

Care service inspection report

Bonnybroom Nursery School and Family Learning Centre

Day Care of Children

233 Petershill Drive

Glasgow

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Telephone: 0141 557 2550

Inspected by: Brenda Wilson

Mary Crocker

Type of inspection: Unannounced

Inspection completed on: 15 February 2013



HAPPY TO TRANSLATE

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Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Care service number:

CS2003014855

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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	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The newly appointed management team worked with staff, parents/carers and children to provide a positive learning environment and promote positive working relationships. The service provided leadership opportunities for parents, children and staff to take forward their learning and centre developments.

What the service could do better

The service could improve quality assurance recording systems to show the process taken to monitor service improvements, achievements and to meet recommendations identified during the inspection process.

What the service has done since the last inspection

The new management structure had a positive impact on staff, parents/carers and children's motivation, which reflected in the positive learning environment, working relationships and ethos within the service.

Conclusion

The Manager and staff team were motivated and committed to taking forward service improvements and were working with parents/carers and children to provide positive learning experiences. People who use the service were very happy and satisfied with the quality of provision.

Who did this inspection

Brenda Wilson

Mary Crocker

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. This service was registered on 1 April 2002.

Bonnybroom Nursery School and Family Learning Centre operates from a purpose built building in the Balornock area of Glasgow. The care service provider is Glasgow City Council.

The service is registered to provide daycare to a maximum of 104 children aged from birth to those not yet attending primary school and operates from 8.00 am to 6 pm during term time and school holidays.

The services aims and objectives included:

- * To provide children with opportunities to become successful learners, confident individuals, responsible citizens and effective contributors through a curriculum that has breadth and depth and is planned to take account of their individual needs.
- * To ensure there is progression in children's learning.
- * To provide a stimulating and challenging environment which builds on the experiences of the home and is informed by careful observation, assessment and recording of children's progress.
- * To provide a safe and secure environment which promotes health, hygiene and personal safety.
- * To ensure an effective partnership with parents which enables them to participate fully in their child's development and learning.

A full statement of aims and objectives were available to people using the service, and evident throughout this inspection.

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 4 - Good

Quality of Environment - Grade 4 - 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 after an unannounced inspection that took place over two days, between 10:00 am and 4.15 pm on 14 February 2013 and between 09:30 am and 02.15 pm on 15 February 2013. Care Inspectorate, Inspectors Brenda Wilson and Mary Crocker carried out the inspection.

As requested by us, the service sent us an annual return. The service also provided an electronic copy of their self assessment.

We issued thirty questionnaires to parents/carers using the service.

Twenty-two completed questionnaires were returned before the inspection.

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

- * Evidence from the service's most recent self assessment.
- * Health and safety records, including infection control, risk assessments
- * Accident and incident records
- * Maintenance reporting
- * Administration and storage of medication systems
- * Menu planning and lunch time procedures
- * Questionnaires that had been requested, filled in and returned to the Care Commission Officer from parents/carers.
- * Mission statement, Aims and Objectives
- * Discussions with various people including:
 - manager
 - depute manager
 - staff
 - twelve children
 - eight parents/carers
- * Observing how staff worked
- * Examining equipment and environment
- * Children's files and personal plans

- * Information for people who use the service
- * Complaints and comments
- * Staff training and remits
- * Quality Assurance systems

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

As part of the recruitment process, the provider should consistently implement the stated policy regarding securing two suitable references for each employee. This is to comply with SSI 2002/114 Regulation (9) (1) relating to the fitness of employees.

What the service did to meet the requirement

We have addressed this requirement in Quality Theme 3, Quality Statement 2. Following an audit of Glasgow City Council Recruitment Process this requirements is met.

The requirement is: 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.

We received a fully completed electronic self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

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

Taking the views of people using the care service into account

The Inspectors observed and spoke with 12 children who use the service. The children were aged one year to four years.

Children's comments included:

"Hello there - have you been doing anything bad today? (Boy wearing police helmet)."

"My cousins play with me. They do not stay with me."

"I like chicken curry."

"Do you like my shoes?"

"Can I get tape please? (Boy wanting to tape up box used as dragon's head)."

"I can wash my hands. Look I'm all finished."

"I can dry my hands. I washed my hands first."

"I am a bear. (Boy dressed in costume walking over wooden bridge)."

"I am batman and I can run fast."

Taking carers' views into account

We sent out 30 questionnaires and 22 were completed and returned to us before our inspection. When asked about the overall quality of service, 20 parents/carers strongly agreed that they were happy with the care their child received, one agreed and one disagreed.

Seventeen parents/carers provided written comments in the returned questionnaires. We have included some comments below and throughout this report. Comments included:

"For the mess all the children make I feel that it has been kept in very clean conditions or to a high standard every day. I am exceedingly happy with my sons progress throughout the different areas and stages in the nursery."

"I am very pleased we chose Bonnybroom Nursery as I feel it caters for all my child's needs - she is becoming a very well behaved little girl and shows us all the time what she has learned at Nursery - thanks to all the staff at Bonnybroom. I am confident, in the service provided and hope that any future children I have will benefit from this also."

"Bonnybroom has helped to develop both my children and I am really impressed with their service delivery. If I planned to have more kids I would definitely want them to be brought up with staff at Bonnybroom. It would be great if the service could expand to take on more placements.

"My child has attended Bonnybroom Nursery since September 2011. The staff at Bonnybroom has been very understanding and encourage my daughter to do everyday tasks to her very best. If she is not capable of doing some physical task's they will adjust them in a way she does not feel different from the other children. They also provide any additional support with regard to putting on shoes etc."

"The support I have received from all the staff has been outstanding. The support and work they give to my son, is fantastic and I could not ask for any better. I consider Bonnybroom nursery school to be an all round great place."

"My daughter has settled really well and gets very excited as soon as we arrive so that makes me happy and puts my mind at ease that the staff are really good with the children."

"My daughter has attended the nursery since she was one year old, she is now in the 3 - 5 room. The transition between the rooms has been smooth and she has always been supported by her keyworker. She attends nursery for full days and has built secure relationships with the staff and other children. She is a happy little girl who looks forward to going to nursery, making it easier for me to go to work knowing she is well looked after."

"My child looks forward to going to nursery. Speaks of her care worker as if she is family and are one of her favourite people in her life. Her development since beginning nursery has been incredible. She is confident with other children and her intelligence has massively improved from the experiences she has at nursery."

"Maybe more communication with parents/carers would make nursery work better or for it to be full."

"The environment of this services location is not suitable for kids, as there is always dust around so when kids are playing outside I am always worried of them taking in the dust. This may affect their health in the future. Please can something be done to improve this environment.

We spoke to eight parents/carers on a one to one basis who praised the support staff provided. Parents/carers comments included:

"I got a home visit before my child started. Staff asked questions about her routine. I felt this was a very good experience as staff knew her sleep times, likes and dislikes

and what she has to eat before she started."

"I am picking up my granddaughter. The manager and staff are polite and helpful. Great nursery."

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

The service continued to maintain systems to involve people who use the service in improving and assessing the quality of provision.

The service asked for people's views, opinions, ideas and support in several ways. These included:

- * Questionnaires issued to seek parents/carers views on transition process following room moves.
- * parents/carers action group and classes including health group, family learning, Eco group and Triple P Parenting class
- * parents/carers organising events and taking leadership roles, including training for 10k run and fundraising
- * newsletters
- * parents/carers involvement in their child's assessment and transition records
- * transition records from home to nursery, room to room and school
- * children's individual portfolios
- * children's consultation books and big book planning
- * children's and parents/carers achievements acknowledged
- * a variety of displays showing parents/carers and children's feedback
- * Fortnightly Tea, Toast, Talk (TTT) held in parents room
- * open door policy
- * children mind mapping activities
- * parents evenings and record of feedback
- * individual parents meetings and reviews
- * one to one support available at parents/carers request and when required

- * parental partnership and participation policy
- * Citizenship Award 2012 - commended
- * working in partnership with other agencies to improve outcomes for people using the service.

We found the service was committed to improving the lives of children and families and effectively took forward local and national initiatives.

A recent local authority initiative, Parents in Partnership involved a group of parents and children taking part in Triple P classes to promote positive parenting. Parents and children benefited from additional funding to plan and organise educational trips and experiences to build confidence and develop positive relationships.

Evidence of their achievements where being displayed in a book and published in Glasgow City Councils - One Glasgow December 2012 newsletter.

The service effectively sought parents/carers and children's feedback on aspects of service delivery and maintained some evidence to show how their feedback was valued and taken forward. We viewed outcomes from parental questionnaires, which led to a review of the documentation used during the transition periods.

We found the service effectively implemented the open door policy and key worker system. The parents room was used on a daily basis and parents comment on the Tea, Talk and toast (TTT) sessions held to discuss various topics. One parent commented in the Care Standards Questionnaire:

"There is a weekly parents group (TTT - tea, talk and toast) our ideas are taken seriously and my child is part of the health group."

Children were involved in the Eco Committee, which was currently being re-established to maintain the Green Flag status and in identifying improvements of the outdoor play area, as identified in the services improvement plan.

The service newsletter highlighted organisational issues and provided opportunities for parents/carers to be actively involved in activities within the nursery and local community including:

- * Stay and play sessions encouraging parents/carers to spend time in the playroom. Evaluations showed sessions promoted positive outcomes for parents/carers and children.
- * Tea, Toast and Talk discussion group
- * Open door evenings, to enable all parents/carers to learn about a variety of topics including Curriculum for Excellence

- * Parents nights to review children's progress
- * Ice Skating promotional picture
- * Feedback on organisational issues and visitors to the service.

The manager and staff team responded instinctively to provide additional support to parents/carers and children on a daily basis. The service respected people's privacy when dealing with sensitive and confidential information.

Parents/carers spoken with praised staff and the management teams approachability and friendly atmosphere within the service. Parents comments in the Care Standards Questionnaire included:

"My child has been a pupil at Bonnybroom for almost four years. There is always a welcoming ethos, all staff and senior staff are approachable and take genuine interest in my child's development. I am always comfortable speaking to my child's key worker and senior staff about sensitive issues."

"Staff at Bonnybroom Nursery are always very welcoming. They are very supportive of parents and their professionalism is of a very high standard in my opinion. The head is very approachable, this has allowed me to gain invaluable support recently during a difficult time in my life. My son is extremely happy in the nursery and speaks fondly of the staff."

Children were actively involved in taking forward their choices and making decisions about activities, lunch and snack provision, resources, outings and worked with staff to improve the learning environment.

We found this service had very good systems in place to seek the views of people using the service.

Areas for improvement

The Provider identified the following areas for improvement in the services self assessment:

"We feel we could have a better record of improvement and self evaluation, because it happens quite naturally it is often not recorded."

We found that the manager was very aware of the need to re-establish participation and engagement recording systems and to put in place monitoring systems as identified in the services improvement plan.

See Recommendation 1, Quality Theme 1, Quality Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should review participation and engagement recording systems to show how people are involved in assessing the quality of provision and to monitor outcomes for people using the service.

National Care Standards Early Education and childcare up to the age of 16 -
Standard - Improving the Service

Statement 3

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

Service strengths

We found staff to be very responsive when caring for children during settling in periods, transition periods and daily experiences. We observed staffs positive interactions throughout the inspection and found they responded instinctively to meet children's individual health and wellbeing needs.

A major strength of the service was home visiting prior to children starting their placement. Parents/carers and children benefited from having key workers visit their home to establish relationships and to share current information about their child's and families needs.

Parents/carers provided relevant information to inform staff of children's likes and dislikes and family members. Parents/carers recorded information in their child's 'All about me' sheet which staff effectively used to inform the settling in process.

The services Registration form completed by parents at the time of admission provided relevant information relating to children's individual needs including, allergies, G.P. medication, emergency contacts, child's first language, nationality, diet and additional support.

Transition questionnaires provided parents/carers with the opportunity to comment on their experiences and to suggest improvements to the settling in process and transition from room to room. Staff effectively implement transition procedures and took forward information provided by parents to help children during the settling in period and throughout their placement.

Staff worked hard to implement the Curriculum for Excellence and Pre Birth to Three guidance and extended opportunities for children to take forward and evaluate their learning. Children's individual learning journals were shared with parents/carers and children during one to one meetings. Parents' comments in the Care Standards Questionnaires included:

I am particularly impressed by the collaborative working of baby room staff and toddler room staff. I was given a very detailed record of my child's month by month development when he left the toddler room. This dated back to his first day. I am given a monthly opportunity to sign and comment on his 3 - 5 record of achievement."

"At Bonnybroom my son has come on leaps and bounds with many aspects especially his confidence and social skills. I am very happy with all the support and guidance he receives.

Staff consulted with children during the planning process and displayed mind maps showing what children wanted to learn. Children evaluated their learning using big books and wall displays to show their achievements.

Staff effectively worked with other agencies including health visitors, social work, Educational Psychologist and attended multi agency meetings when required. Staff undertook individual risk assessments, when required to ensure individual children benefited from accessing all areas of the nursery.

Staff were working hard to take forward a wide variety of activities to promote positive benefits to children's and parents/carers health and physical wellbeing, including children participating in daily outdoor play experiences in the nursery garden, jogging group taken forward by parents/carers training for the 10k run in Glasgow.

The service promoted healthy lifestyle initiatives and effectively used best practice information including, Smile Too tooth brushing, hand washing, and child protection. In addition, the service displayed information for parents/carers relating to local and national initiatives.

The service provided drinks at snack and lunch and fresh water was available for children in the 3 - 5 playroom. We discussed reviewing the availability of fluids for children under three years to ensure children could access water freely out-with snack and lunch times.

All about my day sheets were available in the baby room to inform parents/carers about their babies sleep times, nappy changes, diet and activities.

We found staff had a clear understanding of the services policies and procedures relating to children's health and wellbeing including administration of medication, allergies, diet, hygiene, promoting positive behaviour and personal planning. Staff worked with other agencies and obtained additional information relating to specific medical conditions. Staff used this information to inform their practice and knowledge.

We found the service had made good progress since the last inspection to monitor the health and wellbeing needs of children and was working toward consolidating personal plans for all children in line with current legislation.

Areas for improvement

The service identified the following areas for improvement in the services self assessment:

"To build on the holistic approach to family health and well-being. Offering food

initiatives classes and exercise classes for adults and children. Offer soup packs to parent/carers."

Staff recorded babies sleep times and monitored sleeping children every ten minutes. However, staff were not familiar with current best practice guidance or had participated in training on safe sleeping practices from the Scottish Cot Death Trust. See Recommendation 1, Quality Theme 1, Quality Statement 3

Meals were provided by the school from the local authority Fuel Zone menu. The Fuel Zone menu provided three options available each day. The service reviewed meals provided and opted for one meal to be delivered daily. Therefore, children had no choice and no other food was available if a child did not eat or like the lunch provided.

We found opportunities to promote independence and social skills during meal times were limited as staff served from large containers whilst children waited for their lunch to be served. Therefore, opportunities to discuss topics of interest, table settings, nutritional value, tastes, smells or children's likes and dislikes were limited. See Recommendation 2, Quality Theme 1, Quality Statement 3

Staff were aware of Administration and storage of medication policies and procedures. However, the service should review recording system to show when medication arrived/returned to parents; opened; expiry date; specific signs and symptoms in line with current best practice guidance. See Recommendation 3, Quality Theme 1, Quality Statement 3

The Manager was aware of the need to consolidate recorded information relating to the planning process to ensure observations and assessments inform children's next steps. This is an area for development identified in the services improvement plan.

The service was currently reviewing the recording of curriculum planning systems, transition reports and care plans for individual children. However, we found that verbal information provided by the parents/carers relating to changes to children's routines or individual needs were not routinely recorded. See Recommendation 4, Quality Theme 1, Quality Statement 3

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 4

Recommendations

1. Recommendation with reference to Quality Theme 1, Quality Statement 3

The manager should seek training and best practice guidance from the Scottish Cot Death Trust, implement and monitor safe sleeping practices in line with current best practice guidance.

National Care Standards early education and childcare up to the age of 16-
Standard 3 - Health and Wellbeing

2. Recommendation with reference to Quality Theme 1, Quality Statement 3

The service should review menu plans to ensure children have access to balanced, healthy, nutritional choices at lunch time; and promote opportunities for children to develop social and independence skills to enhance their lunch time experience.

National Care Standards early education and childcare up to the age of 16:
Standard 3 Health and Wellbeing

3. Recommendation with reference to Quality Theme 1, Quality Statement 3

The service should review Administration of Medication procedures in line with current best practice guidance.

National Care Standards early education and childcare up to the age of 16:
Standard 3 Health and Wellbeing

4. Recommendation with reference to Quality Theme 1, Quality Statement 3

The service should review personal plan recording systems to ensure information provided by parents/carers informs children's current needs and routines.

National Care Standards Early Education and childcare up to the age of 16:
Standard 3 - Health and Wellbeing

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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

Methods to involve people who use the service are outlined under Quality Theme 1, Quality Statement 1.

The welcoming environment provided a wide variety of learning experiences taking account of children's, parents/carers interests. Children benefited from having regular discussion relating to their environment, resources and outings.

Children and parents enjoyed attending various events throughout the year to promote fund raising activities for the nursery and local and national organisations.

Parents/carers spoken with commented on the very positive and welcoming environment and praised staffs friendly approach. One parent commented in the Care Standards questionnaire:

"Overall the nursery has a happy and positive attitude to all people that enter and know you by name. They always welcome you and ask how you are doing. Staff talk to your child as an individual person, which makes my child feel welcome and comfortable from the point of entry to the time he leaves, which makes him want to attend on a daily basis without any trauma. I have full confidence when I leave my child in the morning knowing I am leaving him in safe hands."

We found this service provided very good opportunities for children, parents/carers to participate in assessing and improving the environment within the nursery and wider community.

Areas for improvement

The Provider identified the following area for improvement in the services self assessment:

"Continue to work/liase with parents/carers in determining strengths and areas of

development for the service. Continue to improve 'stay and play' parental participation - encouraging feedback."

We found that the manager was very aware of the need to re-establish participation and engagement recording systems and to put in place monitoring systems to show improved outcomes for people using the service as identified in the services improvement plan.

See Recommendation 1, Quality Theme 1, Quality Statement 1.

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

The local environment currently had demolition off multi-storey buildings in the immediate vicinity of the nursery. One parent commented about the dust having an impact on children's future health. We found the manager sought advice regularly from Glasgow City Council Health and Safety department and worked with Safe Dem to put in place risk assessments to protect children from potential falling masonry and dust when major work was being undertaken.

The manager, staff and children were very vigilant about potential risks and implemented an agreed timetable with Safe Dem to ensure children could access the outdoor area safely.

Children benefited from learning about safety on a building site and enjoyed watching and learning about trucks, diggers, explosions and demolition. Children comments included:

"Look there used to be a building there but it has been blown up and we can see through the hole."

"Bob the builder has a hard hat like the workmen."

"The diggers clear all the rubbish away and take all the broken glass to the dump."

Children benefited from learning about specific health and safety topics and protecting the environment. The Eco School Committee displayed their work plans and ideas relating to recycling and environmental awareness projects, including refurbishing the outdoor area.

We viewed health and safety procedures completed in line with current legislation and best practice guidance, including, Environmental Health Food Safety guidance, water temperature, and PAT - Electrical Appliances testing.

Cordia staff effectively followed the services kitchen hygiene policy and maintained a record of fridge and food temperatures.

We found the playrooms to be visually clean. The service benefited from having janitorial support to undertake daily cleaning tasks throughout the day.

The manager informed that maintenance issues were verbally reported to the janitor and repairs completed by Glasgow City Council on a priority basis.

Staff effectively monitored people arriving and leaving the service. Visitors signed in/out and staff were very aware of procedures for monitoring children collected by relatives.

We found the service to be visually clean with systems in place to ensure children are cared for in a safe hygienic environment. Staff completed checklists used to monitor how and when resources, soft furnishing, fabrics, chairs and floor toys were washed. However, recording systems were not available in all playrooms. The manager agreed to review the use of cleaning checklists with all staff to ensure a consistent record is maintained.

Staff were aware of policies relating to prevention of infection, including, hand hygiene, toilet and nappy changing areas, kitchen and daily/weekly cleaning tasks. We discussed displaying hygiene procedures to ensure best practice guidance was readily available to students and staff.

The service displayed Child Protection information to raise parents/carers awareness of local and national procedures. Staff worked with parents to review Child Protection policies and procedures in line with local and national guidance. Staff demonstrated a clear understanding of protecting children from harm and respected confidential information relating to individual children and families.

The manager was currently working with staff to raise awareness and identify a way forward in relation to the National Practice Model "Getting it Right for Every Child" (GIRFEC).

Areas for improvement

The service identified a number of areas for improvement in the services self assessment including:

"Continue to ensure appropriate procedures are in place to ensure that maintenance procedures are appropriate to the needs of the service."

The service had accident and incident reporting systems. However, we found staff were unclear when to complete incident reporting sheets and in identifying the difference between reporting an accident and an incident. Therefore, in some instances duplication of information occurred.

See Recommendation 1, Quality Theme 2, Quality Statement 2

Staff did not maintain a record of room temperatures. Therefore, we identified a potential risk to sleeping babies as an accurate record stating the actual room temperature was not maintained using a thermometer.

See Recommendation 2, Quality Theme 2, Quality Statement 2

The services generic health and safety risk assessment folder was available to staff.

Janitorial staff recorded risk assessments for the outdoor area and indoor area each morning. Staff undertook visual risk assessment checks and verbally reported any concerns to the Janitor. However, risk assessment recording systems available to staff were not consistently used to record actual risks or actions taken to alleviate risks identified on a day-to-day basis within the nursery or on outings.
See Recommendation 3, Quality Theme 2, Quality Statement 2

Key workers ticked children's arrival on the room register and parents/carers signed to indicate when their child arrived and left the service. However, key workers did not record when children left the premises, and parents/carers did not always sign children out, therefore an accurate record of children in attendance at any given time was not available for evacuation purposes or used to monitor staff ratios.
See Recommendation 4, Quality Theme 2, Quality Statement 2

The manager verbally informed the school janitor who maintained a record of maintenance/repair issues and actions taken as directed by Glasgow City Council. However, the manager did not keep a record of maintenance issues reported by staff to monitor when issues were identified, reported or actions taken.
See Recommendation 5, Quality Theme 2, Quality Statement 2

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 5

Recommendations

1. Recommendation with reference too Quality Theme 1, Quality Statement 3.

The service should review accident and incident-reporting procedures with all staff to ensure an accurate account of all reported accidents and incidents is made available and identified in the Care Inspectorate Annual Return.

National Care Standards early education and childcare up to the age of 16 -
Standard 2 - A safe environment

2. Recommendation with reference too Quality Theme 1, Quality Statement 3.

The service should develop room temperature recording sheets to ensure the actual room temperature is monitored in line with current best practice guidance - The Scottish Cot Death Trust.

National Care Standards early education and childcare up to the age of 16 -
Standard 2 - A safe environment

3. Recommendation with reference too Quality Theme 1, Quality Statement 3.

The service should review risk assessment recording procedures and provide staff guidance to ensure actual and potential risk factors are identified and recorded on a day to day basis.

National Care Standards Early Education and childcare up to the age of 16:
Standard 2 - A safe environment

4. Recommendation with reference too Quality Theme 1, Quality Statement 3.

The service should ensure robust evacuation procedures are implemented and monitored, providing an accurate record of children in attendance at any given time and to monitor staffing ratio's.

National Care Standards - Early Education and Childcare up to the age of 16.
Standard 3 - Health and Wellbeing

5. Recommendation with reference too Quality Theme 1, Quality Statement 3.

The manager should maintain a record of repairs and maintenance issues reported by staff as a means of monitoring issues raised and actions taken.

National Care Standards early education and childcare up to the age of 16 -
Standard 2 - A safe environment

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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

Methods to involve people who use the service are outlined under Quality Theme 1, Statement 1.

The service continued to work with parents/carers and encouraged them to attend open days/evening, parents groups and classes and provided opportunities to work with their children and staff in playroom activities.

Parents/carers informed that they felt the open days were great fun and that although attendance could be better, they benefited from having time to spend in each playroom to see activities they could extend at home.

A recent open door event informed parents/carers of the services approach to sharing their children's learning at home and in the nursery. Evaluations of the event showed that parents/carers welcomed the opportunity to learn and to share their learning with their children.

Parents/carers attending the TTT group benefited from having opportunities to work with staff to plan forthcoming events. This was evident as parents benefited from establishing the jogging club, which is now participating in the 10 K Glasgow run.

The service promoted leadership opportunities for parents/carers and staff and provided appropriate training to take forward new initiatives.

Parents/carers groups and classes continued to provide social and educational opportunities for parents. One parent commented in the Care Standards Questionnaire:

"I have nothing but praise for Bonnybroom Nursery and can not fault them in anyway. I am aware of how much work goes on behind the scenes. How much extra work put

in by the staff, far beyond the job description and pay rate. A few extra staff might lighten the load for everyone."

Areas for improvement

The Provider identified the following area for improvement in the services self assessment:

"Continue with our parent participation strategy."

We found that the manager was very aware of the need to re-establish participation and engagement recording systems and to put in place monitoring systems to show improved outcomes for people using the service as identified in the services improvement plan.

See Recommendation 1, Quality Theme 1, Quality Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

An audit was carried out centrally to assess how effectively Safer Recruitment processes are carried out. A number of staff files were viewed to make this assessment. A checklist system was in place to facilitate that staff recruited had been subject to necessary checks. Improvements were noted in respect of references being checked by senior staff members as being suitable. Also, systems were in place to ensure all relevant staff are registered with the Scottish Social Services Council.

Areas for improvement

Systems for the tracking of supply / temporary staff to be improved to ensure a clear record of where staff are located at any given time.

Operational policies and procedures to be reviewed and revised in light of latest legislation.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

Staff were enthusiastic, knowledgeable, and highly motivated whilst attending to the learning and development needs of children in their care and families. Staff confirmed they felt supported by management and encouraged to be actively involved in all aspects of service delivery.

The service worked with local and national organisations including health, education and social work services. The service had effective links with local initiatives and involved staff in leading joint working practices including Smile Too tooth-brushing programme, Breast Feeding Awareness, Eco School environmental initiative and recycling project.

The manager identified peer assessment as a way to involve staff in monitoring the quality of provision, through recorded observations of practice within each playroom. This process was in the early stages of development and staff welcomed the opportunity to identify areas for improvement, good practice and ways to enhance children's experiences.

The service planned staff performance reviews and developmental appraisals to identify future training and organisational needs. Staff recently attended training to take forward their Professional Development Plan. Staff benefited from having time allocated to keep their P.D.P. records up to date.

Staffs were committed to their own personal development needs and attended a wide variety of training opportunities including further education. Staff attended twilight training classes and in-service days. Recent training included:

- * Professional Development Plan
- * Getting it right for every child (GIRFEC)
- * Child protection
- * Breast feeding awareness
- * Enriching play under 3 years
- * Psychological services Solution Orientated approaches to problem solving
- * Why do parents matter
- * Financial development
- * I Can Assessment
- * Child Protection
- * Epilepsy
- * BA

Staff confirmed their requests for additional training where taken forward. Some staff identified additional training required to support children with epilepsy and informed that the manager arranged for relevant staff to attend.

Staff had the opportunity to take on leadership roles to enhance their learning and to share their skills and experience with children, parents/carers and students. Staffs remits included:

- * Health group
- * Literacy/numeracy group
- * Eco group
- * Financial group
- * Garden group

The manager maintained a Staff Development time table to provide specific time for staff groups to meet.

All staff were qualified and registered with the Scottish Social Services Council, (SSSC). Some staff where undertaking additional qualifications to enhance their skills and knowledge.

Areas for improvement

The Provider identified the following area for improvement in the services self assessment:

"Continue with good practice already in place."

The service identified planned training opportunities available to staff through the recently introduced P.D.P. system. We discussed putting in place a training overview to monitor planned and actual training attended by staff.

The Manager confirmed P.D.P. systems will be monitored to ensure all staff access appropriate training to meet the needs of service users, service priorities and staff development.

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: 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

Methods to involve people who use the service are outlined under Quality Theme 1, Quality Statement 1.

Parents/carers benefited from having opportunities to work with staff in a variety of groups including policy reviews and welcomed opportunities to share their learning. Parents confirmed they felt their views were valued and any suggestions made were discussed and were appropriately taken forward.

Care Standards Questionnaires relating to Management and Leadership, returned from parents/carers, showed eighteen parents/carers strongly agreed, two agreed, one disagreed and one indicated don't know when asked that the service involved them in developing the service.

One parent commented in the Care Standards Questionnaire:

"I am very happy with the care received by my child at Bonnybroom Nursery. Staff are very helpful, doors always opened and they were very happy to help with any problem or any advice I would need. All staff welcome all children and parents every morning. Staff always give update of my son's day when I pick him up. I go to work with no worries as I know my son is safe and in good hands. I would not use another nursery."

Areas for improvement

The Provider identified the following area for improvement in the services self assessment:

"The curriculum - Implementing A Curriculum for Excellence - learning and teaching through self evaluation. Continue to involve service users in self assessment.

We found that the manager was very aware of the need to re-establish participation and engagement recording systems and to put in place monitoring systems to show

improved outcomes for people using the service as identified in the services improvement plan.

See Recommendation 1, Quality Theme 1, Quality Statement 1.

Grade awarded for this statement: 5 - Very 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

The newly appointed management team identified a focus for improvement to meet the needs of the service, staff and people who use the service.

The manager provided opportunities for people to participate in aspects of service delivery and staff highlighted the effectiveness of the team approach and positive working relationships with people who use the service.

Procedures used to assess the quality of service and to monitor service delivery included a focus for improvement linked to a number of informal and routine activities including:

Focus for self-evaluation identified through:

- * Improvement plan
- * Monitoring Activities/Staff
- * Analysis of questionnaires/comments
- * Standards and Quality Report
- * Parents Groups/Classes
- * Feedback from parents/carers/children/staff/stakeholders
- * Leadership opportunities
- * Quality Assurance Policy
- * Action Plan Monitoring Tool - 3 monthly evaluations
- * Staff Development Time Table
- * Peer assessment
- * Tools for self assessment including Care Standards, Child @ the Centre 2, performance indicators.

Informal/Routine Activities

- * Learning assessment based on children's experiences and progress
- * Children's Portfolios and personal plans
- * Sharing good practice and learning intentions

The Manager attended learning community liaison meetings and took forward shared priorities, which informed the services Improvement Plan. The services improvement plan took account of local authority, national and local priorities and specific service needs, including:

- * Improvement in performance - Ensure children are making very good progress, in order to raise attainment.
- * Promoting positive behaviour

- * Improvement in performance - Enabling children to show responsibility and independence
- * Assessment for learning - Ensuring a consistent approach to moderation and assessment
- * Developing people and partnership - further development of distributive leadership

The Local Authority undertook regular improvement visits to monitor the quality of provision and to inform the services Standards and Quality Report and future actions.

The service implemented effective time management systems to enable staff to attend - training courses, external visits, staff meetings, and record keeping. Staff, informed that they benefited from having appropriate time to discuss and share their practice and were kept informed of organisational issues using communication books.

The manager identified 'Getting to know you' as an initial focus for building relationships with people who use the service. Parents/carers and staff informed that the new management structure had a positive impact on staff and parents moral, they were open to suggestions and listened and respected people's views.

Areas for improvement

The Provider identified the following area for improvement in the services self assessment:

"Continue to involve all stakeholders in our ongoing self evaluation and monitoring of the service."

The new management team was very aware of the need to structure actions for improvement and to maintain written evidence to monitor improved outcomes for people using the service. Local Authority systems and in-house action plans were in place to monitor priority areas for improvement. However, recording and monitoring systems available where not routinely completed to show a written record of the process undertaken to achieve improvement.

See Recommendation 1, Quality Theme 4, Quality Statement 4

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should continue to develop Quality Assurance recording and monitoring systems in line with local authority guidance and the needs of the service.

National Care Standard Early Education and childcare up to the age of 16 -
Standard 14 Management and leadership

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

Notification was received from the provider to inform the Care Inspectorate of the Change of Manager. The provider should submit an appointment of manager form to ensure the Registration Certificate reflects the current manager's name.

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

6 Inspection and grading history

Date	Type	Gradings
31 Jan 2011	Unannounced	Care and support Not Assessed Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
18 Mar 2010	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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-هه بابايتسد ىم وونابز رگىد روا وولکش رگىد رپ شرازگ تعاشا هى

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

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