

Care service inspection report

Ardersier Primary School Nursery

Day Care of Children

Ardersier Primary School
Cameron Drive
Ardersier
Inverness
IV2 7SW
Telephone: 01667 462344

Inspected by: John MacLennan

Type of inspection: Unannounced

Inspection completed on: 25 January 2013



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Service provided by:

Highland Council

Service provider number:

SP2003001693

Care service number:

CS2003017166

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	4	Good
Quality of Environment	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The service had taken the ideas of children and assisted them in learning about the themes that they had chosen. Parents indicated that they received very good information on what the children were achieving when attending the service.

What the service could do better

To follow Highland Councils children's behaviour management policy and procedure and to stop using the present method managing behaviour.

What the service has done since the last inspection

The service has improved the upkeep and tidiness of the rooms and storage space but further work is required with regards to the staff office and storage cupboard.

Conclusion

Good links and information provided for parents who appreciate the way in which the service is delivered. By ensuring offices and cupboards are safe and tidy places to store equipment and to modify the services behaviour management practice would lead to further improvement.

Who did this inspection

John MacLennan

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.scswis.com.

This service was previously registered 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 aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Ardersier Primary School Nursery is attached to the school building which is situated on the edge of the village. The nursery operates from a purpose built building with a secure fenced outdoor play area. The main room is bright and cheerful with children's art work adorning the walls.

The service can care for up to 20 children at any one time and was registered with the Care Inspectorate on 1 April 2011.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection which took place on 25 January 2013. Feedback was given to the acting head teacher and principle teacher of the service by Inspector John MacLennan on 25 January 2013.

The inspector spent 3 hours at the service observing practice and examining records.

The feedback included areas for improvement made as a result of this inspection visit.

As requested by us, the service provider sent us an annual return. The provider also sent us a completed self assessment form. The provider issued questionnaires to users of the service and 4 completed questionnaires were returned to the Care Inspectorate.

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

- * Observing of how the service was delivered
- * Physical inspection of the building
- * Supporting evidence from the up to date self assessment
- * Examination of records held
- * Interview with 4 members of staff
- * Examination of policies and procedures
- * Conversations with 7 parents
- * Examination of 5 children's plans
- * Training log of staff
- * Team minutes
- * Discussion with all the 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

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 service submitted a self assessment as requested.

Taking the views of people using the care service into account

'The castle is not at nursery anymore, I really love the castle'.

'Yes I like them very much Mrs ***** put ***** on the naughty step'.

'I love coming here there are so many things to do'.

'If you fall out with someone and they keep bothering you just speak to Mrs ***** and they sort it out'.

'It's good fun here there's lots to do'.

Taking carers' views into account

'I think parents are kept very well informed of what is going on with the children with meetings that update you on what's going on and what's expected. Also having the folders home shows what progress is being made with evidence which is brilliant'.

'Better since the folders come home and we can have a look at what is progress'.

'Yes we are kept well informed at the nursery'.

'From meetings attended I feel these staff completely take into account the thoughts and views of parents including exercising the views in the running of the nursery'.

Four questionnaires were returned directly to the Care Inspectorate and they contained the following information:

- Three parents said they received clear information on the service before their child started and one said they did not.
- Three parents said staff regularly assess children's learning and development and one said they did not.
- All parents agreed that their children received a balanced range of activities.
- Three parents said the service had clear code of behaviour and one said no.
- Three parents said they were kept informed of what was happening in the service and one parent said they were not.
- All parent's thought the environment was suitable.
- All parents thought the service had a suitable range of equipment, toys and materials.
- Three parents thought staff had the skills and experience to care for their children and one said no.
- All parents agreed that their children were treated with respect.
- Overall the parents were happy with the service provided and one parent was not.

Parents spoken to on the day of inspection were very happy with the care that was provided. They found the staff approachable and were happy with the way in which the service was provided. Their children enjoyed attending the nursery and they were comfortable with the information that was provided. Their children were safe and secure at the premises and the staff had the skills to deliver 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: 4 - 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 the service had encouraged children to make choices and that parents were involved in how the service was delivered. We concluded this after:

- * Examining returned questionnaires from parents to the service
- * Interviewing members of staff
- * Welcome booklet
- * Newsletter
- * Parental notice board
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Annual return
- * Self assessment
- * Complaint policy and procedure
- * Mind maps
- * Observation of practice
- * Children's folders

Parents confirmed that they received very good written information on how the service was delivered and that they were able to visit the school and speak with staff before placing their children.

The notice board for parents gave very good information on what was happening within the service along with information on snacks, themes and other child care support that was available locally.

Parents were welcome to attend parent evenings to discuss and find out how their

children were progressing at the nursery.

Questionnaires were distributed to parents on a regular basis which give them the opportunity to comment on the standard of service and make suggestions on how it could be improved. Newsletters were also distributed on a timely basis to inform parents and family members of what was taking place at the nursery and what visits to places of interest would be taking place in the near future.

Parents were able to join the School Council which was in place to assist in the evaluation and development of policies and procedures as well as the quality of provision within the school and nursery.

Stay and play sessions were also available to parents who were able to observe first hand of how the service was delivered and what the children were learning. Children's folders which included 'goals' they had attained and how their learning had progressed could be taken home by parents for them to share with grandparents and other family members.

We found many good examples of how staff were developing children's interests which was resulting in good outcomes for individuals as well as benefiting all children. The present theme of the desert introduced lots of opportunities for further learning on animals, different cultures and ways of life that were different to their own. Children had become very knowledgeable on desert life and it was clear that they were very enthusiastic to maximise this learning opportunity.

Children were able to choose from a range of activities during free play and it was observed that they were negotiating with staff as to future activities and games.

Mind mapping (a participation tool) encouraged children to suggest activities and identify learning opportunities and members of staff were skilled in teasing out learning opportunities was very good.

Areas for improvement

Communication records indicated that nursery staff did not welcome or value all comments made by parents who had taken the time to complete questionnaires. It is important that registered services welcome all comments on service provision from children and parents.

'Members of staff may favour certain parents and if you raise your head above the parapet it may not always be welcomed'.

Grade awarded for this statement: 4 - Good

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 that the service had gathered information on the health and wellbeing of children. We concluded this after:

- * Examining returned questionnaires from parents
- * Interviewing members of staff
- * Parental notice board
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Children's records

When children were registered with the service full details on their health needs and general wellbeing was recorded. This information was updated when changes occurred and parents confirmed that if there were any issues they were comfortable in discussing this with staff members directly.

Children were provided with healthy options for snacks and milk or water was available during snack time.

On the day of inspection all children had taken part in gentle exercise at the start of the day and energetic exercise when outside at the end of the day.

A medication policy and procedure was in place and any emergency medication would be safely stored in the office.

An infection control policy and procedure was in place and this policy was shared with parents.

Members of staff had attended basic food hygiene courses and child protection courses.

The service was familiar with 'getting it right for every child' (GIRFEC) principles and good working relationships had been established with the local health visitor and speech and language therapist.

The oral hygienist had visited the service to meet with the children and tooth brushing after snacks was encouraged at the service.

Areas for improvement

The service had identified in its self assessment that it is considering introducing a snack helper (child) to increase children's involvement.

Examination of records noted that not all incidents were recorded. See

recommendation 1.

When discussing certain animals or insects members of staff must be conscious of not transferring their personal phobias to children who view the members of staff as very good role models.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

0. It is recommended that incidents are recorded and that a copy of the incident record is shared with parents.

National Care Standards 14.2 : You can be confident that records are kept in accordance with national and local guidelines.

Requirements 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

We found that the service had encouraged children and parents to comment on the environment. We concluded this after:

- * Examining returned questionnaires from parents to the service
- * Interviewing members of staff
- * Newsletter
- * Parental notice board
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Annual return
- * Self assessment
- * Mind maps
- * Observation
- * Children's folders
- * Conversations with parents

The service had encouraged children to influence the environment by hanging their decorations and works of art on the walls within the nursery. Children were also encouraged to identify visits and outings through mind and floor mapping (participation tools).

Parents had the opportunity of commenting on the environment when speaking face-to-face with staff, completing questionnaires or attending parental evenings. See 1.1 for further supporting evidence.

Areas for improvement

No areas for development were identified at this inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

We found that the environment was safe and that service users were protected. We concluded this after:

- * Examining returned questionnaires from parents to the service
- * Interviewing members of staff
- * Risk assessments
- * Records of fire drills
- * Maintenance contracts for fire fighting and detection equipment
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Annual return
- * Self assessment
- * Observation
- * Conversations with parents

The nursery which was situated in a separate building attached to the school. We found all areas of the nursery to be bright and safe throughout. We also found that risk assessments and checklists completed insured hazards were identified and risks to children minimised.

The locked entry system ensured that all visitors to the service were vetted and monitored. We found that the layout out and resources within the nursery took account of guidance from agencies including the education service as well as the development and care needs of children.

There was adequate space allowing children to play and move about freely between different areas. Accidents were recorded appropriately by staff and parents/carers signing to confirm that they had been made aware of occurrences.

All parents/carers responding to the care inspection questionnaires indicated that they agreed with the statement that the service was safe, secure, hygienic, smoke free and stimulating.

Fire drills had taken place on a term basis to prepare children for emergency evacuations.

Areas for improvement

The grass within the children's play area was long and would benefit from being cut. There were broken toys and play equipment stored within the enclosed play area. These damaged and broken toys should be removed immediately.

The inspector was aware of the recent publicity in a local newspaper regarding requests for a high fence around the play area for nursery children. The Care

Inspectorate would not support the erection of a high fence as the height of the present fence is adequate. Members of staff are expected to be with the children when they are playing outside.

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: 4 – Good

Statement 1

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

Service strengths

We found that the service had encouraged children and parents to comment on staffing. We concluded this after:

- * Examining returned questionnaires from parents to the service
- * Interviewing members of staff
- * Parental notice board
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Annual return
- * Self assessment
- * Observation
- * Conversations with parents

We found that parents had the opportunity to comment on the quality of staffing when:

- * Dropping off or picking up their children
- * Parental evenings
- * Completing questionnaires
- * Suggestion box
- * Lodging a complaint
- * Joining the parent council
- * Speaking directly to the manager
- * Accompanying the children on outings

See 1.1 for further supporting evidence.

Areas for improvement

That the service continues to encourage parents and carers to develop and evaluate the service.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

We found that the service had a motivated workforce which considered national care standards and legislation.

We concluded this after:

- * Examining returned questionnaires from parents to the service
- * Interviewing members of staff
- * Newsletter
- * Training records of staff
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Annual return
- * Self assessment
- * Conversations with parents
- * Observation
- * Policies and procedures

Both members of staff had appropriate qualifications and were experienced in the care of children. They had a good understanding of the national care standards and were familiar with curriculum for excellence. Members of staff encouraged children to explore their surroundings and challenged their learning by exploring their views and opinions on certain topics.

Children were comfortable in the presence of the staff and were happy taking advice and guidance from the members of staff.

Children's independence and skill development was encouraged as members of staff did not always meet demands from children (such as tying buttons on coats) but offered verbal support and guidance.

The children were enthusiastic and industrious throughout the session and members of staff were skilled in providing activities that were varied and considered children's skill levels, concentration spans and boredom thresholds.

Members of staff had attended training events on a regular basis and team/planning meetings were held on a regular basis.

Recording of children's learning was in place and this was overseen by the manager and principle teacher.

Staff supervision along with continuing personal development sessions were in place to aid staff development and to identify training needs.

Areas for improvement

The service had introduced a naughty chair/blanket to the service in a bid to manage the behaviour of the children. This form of behaviour management is totally unacceptable and is against Highland Councils behaviour management policy for nursery children, the national care standards and best practice. This practice is to stop with immediate effect. See Requirement 1.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements

1. That the use of a naughty chair/blanket is to be stopped immediately and that the service manages the behaviour of children as stated in Highland Council guidelines and best practice.

Scottish statutory instrument 2011 no 210.4 (b) provides services in a manner which respects the privacy and dignity of service users.

National Care Standards (Early Education and Childcare under the age of 16)

Standard 7.5 : You can be confident that staff will work in partnership with parents and carers to promote positive behaviour and deal with difficult behaviour. Staff will challenge and respond to bullying and discrimination. This will be done in a caring and sensitive manner without threatening or using a physical punishment or emotional or verbal abuse.

Timescale: Immediate.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

We found that the service had encouraged parents to comment on the management and leadership of the service. We concluded this after:

- * Examining returned questionnaires from parents to the service
- * Interviewing members of staff
- * Newsletter
- * Parental notice board
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Annual return
- * Self assessment
- * Mind maps
- * Observation
- * Children's folders
- * Conversations with parents

We found that parents had the opportunity to comment on the quality of management when:

- * Dropping off or picking up their children
- * Parental evenings
- * Completing questionnaires
- * Suggestion box
- * Lodging a complaint
- * Joining the parent council
- * Speaking directly to the manager
- * Accompanying the children on outings

See 1.1 for further supporting evidence.

Areas for improvement

See 1.1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

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

Service strengths

We found that the service had quality assurance systems in place to assess the quality of the service. We concluded this after:

- * Examining returned questionnaires from parents to the service
- * Interviewing members of staff
- * Newsletter
- * Considered returned questionnaires from parents to the Care Inspectorate
- * Annual return
- * Self assessment
- * Observation
- * Children's folders
- * Conversations with parents
- * Team minutes
- * Children's learning logs
- * School improvement plan

The service issued questionnaires to parents and carers on an annual basis to evaluate and develop how the service was functioning. The assistant head teacher and principle teacher of the service worked in partnership with the staff team to monitor how the curriculum was delivered and that children receive opportunities to learn and develop new skills.

A quality improvement plan was in place for the school and nursery and this plan was monitored by all the staff associated with the nursery.

Members of staff recorded children's learning in their folder using quality indicators from 'child at the centre 2'. These folders are shared with parents and they include written, photographic and visual materials.

Areas for improvement

At this inspection we were informed that the manager of the service had been seconded within the education department of Highland Council. The manager's post was being covered by the principal teacher in the school.

The Care Inspectorate had not been notified of the manager's absence. See requirement 2.

Requirements

Where a manager proposes to be absent from the duties of manager of the care service for a continuous period of 28 days or more, the provider shall give notice to the Commission of the proposed absence.

(2) Except in the case of an emergency, the notice referred to in paragraph (1) above shall be given no later than 14 days before the proposed absence or within such shorter period as may be agreed with the Commission and the notice shall specify-

(a) the length or expected length of the proposed absence;

(b) the reason for that absence;

(c) the arrangements which have been made for the running of the care service during that absence; and

(d) the name, address and qualifications of the person who will manage the care service during that absence.

Grade awarded for this statement: 4 - 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 - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	3 - Adequate
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
9 Feb 2011	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - 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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