at home. They confirmed that the staff had been helpful and very supportive during the settling-in period when they first started nursery.

SSSC Registration.

Most of the staff were registered with the Scottish Social Services Council (SSSC). The peripatetic manager was working towards 'BA Childhood Practice' and due to have this completed by the end of the spring term. The practitioner was also working towards the BA Childhood Practice. There was a relief member of staff working during the visit. We talked about the need to be aware of any changes to the requirements of the SSSC.

The SSSC Codes of Practice were available within the service for staff.

### **Areas for improvement**

Two members of support staff were waiting on a date to begin an SVQ level 3 course, and when gained, would reapply to the SSSC for registration on the practitioner level of the register. The peripatetic manager and practitioner would also contact the SSSC when they had completed the degree they were working towards.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

### Service strengths

The service was found to have a very good performance in relation to this statement.

This has been partially reported on in Statement 1.1, 2.1 and 3.1.

The service had included within their aims:

- We aim to develop partnership between home, pre-school and school by: accepting and valuing the parents as the child's first educator".

In addition the service had noted on their self-assessment document:

- parents fill out evaluation of centre questionnaire which asks them if they feel the centre is well managed
- parents all made aware of development plans for setting".

The peripatetic manager and staff said they discussed all areas of the setting during the weekly staff meetings. She also said they reminded parents and carers to take letters home, to look on the notice boards and generally strived hard to make sure parents and carers were up-to-date.

the Lerwick Pre-school Development Plan 2012/13 was shared with parents and carers. The peripatetic manager also said they posted a notice inviting everyone to look at and be involved with the Care Inspectorate self-assessment each year. She also stated that not many wished to be involved though the option was there should anyone want to help with this.

The peripatetic manager highlighted that the current staff team was very strong and all had been in post for many years, and she felt this was a key strength of Lerwick Pre-school.

The service had an evaluation questionnaire for staff to evaluate the manager. During the visit the Inspector talked briefly with the staff. When asked they said they were very well supported by the peripatetic manager who was easy to talk to and very approachable.

The Lerwick Pre-School Parents Group held regular meetings and minutes were shared with all parents and carers.

We also looked at the care standards questionnaires and the service's own annual questionnaires, one of which was the 'Manager's Evaluation Questionnaire'. The results of the 'Manager's Evaluation Questionnaire' showed us that people thought that the service was well organised and operating well.

There were also several written comments about the management of the centre including:

- "Staff encourage parents involvement whenever possible"
- "The centre is very well run".

Parents and carers who were asked during the visit confirmed that they thought the service was:

- "extremely well organised".

### **Areas for improvement**

The service had noted on the self-assessment document:

- "Continue to monitor parents' responses to quality of management".

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

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## 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

This quality statement has been partially reported on in the previous statements 1.1, 2.1, 3.1 and 4.1.

The service was found to have a very good performance in relation to this statement. We found evidence to support this after:

- talking with the peripatetic manager
- talking with the staff on duty
- interviews with seven parents and carers during the visit
- looking at the care standards questionnaires and the services own surveys

The service had noted on the self-assessment document:

- "Development plan produced using Child at the centre 2 performance indicators annually".

The service received quality assurance visits from the local authority Schools' Service. The peripatetic manager was also the development worker from SPPA.

They also attended meetings of the local Pre-school Group Meetings. Staff said these were very helpful and they were able to keep up-to-date with current practice.

The service also considered the Care Inspectorate as well as HMIE inspections a form of quality assurance. It was noted that reports were displayed for parents and carers to look at in the entrance area. It was noted that the staff developed an action plan resulting from the areas of development they had identified whilst completing the self-assessment. They identified what they planned to do and a timescale. This good practice was noted.

During the visit session we talked about the importance of formally consulting parents and carers regarding the service they provided. The peripatetic manager said people could talk with any member of staff at any time, as well as anonymously via the suggestions box which was another area they could use to raise issues or make suggestions.

Parents and carers who were interviewed during this visit confirmed that they were regularly consulted and given opportunities to have their say. They all stated they would be happy to approach any member of staff if they had a concern and felt confident they would look into the matter.

The service regularly evaluated the children's learning and the children were involved with this. There were opportunities for the children to have their say - for example at together times and through their learning stories. The staff were very good at keeping the learning folders up-to-date and shared these with parents and carers formally at parents evenings. The peripatetic manager also said the the parents were encouraged to look at their child's learning story at any time.

### **Areas for improvement**

During the feedback session we talked about ways to share the learning stories with parents and carers and she shared examples of practice other services used. We also talked about the need to make sure parents and carers had regular opportunities to reflect on the service as well as their child's leaning and development whilst at Lerwick Pre-school.

**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

The service gave us an appropriate action plan following the inspection report detailing how they planned to meet the recommendation.

### 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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
7 Dec 2011	Unannounced	Care and support      5 - Very Good Environment            Not Assessed Staffing                    5 - Very Good Management and Leadership   Not Assessed
30 Nov 2009	Unannounced	Care and support      5 - Very Good Environment            5 - Very Good Staffing                    5 - Very Good Management and Leadership   4 - 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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