

Care service inspection report

Nursery Rhymes Childcare Ltd

Day Care of Children

2 Reay Avenue

Cardross

Dumbarton

G82 5NT

Telephone: 01389 849 227

Inspected by: Elma Davidson

Sheila Baird

Type of inspection: Unannounced

Inspection completed on: 7 March 2013



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	23
5 Summary of grades	24
6 Inspection and grading history	24

Service provided by:

Nursery Rhymes Private Daycare Nursery

Service provider number:

SP2003000678

Care service number:

CS2003003266

Contact details for the inspector who inspected this service:

Elma Davidson

Telephone 0141 843 6840

Email enquiries@careinspectorate.com

Summary

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

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

We gave the service these grades

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

What the service does well

The service provides a welcoming and caring service to the children who attend. It continues to offer a flexible service to the families from the Cardross area. The manager and staff maintain a good working relationships with parents and carers and the children continue to benefit from an imaginative and child centred service.

What the service could do better

At the last inspection the manager had been in post for just over a year. It was very obvious during this inspection that she has had time to confidently undertake improvements in the service and ensure that those improvements become part of the every day delivery. Policies and procedures have been updated and the manager has now introduced a policy of the month theme involving parents and staff . They are notified of this by the monthly Newsletter and the staff meetings and encouraged to participate. This allows staff and parents to take ownership of the policy and allow it to become part of the running of the service.

What the service has done since the last inspection

They had eight recommendations since that last inspection and had addressed almost all of them fully.

At this inspection it was obvious that the manager was comfortable and confident in her role. The rooms had been painted and were bright and colourful and the children

enjoying their time at the nursery. There was evidence that the outside play area was well used.

The manager and staff had all attended Getting it Right for Every Child (GIRFEC) training and there was clear evidence they were using this training in working with the children and in recording in each child's individual file.

Conclusion

Nursery Rhymes offers a safe and child friendly environment to the children who attend. Staff involve parents and carers in the development of the service and the children were confident and enjoying their time and learning at the nursery.

Who did this inspection

Elma Davidson

Sheila Baird

1 About the service we inspected

"Social Care and Social Work Improvement Scotland (SCSWIS) 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 SCSWIS website." This service was deemed registered with SCSWIS 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 SCSWIS "Guidance on notification reporting for all registered service's" and the document outlining "Records registered care services must keep" both of which can be found on the SCSWIS web site.

The service is operated from self-contained premises located in the Cardross area of Argyll. The provider is registered to care for a maximum of 66 children at any one time of whom no more than 12 are aged 0 - 2 years, 15 children 2 - 3 years and 39 children of 3 years to pre school age. The service operates between the hours of 07:30 and 18:00 Monday to Friday.

Nursery Rhymes Nursery is situated in the village of Cardross and offers a service to the families who live there. The service is open five days a week and Monday to Friday and included in the Aims and Objectives of the service are;

To provide a warm welcoming environment where children feel valued, happy , safe and secure.

To provide a high standard of childcare for all children regardless of their culture, needs, race, disability, religion, or gender.

To ensure parents/ carers kept informed of all service developments.

To recognise and support the individual needs of children and their parents/ carers at all times.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com 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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

During this inspection we looked at:

- the registration certificate
- the insurance certificate
- staff files
- the staff rota
- children's files
- the key worker system
- the security entrance system
- various questionnaires including new parent questionnaires and quality standards questionnaires
- the self assessment
- staff training records
- staff supervision and support
- student supervision and support
- policies and procedures including the Infection Control Policy.
- fire evacuation
- The food preparation area
- the cleaning schedule
- the children's prams and sleeping area
- the free flow area used by the children.
- the medication policy, procedure and storage of medication
- the returned Care Standards Questionnaires issued by the Care Inspectorate.

We spoke with:

- the manager of the service
- several members of staff
- the two students
- several children both in morning session and afternoon session.
- two parents.

we observed;

- the layout of the building including the security entrance system
- the welcoming entrance hall
- the environment including the outside play area.
- the staff interact with the children
- the children at snack time
- the children at imaginative play
- the manager interact with staff members
- the staff interact with parents and carers who came to collect their children

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

The service had eight recommendations since the last inspection. Progress those are recorded in the main report.

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 completed self assessment from the service on 31st December 2012. The assessment proved accurate to our findings on the day of this inspection.

Taking the views of people using the care service into account

"Who are you and what are you doing here" two children asking the inspector why they were in the nursery.

"I've made a letter for my mummy and put it into an envelope" making a mothers day card.

"I watch my mummy iron - she washes as well" a child responding to the inspectors comment of how well she was pretend ironing her dolls clothes.

"I am a postman and I put letters into folks houses" collecting the letters and handing them out to the other children

"I have a smiley smile - I clean my teeth - see" child showing inspector their very clean teeth just after cleaning them

Taking carers' views into account

"Its an excellent childcare and preschool provider"

"My child loves attending and does not want to come home!"

"the garden is a great play and learning area"

"Information is available on the notice board however I don't always have the chance to read this in full"

"My child is very happy at pre school she has very clear boundaries for behaviour"

"Since leaving the tweenie room we have missed the written daily report that my child received"

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 awarded a very good grade for this Quality Statement. We decided that after we spoke with the manager and looked at questionnaires, newsletters and various other ways of interacting with children, parents and staff.

The service has a participation policy which all staff are aware of and the manager and staff have regular daily contact both with each other and with parents and carers.

The service uses regular Newsletters, various Questionnaires including new parents and children's, Mind Mapping, Floor Books and group discussions to involve parents and children in the assessment of the quality of the service provided. The manager stated that they are presently looking at the wording of the questions in the questionnaires sent to parents, and making them more focused to gain information in specific areas.

Staff have daily discussions with parents and carers.

The service held an open night and despite all parents being informed only one parent attended. The manager and staff are now looking at other ways to encourage parents to take responsibility for their children's early education and encouraging them to become more actively involved with the provision of the service.

The service has a Policy of the Month theme where the manager encourages parents and staff to look at the policy and comment on its relevance to the service and how they could make it apply to the service provided. Requests for this parental

involvement are included on the parental noticeboard, newsletters and staff discussions with parents.

The service provided a very well documented (and accurate to our findings) self assessment.

The service is presently obtaining e mail addresses for all parents to encourage two way communication.

The manager has an open door policy and parents state welcomes parental discussion. Parents can have access to their children's files if they request this.

Each child has a key worker who is responsible for recording discussion and progress concerning that child. Parents and the child are aware of the identity of this worker.

There is also a parents night at the end of each term where parents could discuss any issues they have with the manager or a member of the staff.

Areas for improvement

The service should continue to look at ways of encouraging parents and carers to become more involved with their child's education and development. This can prove difficult, but the service should continue to develop the very good ways of encouraging parents to take some responsibility for the service the child receives.

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 awarded a very good grade for this quality statement. We decided this after we spoke with the manager and staff and looked at relevant documentation and observed the interaction between staff and children.

As recommended since the last inspection the service now has a specific Infection Control Policy for each individual room as well as an overarching policy for the whole service.

All staff have attended recent food hygiene training.

As recommended since the last inspection there is an individual record of room cleaning for each room and this is signed and dated by the staff member who undertakes the work.

As recommended since the last inspection two and a half hours are allocated for a deep clean of the premises each weekend when the service is closed. The quality of this clean is monitored by the manager.

There is a fire policy and fire evacuations are recorded as are monthly smoke detector tests.

PAT testing and testing of fire extinguishers are undertaken yearly and results recorded.

Environmental Health also visit every two years and produce a report. The next inspection is due in April 2013.

There is a statement of the Aims and Objectives of the service.

The assessment of the child's needs include looking at the child's emotional, personal and social needs and those findings are recorded in each child's individual record.

We observed the staff encouraging the children to wash their hands after going to the toilet and reminding them to brush their teeth after eating. The service is part of "Child Smile".

We also observed some warm caring and appropriate interaction between a member of staff and a baby where the child was comforted in a caring manner and appropriately encouraged to become involved in reading a story.

As recommended since the last inspection there should be an area where children can sleep. The manager has now written a policy for sleeping. This is mostly used by babies and reclining prams are supplied. Most children bring their own blankets and the washing policy for nursery owned blankets is that they are washed every week or when visibly dirty in line with Best Practice. Regular written checks are undertaken on each child as they sleep. The manager had consulted with the National Cot Death Association to ensure that the service offered met with Best Practice.

We observed a member of staff softly singing two babies to sleep in a very warm and caring manner.

The service has a medication policy and there are separate storage facilities for medication in each room. The service also has a method of recording the administration of medication. As discussed since the last inspection the service will

ensure that all medication comes with the child and goes home each night with the child. The manager also plans to produce a policy for the administration of Calpol.

Meals are provided by parents and stored in the fridges in each room. Temperatures of each fridge are taken daily and recorded.

Nutritional snacks are provided and older children are involved in the preparation of the snacks. Older children are encouraged to count the cups allowing one for each person and to pour their own drink and set the tables.

One of the children has special needs and the service has included other disciplines and the assessment and production of a care plan for this child. We observed the child in the service and she was confident, contented and playing happily with the appropriate support of a staff member.

Parents supply lunches for their children and the service encourages and educates parents in healthy eating.

There is a separate register for each room and this ensures that the correct ratio of staff to children is met and each register can be taken if there is a fire exercise. At this unannounced inspection the child staff ratio was met.

Separate washing facilities are used. The kitchen is used for dishes and there is a separate sink for washing paint brushes and other utensils used by the children.

As well as the security entrance system the service has a security password which has to be given to staff if anyone apart from the child's parent comes to collect them.

As discussed from the last inspection the service was developing a statement on the protection of vulnerable adults.

Areas for improvement

The service is providing a very good quality service as described above for this Quality Statement. As discussed with the manager the medication policy will now only accept prescribed medication on a daily basis (this includes the administration of Calpol).

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 awarded a very good grade for this Quality Statement. We decided this after we spoke with the manager, looked at some documentation and looked at the environment including the outside play area.

Please see Quality Theme 1 Statement 1

Questionnaires, suggestion forms and mind maps are regularly used to encourage parents to give their opinions on how the service could improve the quality of the environment.

There is a monthly newsletters given to each parent. Parents spoken with during this inspection stated that this was useful and informative.

Parents were very involved in helping to create the outdoor area and some continue to be involved. They are consulted in ensuring a safe and secure environment for their children to play in.

The service was observed by the two inspectors at this inspection, as being in a good state of repair. The building was bright and clean appropriately lit and heated and the reception area had been refreshed. This was done as parents had stated that they were unclear about the names of each member of staff and what area of the nursery they worked in. The result was bright, welcoming and focused.

Areas for improvement

The service should continue to involve parents and carers in the participating and assessing the quality of the environment in the positive manner described above.

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 service was awarded a very good grade for this Quality Statement. We decided this after we spoke with the manager and looked at risk assessments and spoke with staff members.

There is a daily risk assessment of the outdoor play area undertaken and recorded. Equipment is checked on a regular basis and repaired or replaced if required.

The outside area is enclosed and safe for children to play in. The service can supply protective clothing for the children when playing in this area.

Activity tables were clearly identified and staff clear in what they were doing that day. There was ample free flow area for the children to use.

Children were observed as freely choosing what to play with and we saw the staff supporting them in this task.

There is a maintenance log kept by the service in which all repairs are logged. The manager and staff felt confident in reporting repairs and that they were dealt with fairly quickly.

There is a door entry system and all visitors are asked to complete the visitors book.

As already stated there is an appropriate recorded cleaning system in place. The service was clean and tidy when we visited.

There are two students in the service and both of them are employed by the service while undertaking their training. The manager supervised them and liaises with the college over their development and training.

Waste bins are supplied and emptied regularly.

Areas for improvement

As discussed during this inspection the manager should review how often they test the smoke detector and continue to record those tests.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

The service was awarded a very good grade for this Quality Statement. We decided this after we spoke with the manager and staff and some parents.

Please see Quality Theme 1 Statement 1.

Regular daily contact takes place between staff and parents and carers. Any concerns could be discussed at this time.

The service has a complaints/concerns policy and those are dealt with as quickly as possible and in line with the policies and procedures of the service.

Staff training is up to date and includes Health and Hygiene and Child Protection. Staff all stated that they are adequately trained to undertake their roles and that management will listen to any request they have to attend additional training to further their experience.

Areas for improvement

The manager should continue involving and listening to parents, carers and staff in the assessment and improvement of the staffing in the service.

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

The service was awarded a very good grade for this Quality Statement. We decided this after we spoke with the manager and staff and looked at the staff records held in the service.

The service has individual files for each employee and records their recruitment information, which is accurately recorded in each file. The staff files include records of training completed as well as up to date disclosures which were correctly noted.

Once a member of staff has attended training they are asked to complete an evaluation form of how the training has helped them to do their work. They are also asked to give a brief report to the other members of the staff group at the regular team meetings.

In each file seen there is an induction checklist which was completed at the start of each employment.

The manager uses the guidelines of Argyll and Bute Council for personal development which states that staff have yearly appraisals with six monthly reviews of the plan. Those are undertaken by the manager with each member of the staff team and the meeting is recorded and staff stated that they appreciate this method of assistance and help in their professional development.

Students are interviewed, and if suitable offered initially a three monthly contract of employment. They receive regular recorded supervision from the manager as well as support from their mentor at the college.

All staff receive a copy of the Codes of Practice for the service and they are aware of the National Care Standards and the relevance to their practice of those documents.

Staff were well aware of the individual needs of the children they care for and spoke with enthusiasm about their role in providing a service for each child.

There is one child who has special needs and staff are very aware of the need for continuity of care in her service.

Areas for improvement

The manager agreed that she would give the appropriate support to enable staff to complete their post registration training and records as required for their SSSC (Scottish Social Services Council) registration.

In future staff interview notes should be included in their personal file.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

The service was awarded a very good grade for this Quality Statement.

Please see Quality Theme 1 Statement 1.

Parents and staff were encouraged to participate with the self assessment which is required by the Care Inspectorate each year. Questionnaires are issued which ask parents and staff to look at the Quality Themes and comment on those. Reminders to complete those questionnaires are posted on the parents notice board.

Some parents returned the Care Standards Questionnaires issued by the Care Inspectorate. Those were mainly positive or very positive about the management of the service with two parents reporting that they felt that they did not get the information they required about their child. Children's files are available to any parent who wishes access and we observed good interaction between parents and staff when they collected their children. The manager also operates an open door policy and parents can consult with her at any time.

Areas for improvement

The manager should continue to involve staff, parents and children in the development of this service.

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 service was awarded a very good grade for this Quality Statement. We decided this after we spoke with the manager, staff and parents and looked at policies and procedures, the complaints procedure, the training plan and the quality support system for the service.

The service uses the Child at the Centre Quality Assurance system and this is reviewed on a regular basis by the manager and staff.

Staff training and development are supported by the owner of the service and training by Argyll and Bute Council is used by the manager and staff to develop skills and be aware and knowledgeable of practice.

Quality Assurance influences staff supervision and staff training as the areas for action identified in the Q.A. are then carried into supervision and development to meet the identified short falls. This is identified by notes from supervision and meetings.

Areas for improvement

The manager should continue to involve staff, parents and carers assessing the quality of the service offered.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

The complaints have been addressed in the body of this report.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings	
30 Aug 2011	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good
4 Oct 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
14 Jan 2010	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	2 - Weak

Inspection report continued

16 Mar 2009	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate

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

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

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

Translations and alternative formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می ونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم اذہ

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com