Bourtree Pre-school Playgroup & Rising Three's
Day Care of Children
Bourtree Hall
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Portlethen
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AB12 4UF
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Inspected by: Jenny Smith
Type of inspection: Unannounced
Inspection completed on: 14 December 2012
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Service provided by:
Bourtree Pre-school Playgroup & Rising Three's

Service provider number:
SP2003000375

Care service number:
CS2003002494

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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 6 Excellent
- Quality of Management and Leadership 5 Very Good

What the service does well
The service continues to be very good at involving parents and carers with all areas of the running of the group. They have created a bright and welcoming play-area within the community hall, which has to be set up and tidied away daily.

What the service could do better
The service would benefit from having a sink within the playroom and should continue with plans to look at how to obtain this.

What the service has done since the last inspection
Since the last inspection the service have updated the accident recording as well as updated the planning system.

Conclusion
This continues to be well organised service, with a committed manager and staff team who provide a high level of care and education for the children who attend Bourtree Pre-school Playgroup & Rising Three’s.

Who did this inspection
Jenny Smith
1 About the service we inspected

Bourtree Pre-school Playgroup and Rising Three’s operates from a well used community centre with its own grounds in Portlethen. The service is registered to provide a care service to a maximum of 22 children aged 2 years 6 months to those not yet attending primary school. A maximum of 15 children aged from 2 to 3 years at Rising Three’s.

Included within the service’s aims was the statement:

- “We will work in close partnership with parents and carers, recognising their needs, experience and skills”.

Social Care and Social Work Improvement Scotland (SCSWIS) - to be known as 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.

This service was deemed registered with Care Inspectorate on 1 April 2011.

All references in this report will be to The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (“the Regulations”) (SSI 2011/210)

Providers were also reminded that they had to make use of the Care Inspectorate ‘guidance on notification reporting for all registered services and the document services registered care services must keep’ both of which can be found on the Care Inspectorate website www.careinspectorate.com
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 6 - Excellent
**Quality of Management and Leadership** - Grade 5 - Very Good

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

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

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

What we did during the inspection
This report was written following an unannounced inspection. It was carried out by one Inspector, Jenny Smith. The inspection took place on Friday 14 December 2012. The service sent an annual return as requested by us. We issued 20 questionnaires to parents and carers of children using the service. We received a very high return of 18 completed questionnaires before the inspection and the results were overall very positive.

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

- evidence from the service’s self assessment (most recent)
- health and safety records
- discussions with the manager and staff
- brief interviews with parents and carers during the morning
- observing practice
- viewing the environment and equipment
- a tour of the outdoor area.

The Inspector gave feedback to the manager and 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
What the service has done to meet any requirements we made at our last inspection

The requirement
A clear detailed record should be made of any accident or incident that occurs to a child in the service.

This record should provide the following details:

- date.
- time.
- full details of the incident and accident that occurred.
- any action taken by staff.
- any other relevant information.
- staff signature.
- parent signature.

SSI 2002/114 Regulation 19(3)(d) and 4(1)(a).

Timescale for action: Immediate from feedback given on 19 November 2010.

What the service did to meet the requirement
This has been met.

The service have updated all records and now have a suitable system in place which included details as described above.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
Recommendation 1

Staff skills and tools should be developed that will allow children attending the rising 3s group to participate in improving the quality of the service.

National Care Standard Early Education and Childcare up to 16, Standard 13.

Recommendation 2

Systems should be developed for the recording of observations, assessment and next steps for the children attending the rising 3s group.

National Care Standard Early Education and Childcare up to 16, Standard 4.4.

Both have been 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 to a very good standard and submitted on-line before the inspection date.

Taking the views of people using the care service into account

During this visit the Inspector observed the young children who were attending the playgroup. The children were observed to be relaxed and happy and to be busy with their chosen activities. They also enjoyed practising their Christmas songs which they planned to sing at a local care home the following week.

All children were confident and approached the staff with ease. When asked, they said they had really good fun at Bourtree and described their favourite activities.
Taking carers' views into account

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

When asked if they were happy with the service provided they said they were. Several said they were really very happy and thought it a good place for the children to play. They were very happy with the security within the building and the fact that the door remained locked when they had left. All commented that the staff were lovely and that the range of activities they 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 manager and staff were very friendly and easy to talk to. During the visit the Inspector talked with one parent who was on the playgroup committee.

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

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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 a very good 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 manager and staff
- talking with one committee member
- interviews with parents and carers during the visit
- looking at service policies and procedures
- looking at records relating to health and safety
- observation of practice.

The service had noted on the self-assessment document:

- "Parents make up the group’s committee and all parents/carers are invited to attend the monthly meetings and the yearly AGM to give their views on the group" and
- "All returned questionnaires information and views from individual meetings, open day is collated and acted upon. A copy of the group’s improvement plan is shared with all service users displayed in the cloakroom".
Parental Involvement

During the visit the Inspector looked at how the service shared information with parents and carers. The manager talked about the role of the management committee, which was made up of parents and carers. She stated that the parents and carers were very involved as they actually ran the group.

The entrance hallway contained information boards for parents and carers. The group had an up to date Information Booklet containing lots of 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 nursery.

Other examples of working with parents were:

- newsletters
- children’s folders
- parents’ evenings
- improvement plan
- questionnaires and feedback.

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

Parents who were asked said that they were really pleased with they were kept 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.

Bourtree Pre-school Playgroup and Rising Three’s had an established settling-in regime. This included giving out their information booklet as well as an open day. They also asked the parents and carers to complete an information form, consent forms and a registration form. This was to make sure they had information about each child before that child started with their group so that they could provide for their needs at that time.

During the visit the Inspector asked parents 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 at this time and they could stay with their child as long as was needed to help them settle.
The service has also noted on the self-assessment document:

- "Parents are consulted informally on a daily basis as they drop off or pick up their child. There is an activities and snack sheet displayed in the cloakroom for parents and children to see what is planned for the session. We also have a communication board where every child and parent have the opportunity to give their views in improving contributions from them".

The staff were observed during the visit. It was noted that they took time to talk with parents and carers who arrived with children and at the end of the morning. They were friendly and welcomed both the children and their parent into the playroom. At the end of the session they told some people how their child had been and what they had enjoyed doing as well as reminding them about the arrangements for the Christmas carol outing to a local care home they had planned for the next week.

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:

- "My son is very happy at the Bourtree Pre-school. He is always excited about going and really enjoys it whilst he is there. He dotes on all the staff which I feel is very important. They always take an interest in what he’s been doing whilst not at playgroup for example".

Children’s Involvement

During this visit the Inspector looked at how the staff involved the children. The manager said this was done during “together times” where the day’s events were talked about as well as informally throughout the day.

The service had noted on the self-assessment document:

- "Throughout the session children have the opportunity to change resources and staff may change resources/activities with evidence from daily observations of them not being accessed, children losing focus or not being suitable for the stage of the children".
The children’s ideas and suggestions were included within their planning regime (viewed). They had a planning meeting with all staff regularly. They used the big book system for topic planning with the children. The manager stated that this was an area they had been working on since the last inspection. She also said they had attended training - The Cycle of Observation, Assessment and Planning”, and felt this had been really beneficial for them all. She also said they had lots of support from the development workers at SPPA and the Aberdeenshire Council.

During the visit the Inspector observed all the staff as they worked with the young children. The staff had really positive relationships with the children and were aware of their individual needs. Staff were noted to listen to the children and to respond to them in a warm and caring manner.

Areas for improvement

During the feedback session we talked about the planning and the children’s folders. Staff said this was an area they were always looking at and planned to continue to do so. The manager also said that they worked in partnership with the management committee and had very good two-way communication with them. This was an area they worked on continuously.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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.

Evidence was found after:

- talking with the manager and staff
- talking with one committee member
- talking with six parents and carers during the visit
- looking at records relating to health and safety
- observation of snack
- observation of practice.
The service had an appropriate range of policies and procedures relating to health and safety, which were available for staff daily. The manager said that these were reviewed annually and updated as and when necessary with the management committee.

The planning regime was up-to-date and included health and wellbeing. The planning regime was child-centred and in line with the new curriculum for excellence. Regular observations were carried out and recorded in all areas. The children’s folders were regularly reviewed by the staff and the ‘next steps’ of the individual were highlighted.

The children had regular access to fresh air and exercise. They used a fully enclosed, safe outdoor area. The staff said they took the children outdoors daily, weather permitting. It was nice to see that the children could go out in all weathers because there was a sheltered space with an overhanging roof. It was also nice that they had a vegetable plot where they had grown a range of vegetables.

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.

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.

The service 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 manager also talked about how allergies affected play and in order to resolve this they were currently making the play-dough with rice flour.

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 manager and staff were aware of their role in keeping children safe from harm, abuse, bullying and neglect. This included child protection and staff had received training on child protection awareness. The service had appropriate child protection procedures in place, which were shared with parents and carers.

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

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 with the care provided.

**Areas for improvement**

During the feedback session we talked about tooth brushing which they did not provide due to lack of sinks. They passed on the tooth-brushing packs provided by the NHS to the parents and carers to use at home.

We also talked about the lack of running water in the playroom and staff said this was something they were aware of - see also Statement 2:5. 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:** 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
The service was found to be performing to a very good 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 manager and staff
- talking with one committee member
- interviews with 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
- observation of practice and
- viewing the premises - both indoors and outdoors.

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

- "We have a member of staff on the hall committee who liaises with them in their participation in improving the quality of the environment.
- We had help with improving our outside area from parents and a local business last year as part of our improvement plan".

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 were really happy with environment.
This was also confirmed within the 18 returned care standards questionnaires which told us parents and carers were very happy with the nursery environment.

There were several very positive comments, two of which were:

- "I think it is a really lovely, homely environment for children where they can express themselves and gain confidence and are learning all the time. He loves being outside and going on outings as well as painting and making things inside".
- "Bourtree Pre-school provide what I feel is the ideal environment for my child to learn, socialise and grow".

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. The manager again stated that parents and carers were very involved through the management committee.

Areas for improvement

The service had noted on the self-assessment document:

- "Continue to look at ways to ensure service users participation in improvement of quality".

The service could also look at including a question directly about the quality of the environment within their own survey questionnaire.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

The accommodation and resources are suitable for the needs of the service users.

Service strengths

See also Statement 2.1.

Bourtree Pre-school Playgroup and Rising Three’s was performing to a very good standard in relation to this statement.
Evidence was found after:

- talking with the manager and staff
- talking with one committee member
- interviews with 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
- observation of practice and
- viewing the premises - both indoors and outdoors.

The group used play-area within the Bourtree Community centre which was a well maintained building set in its own grounds. The community hall was a very safe and secure environment. The entrance area held information for parents and carers.

The playroom was decorated with a selection of the children’s art and craft. The atmosphere within the playroom was happy and busy. The children were familiar with routines and happy in the care of the staff and noted to be busy with their activities. The room was laid out to create various “areas”, each containing different activities. The range of toys and activities provided was wide and varied and appropriate for the age of children who attended.

The playroom was well organised and tidy, with appropriate storage areas leading off. All furniture, equipment and resources were suitable for the age group attending, in a good clean condition; and were regularly cleaned. There was a cleaning rota as well as appropriate infection control procedures in place and maintained.

It must be stressed that the hall area had to be cleared away daily meaning that the area created by the time the children arrived had to be set up by staff. Credit must be given to the staff who work hard to make such an interesting area for the children.

The staff were noted to supervise the area really well. Children were encouraged to show care and consideration towards their friends as well as to take care with the equipment. The children were observed to play happily with their chosen activities. Staff were happy in their work.

There was a paved outdoor area which they used for outdoor play. There was a door leading directly into this area which was well maintained and contained a varied and interesting range of outdoor activities and equipment. There was also a vegetable plot and other growing opportunities outwith this area which they used to grow things.
The outdoor area was used during the visit for a short time only as it was cold and raining. The manager said they took the children for walks in the area as well as outings at times.

The parents and carers who were asked said that they were happy with the environment with several describing it as "good" and, "good place for the children with lots to do and the outdoor area is good too".

We also looked at the care standards questionnaires and the service's own surveys - both of which told us that parents and carers were very happy with the environment. - (See Statement 2:1).

Areas for improvement
During the feedback session we talked at length about the fact that there was no running water in the playroom. We discussed how children should not used shared basins for the risk of cross-infection. The manager also said they did not practise tooth-brushing due to lack of facilities. Staff said this was an area they planned to look at and a recommendation was made - see recommendation 1.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**
1. It is recommended that the service look at installing a sink unit within the playroom as discussed during the visit.

   National care 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
The service was found to have an excellent performance in relation to this statement. This has been partly reported on within Statement 1.1 and 2.1.

The service followed appropriate safe recruitment procedures as well as having a selection of staffing policies and procedures in place.

A complaints policy which was displayed in the entrance area for parents to view and a copy was also included within the information parents and carers received when they started using the service.

The manager stated that the committee were very involved with the service, which included staffing. She described how the management committee were responsible for recruiting and selecting new staff. They received strong support during recruiting from the SPPA development worker.

The manager also said that they kept all parents and carers involved with the committee by informing them of the dates of the monthly meetings, through the newsletter and at parents’ meetings and events. Parents who were asked stated they had received minutes from meetings and felt involved in that respect.

The ‘Parent Information Booklet’ included details of the group being managed by a parental committee as well as details about staff training. There was also a section entitled “Welcome from your Staff members”! Staff details were also included and noted to be current.

During this visit the Inspector asked the parents and carers how they found the staff team. Those who were interviewed stated that all members of staff were “super” and “really nice”. The 18 care standards questionnaires, as well as on the service’s own questionnaires, also confirmed they had a high opinion of the staff at Bourtree Pre-school playgroup and Rising Three’s.
During the visit the Inspector talked with the staff and also watched them as they went about their duties. Staff were seen to have positive relationships with the young children in their care.

Staff were observed with the parents and carers who arrived to drop off and collect children. Staff were noted to be welcoming and friendly. They made time to talk with the parents and carers and remind them about the arrangements for their visit to the care home on Monday.

Areas for improvement

During the visit one parent who was a committee member talked about how hard the staff worked. She had been unaware of just how hard working the staff were before becoming a committee member herself. Therefore, she was now more involved with the group than she had been previously. She said she planned to suggest at the next committee meeting that they highlight this within the next committee meeting minutes which were shared with parents and carers.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

Bourtree Pre-school Playgroup & Rising Three's was performing to an excellent standard in relation to this statement.

We found evidence to show this after:

- talking with the manager
- talking with the staff
- talking with one committee member
- interviews with parents and carers during the visit
- looking at the policies and procedures relating to staffing and staff development
- looking at training records
- 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 manager said that they had a long-standing staff team and they all worked very well together as a team. New staff would go through an appropriate induction regime. All staff received a yearly formal appraisal.

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

The 18 care standards questionnaires also showed us that people thought highly of the staff.

This was confirmed by one written comment which stated:

- "Fantastic play-leaders, friendly and my child loves attending playgroup”.

The staff said they could attend any training that would support them in their role. They also confirmed they could attend refresher training regularly when this was due. It was noted all training was up-to-date. The manager also described how they would seek specific training from appropriate professionals as and when needed, for example, how to administer an “Epi-pen” training was delivered by an NHS nurse to staff.

The service has also noted on the self-assessment:

- All the staff have been employed for several years and have an excellent working relationship with each other and the parent committee. All staff have the opportunity to express their views at the monthly committee meeting and regular staff meetings. All meetings are minuted and recorded”.

SSSC Registration.

All members of staff were registered with the SSSC and a record was kept when each member was due to renew this. All staff were aware of the need to keep a record of their continuous professional development. Staff training was up-to-date. The staff shared their qualifications with parents and carers and it was noted all SSSC registration certificates were displayed on the notice board.

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

During the visit the manager talked about having gained SVQ level 4 in order to register as manager with the SSSC. However, she had been informed that she now needed to gain a higher qualification, therefore, she had looked into this and started working towards a BA qualification.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0
Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
The service was found to have an excellent performance in relation to this statement.

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

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

- All are invited to monthly committee meetings, one-to-one individual meetings and questionnaire results/information from these is collated and acted upon by the staff and committee”.

The committee member said they discussed various topics during the regular committee meetings. All parents and carers received minutes from each meeting. It was noted the most recent newsletter reminded parents and carers to look on the communication board because the new development plan was there and asked them to comment.

The committee member said they delegated the daily running of the service and the educational planning to the manager. The manager highlighted that the staff worked very much as a team and she felt this was a key strength of Bourtree Pre-school Playgroup and Rising Three’s.

During the visit the Inspector talked briefly with the staff. When asked they said they were very well supported by the management committee.

We also looked at the care standards questionnaires, which showed us that people thought that the service was well organised and operating well.
The service's own survey questionnaire asked the questions:

- “You know who serves on Bourtree’s voluntary management committee”?
- “You are encouraged to be involved in Bourtree’s voluntary management committee”?

The parents and carers who were asked said that they thought that the service was well organised and could go to all committee meetings if they liked. They confirmed that the manager and staff were easy to talk to and always made time for them.

Parents and carers said they were kept up-to-date with events and daily happenings in the group and also on their child’s progress and had attended consultation meetings, which they had enjoyed. One commented that they received the children’s folders home and could add to this at any time.

**Areas for improvement**
The service had noted on the self-assessment document:

- “Bourtree are in process of developing a business plan”.

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

**Number of requirements:** 0

**Number of recommendations:** 0

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

**Service strengths**
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 after:

- talking with the manager and staff
- talking with the committee member
- interviews with 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:

- “We at Bourtree carry out a self evaluation using child at the centre 2 with the results defining areas for improvement which are then implemented into our improvement plan working closely with our development worker and EYCT. We monitor the improvement plan over the year during staff, committee meetings and in service hours. We have implemented a self evaluation/quality assurance folder which is reviewed regularly as part of our monitoring.
- Service users and committee are encouraged to be involved in this by being invited monthly to attend any meetings”.

The service received quality assurance visits from the development worker from both SPPA and the local authority. The manager said these were very helpful and they were able to keep up to date with current practice. They 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.

During the visit session we talked about the importance of formally consulting parents and the manager stated that they had introduced the communication board in the entrance area for parents and the children to comment. The service also gave out regular survey questionnaires. The manager also said they could talk with any of the committee members and that this 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. One said the service was good at updating them. Everyone who talked to the Inspector 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 now used evaluation sheets to evaluate the children’s learning. They involved the children with this. There were also opportunities for the children to have their say - for example at together times and through their learning folders. Since the last visit the manager said that they had been looking how they evaluate with children. The staff were very good at keeping the learning folders up-to-date and sharing these with parents and carers. The manager also said the parents were encouraged to take the folder home at any time.

**Areas for improvement**

The service had noted in the self-assessment document:

- “We will continue to improve methods for parent/carers and children to be more involved in self evaluation in the ongoing improvement of the service”

**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 previous inspection detailing how they planned to meet the recommendations.

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>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 5</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - 6 - Excellent</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 5 - Very Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 4</td>
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## 6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 Nov 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>7 Dec 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very Good</td>
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<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>
<tr>
<td>23 Feb 2009</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.
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