Kennoway Primary & Community School
Nursery
Day Care of Children
Langside Crescent
Kennoway
Leven
KY8 5LW
Telephone: 01334 659420

Inspected by: Ruth Orrock
and Helen Bell
Type of inspection: Unannounced
Inspection completed on: 7 March 2013
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

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<th>Area</th>
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<tr>
<td>Quality of Care and Support</td>
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What the service does well

The nursery provides a wide range of learning experiences, including regular opportunities for outdoor activities and energetic play. The manager and staff impress as committed and enthusiastic and work very well together to support families and to ensure that the needs of the children are met. We observed happy, busy children who were engaged in their learning. There are many opportunities for parents to participate in the life of the nursery and to influence what is provided for the children. A number of parents confirmed that they are very happy with the service.

What the service could do better

No significant areas for improvement were found in relation to most of the areas we looked at.

What the service has done since the last inspection

The nursery has continued to provide a high quality service. The manager highlighted a number of developments since the last inspection including the following:
Service extended to cater for small number of 2-3 year old children
FAST pilot project underway (Families and Schools Together)
Focus on improving children’s literacy
Conclusion
We found that, overall, the service was performing very well. By continuing to effectively monitor and evaluate the work of the nursery, and by addressing the areas for improvement which are identified, the manager and staff will be able to further develop the service. This, in turn, should result in continuing positive outcomes for the children who attend.

Who did this inspection
Ruth Orrock
and Helen Bell
Lay assessor: N/A
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.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

The nursery is provided by Fife Council and managed by the head-teacher. She works closely with the principal teacher (early years), the nursery teacher and the team of early years officers who are responsible for the direct care of the children.

The nursery offers both morning and afternoon sessions to a maximum of 75 children from 2 years upwards who are not yet attending primary school, including a maximum of 10 children aged from 2-3 years. There were 121 children registered to attend the service, of whom 59 were present during our visit.

The nursery is based within self contained accommodation in the primary school. Additional areas in the school may be used for specific activities and as deemed appropriate by the manager. The accommodation comprises several nursery rooms, an office/meeting room and facilities for staff and parents. Toilet and kitchen facilities are readily accessible. The children also have access to a good sized, enclosed outdoor area.
There is written information about the aims of the nursery, as follows:
- To enable each child to develop to his/her potential, by providing a broad curriculum with varied opportunities
- To foster self esteem and success by providing a happy, stimulating, secure and caring environment
- To encourage positive attitudes to others and develop self-awareness, in an environment which encourages equality and fairness
- To present an open, fair and welcoming atmosphere, where parents know they are respected partners in their child’s education and are vital to enhancing this experience
- To strive to do the best we can by providing a safe, well-equipped environment and a professional, motivated and reflective staff

What this means for the children, has been summarised as follows:
In Kennoway Nursery we -
- Care for each other
- Learn lots of new things
- Enjoy the differences amongst us
- Respect each other
- Laugh and make friends
- Try our best
- Have fun!

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

What we did during the inspection
We wrote this report following an unannounced inspection visit on Monday 25 February 2013. The inspection was carried out by two inspectors over a morning. Additional information was submitted to the Care Inspectorate, following this visit and a further visit was made to the service on Thursday 7 March, for the purpose of providing feedback to the manager and nursery teachers.

The service completed an annual return during January 2013, as required, In addition, a self assessment was submitted, as part of the inspection process. We asked the service to issue questionnaires to parents, in order to allow us to take account of their views. We received 13 completed questionnaires.

We looked at elements of the following 4 quality themes during out visit:
* Care and support
* Environment
* Staffing
* Management.

We gathered evidence from a number of sources, including the following:
- Evidence relating to the information in the service’s self assessment
- Discussion with the headteacher and staff team
- Observation of staff working with the children
- Observation of the environment
- Children’s personal learning plans (PLPs)
- Children’s records
- Information for parents
- Written policies and procedures
- Comments from children
- Comments from parents

We have taken account of all of the above information when writing this report.
Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return
Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a self assessment document from the service, in advance of the date of inspection, as requested. This enabled the manager and staff to tell us what they do well and to highlight any further improvements which are planned. We were satisfied with the information provided in relation to each of the quality statements. The service awarded grades of 6 (excellent) and 5 (very good) against the individual statements. We were able to confirm these proposed grades in relation to the statements we considered during this inspection.

Taking the views of people using the care service into account
We saw that the children were happy and settled throughout the day. They appeared familiar with nursery routines and motivated by the learning environment. They were confident in approaching staff. Some of the children talked to us about what they were doing in nursery. Comments included the following:
‘I come to nursery in a car.’
‘I like my teddy. He’s called Louie. One day I brought him here.’
‘I like playing with the bus. This is the garage. It’s got a car wash.’
‘Jack Frost was here, but no snow!’
‘I like everything.’
‘That’s my favourite book.’
‘I like going in the café. Look, it’s over there. There are cakes.’
‘We had cabbage. And carrots.’
‘I’m washing my plate.’
Taking carers' views into account

We asked the nursery to issue questionnaires to parents to enable them to comment on the service. We received 13 completed questionnaires. Feedback from parents was positive, which confirmed that they were satisfied with the service. For example, in response to the statement 'Overall, I am happy with the quality of care my child receives in this service', 12 parents strongly agreed and 1 agreed.

Individual comments (anonymised) from parents/carers were as follows:

'Kennoway Nursery is the best I’ve seen. There is always a good, happy atmosphere which is very welcoming and makes it more inviting. The staff are all excellent and do really well with the children It’s a pleasure to be a parent there.'

'I cannot praise the nursery staff enough. They do a brilliant job and my son just loves going. The staff are all friendly and approachable, motivated and enthusiastic.'

'The nursery is brilliant and informed me of further encouragement that we have carried out at home. The staff are all really nice and are really involved in each child’s care and learning. They update a learning folder continuously and we have the opportunity to take the folder home and read it, and add to it when we wish. My son has come on so much since being at nursery and is a confident individual. He also has lots of friends and is doing well.'

'Both my children have attended Kennoway Nursery and have thrived in the environment that the team of ladies has created for them. Both my husband and I are delighted with the level of care provided and are very pleased with the learning and teaching that is going on within the nursery environment.'

One parent indicated that another child/children had behaved aggressively towards her child and felt that staff could monitor children’s behaviour more effectively.

'My child thoroughly enjoys nursery and I feel as a parent that she is being well prepared for starting school next session. The staff work very hard and provide a safe, caring environment for her to play and learn in.'

'I am totally confident that my child is well looked after and has a wide range of activities to keep her interested. She loves all of the teachers in class and although she is rather shy she is confident enough to tell one of the staff if she has hurt herself or just needs an argument (with another pupil) resolved. The staff are extremely friendly and easy to approach and actually do care for every person in their care.'

In addition, we spoke to a number of parents/carers during our visit. All spoke very positively about the nursery and the staff. They told us that they felt welcome and confirmed that they would feel able to discuss any concerns, should the need arise.
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 nursery encouraged and valued the involvement of parents and carers. The headteacher and staff used a range of measures to welcome them and to encourage an active interest in the service and in their child’s learning. There were many opportunities for parents to become involved in the life of the nursery. Very good methods of communication were in place in the nursery, including the following:

* Parents’ handbook
* Direct day to day contact between parents/carers and staff
* Informative notice boards/display areas
* Nursery newsletters
* Individual meetings between parents and key-workers
* Photo albums and displays
* Policies and procedures
* Range of information leaflets

All of these measures helped inform parents about the work of the nursery, their child’s progress and ways in which they could get involved.
Staff created an inclusive culture where children and their families could feel welcome. They actively encouraged parents to participate. For example, there were opportunities for parents to spend time in the rooms where they could learn more about the work the nursery team carried out with their children. Parents were invited to attend informal talks on topical issues and to special events in the nursery, involving guest speakers or the family worker. Parents could also be involved in the Parents’ Council for the school as a whole. All of these measures supported good working relationships between management, staff and the families who used the service. This, in turn, helped the nursery to effectively identify and meet children’s needs.

The service used Personal Learning Plans (PLPs) to record and celebrate children’s development and learning. Parents were encouraged to contribute to their child’s plan and were able to meet with staff from time to time to review and update it. In response to the statement ‘Staff share information about my child’s learning and development with me and, where appropriate, my child’, 11 parents strongly agreed and 2 agreed. This confirmed that they felt involved in this process. Written consent procedures were in place. This allowed parents to make informed choices about their children’s care.

Questionnaires were issued by the service from time to time, to formally gather the views of parents. The nursery had asked for general feedback which the manager had used when updating the development plan, to help prioritise improvements. We saw that the manager had collated the parents’ responses and had shared the findings with them. Staff provided various examples of ways in which they had responded to parents’ requests. For example, they had made a song book and CD to enable parents to practise nursery songs at home with their children, using the proceeds from the sale to provide new outdoor equipment. Questionnaires had also been issued to parents, for completion with their child.

The Care Inspectorate questionnaire asked for parents’ views about their involvement in the service. In response to the statement ‘The service has involved me, and where appropriate my child in developing the service, for example asking for ideas and feedback’, 11 parents strongly agreed and 2 agreed. This confirmed that parents felt that they were able to influence the care their children received.
We saw that the nursery was using various strategies to encourage the children’s active participation in their learning. Staff sought the views of the children, for example, through ‘circle time’. They used the information they gained when planning ahead. On the day of inspection, we saw that the children were encouraged to make choices, when appropriate. They could make decisions about how they would like to spend their time, when they would have snack and what they would like to eat.

**Areas for improvement**

The following areas for improvement were included in the self assessment:
- To continue to develop relationships with parents and carers
- To continue to progress work we have undertaken alongside the family worker, to develop opportunities for young families, locally
- To further develop our ‘outstanding’ transition programme (HMIE April 2010)

There was scope for the nursery to further extend the range of information which was on display, for example as follows:
- Child protection procedure
- Complaints procedure
- National Care Standards
- Scottish Social Services Council information/codes of practice
- Notice telling parents how to access nursery policies and procedures

While permission was sought for the use of photography, we felt that this could be further developed to better inform parents about how photography is used and shared in the service.

**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
There was a positive ethos in the nursery. Members of staff knew the children and their families well and impressed as being aware of and highly responsive to individual needs and circumstances. The nursery was able to offer a flexible pattern of attendance when families needed extra support. The service had also been extended to offer care to a small number of 2-3 year old children where specific needs were identified.

Adult/child interaction was very good. The children were confident in approaching staff and were familiar with nursery routines. This resulted in a purposeful atmosphere where the children were engaged in their learning. They were able to experiment, investigate and develop their skills while also having fun. The rooms were set out in a way which allowed children to make choices in their play, promoting early skills in decision-making and self-reliance. The nursery layout incorporated quiet areas for those children who wished to rest or take ‘time out’ during any session. This enabled them to work at their own pace. Many aspects of the curriculum raised the children’s awareness of health, nutrition and safety as well as environmental issues.

A key worker system was in place which helped staff to get to know children and their families. Staff were aware of, and were meeting, specific needs. There were opportunities for parents to share and update information as the needs of their children changed. We sampled the personal learning plans (PLPs) and saw that these reflected children’s progress. The nursery had established very good links with other professionals who worked closely with staff. This meant that the children received the support they required, based on an assessment of their individual needs.

The nursery provided nutritious snacks which raised the children’s awareness of healthy eating. Appropriate procedures were in place to enable staff to manage any food intolerances/food preferences. Tooth-brushing was an established part of the daily routine. Pictorial/written information about tooth-brushing routines reminded the children about the importance of cleaning their teeth. These measures helped them to develop good habits for the future.

Staff ensured that the children had regular access to outdoor learning and energetic play. There was an inviting outdoor area which children were able to access directly from the nursery rooms as well as time-tabled access to the gym. These measures encouraged children to develop a positive attitude to exercise. Occasional trips widened the children’s experience. For example, the children had recently visited a local station to learn about train travel.
Through discussion, members of staff demonstrated a good knowledge of child protection procedures. They had attended child protection training and were aware of their obligation to act on any concerns by reporting these to the designated child protection coordinator who was responsible for assessing the concern and seeking further advice, when appropriate. Staff had access to relevant guidance including the Area Child Protection Inter-Agency Guidelines which they could refer to for more information. Information about care and welfare issues within the school and nursery was shared. This helped staff to support children appropriately. Staff were also aware of the need to follow up on any unexplained child absence. In response to the statement ‘I am confident that staff will protect my child from harm, abuse, bullying and neglect’, 12 parents strongly agreed and 1 agreed. This suggested that parents were confident in this aspect of the service.

The nursery had procedures in place to enable staff to administer medication, with written parental permission. A system was in place to log any accidents which occurred and records were signed by parents which showed that information was shared. Staff confirmed that there had been no significant accidents.

There had been a change to the legislation since the date of the last inspection. We discussed the additional requirement that a personal plan must now be in place for each child and that this must be reviewed no less than every 6 months. The nursery held relevant information which showed that individual needs were being identified and progress monitored. Registration information was being reviewed on a termly basis. This helped ensure that the nursery held accurate details for each of the children.

Areas for improvement
The following areas for improvement were included in the self assessment:
- To continue to look for ways to promote the message that we are a health conscious school
- To continue to build a bond with families before they arrive in nursery, through our mother and toddler sessions

Overall, medication was well managed; however, in one case a permission form had not been signed by the parent while in another case the record of administration had not been signed. We therefore asked the service to review medication procedures taking account of the Care Inspectorate guidance on the management of medication in daycare settings.

Grade awarded for this statement: 6 - Excellent
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 evidence for the grade awarded for this statement is included under statement 1.1.

Areas for improvement
The following area for improvement was included in the self assessment:

- To continue to involve parents and children in ideas for fund-raising for the development of our outdoor area

The manager and staff should continue to enable parents and children to assess and improve this aspect of the service

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 purpose built accommodation was in keeping with the aims and objectives of the service and provided an extremely welcoming and well maintained environment for children and their families. In addition to the nursery rooms there were facilities for meetings and other activities which helped parents to feel welcome to spend time in the service.

The nursery was very well equipped to promote the children’s learning. Staff had made effective use of good quality resources and furnishings to create an inviting and stimulating learning environment, both indoors and out. There was sufficient space to enable the children to play safely, including an extensive enclosed outdoor space. Safety equipment was used as appropriate. For example, mats were provided around the climbing frame and children wore goggles during woodwork activities. This helped them to learn how to keep themselves safe.

There was a secure entry system for the nursery which prevented unauthorised access to the building. Arrivals and collections were overseen by staff. This helped ensure the children’s safety.

Children’s toilets were accessed directly from the nursery rooms. This meant that the children did not need to be accompanied which helped staff to promote their independence. We saw that toilets were well maintained throughout the session. There was a separate disabled toilet with appropriate facilities for nappy changing. Disposable gloves and aprons were available to staff, and were used when needed, to help prevent the spread of infection.

Kitchen facilities were incorporated into each of the nursery rooms and were therefore easily accessible. The majority of staff had been trained in food hygiene. This helped them to store and prepare food, hygienically. Both adult and child height sinks were easily accessible to both staff and children in each of the rooms. We saw that staff reminded children to wash their hands throughout the day. Again, this reduced the risk of infection in the nursery.

We saw evidence of consistent practices which helped staff to maintain a safe environment. For example, risk assessments had been carried out and these were reviewed and updated from time to time. Staff took responsibility for daily monitoring of the accommodation and the outdoor area on a rotational basis. Cleaning procedures and fridge temperature checks were recorded.
The principal teacher confirmed that the staff team were aware of current guidance on infection control and that copies of this document were available in the nursery, for their reference.

Several members of staff, within the school as a whole, held first aid certificates. This helped them to deal confidently with any minor accidents in the nursery.

In response to the statement 'The service is a safe, secure, hygienic, smoke free pleasant and stimulating environment', 12 parents strongly agreed and 1 agreed. This confirmed that parents were satisfied with this aspect of the service.

**Areas for improvement**
The following area for improvement was included in the self assessment:
- To maintain the present environment

The written nappy changing procedure which was on display did not fully reflect staff practice. This was addressed when it was brought to the attention of the principal teacher and a copy of the further developed procedure has now been submitted to us.

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

**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 evidence for the grade awarded for this statement is included under statement 1.1.

Areas for improvement
The following area for improvement was included in the self assessment:
- To further develop the staff’s understanding of working with 2 - 3 year old children and their families

The manager and staff should continue to enable parents and children to assess and improve this aspect of the service.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
Members of staff were appropriately qualified and experienced. There was low turnover within the staff team which provided continuity for families using the service. Members of staff were clear regarding their roles and responsibilities and worked very well together. The nursery maintained recommended adult/child ratios as specified in the National Care Standards for Early Education and Childcare up to 16. Adult/child ratios were met at the time of inspection. All of these factors resulted in very good outcomes for the children.

Staff impressed as motivated and enthusiastic and appeared to enjoy their work. We found various examples of ways in which they had been proactive in initiating and participating in new developments which were supportive of children and their families. Members of staff were good role models for the children. We saw examples of high quality interaction between staff and children which supported children’s learning and helped them to feel secure and gain confidence.

The manager confirmed that those members of staff who require to be registered with an appropriate body (General Teaching Council or Scottish Social Services Council) were registered. This meant that their suitability to work in the service had been assessed and that they had been informed of the codes of practice which they are required to adhere to.

Staff had access to a range of national guidance documents to support their day to day work with the children, including the following:
* Curriculum for Excellence
* Child at the Centre 2
* National Care Standards
* Pre-birth to three
* Getting It Right For Every Child (GIRFEC)

Staff met together regularly to discuss their day to day work. This enabled them to share their practice, discuss current issues including any concerns, and consider how they might further develop the service. This, in turn, helped them to consistently meet children’s needs.
Measures were in place to support staff development including annual reviews. Staff members’ individual skills and interests were recognised and were used to support the children’s learning. Nursery staff expressed a commitment to ongoing professional development and spoke positively about the training opportunities which are available to them, to help them maintain and update their skills. Staff maintained individual training records as evidence of further learning.

Parents expressed confidence in nursery staff. In response to the statement ‘I am confident that staff have the skills and experience to care for my child and support their learning and development’ 11 parents strongly agreed and 2 agreed.

**Areas for improvement**

The following area for improvement was included in the self assessment:

- We are implementing a new format PLP which will be reviewed after transition (to primary 1)

The manager should continue to support staff to access relevant training, taking account of the specific needs of the children being cared for at any given time. This will help staff to maintain the high quality of service which will directly benefit the children.

**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 evidence for the grade awarded for this statement is included under statement 1.1

Areas for improvement
The following area for improvement was included in the self assessment:
- To continue to encourage all parents to become involved

The manager and staff should continue to enable parents and children to assess and improve this aspect of the 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 is provided by Fife Council Education Service which has a well defined management structure. There was a clear line of responsibility within the nursery. This ensured accountability within the service as well as the provision of on-going support/supervision for the manager and staff. Changes to roles and responsibilities meant that the nursery benefited from input from both the principal teacher (formerly the nursery teacher) and the recently appointed nursery teacher. The headteacher, as manager of the service, also had some direct contact with the nursery. Staff were able to attend part of whole school meetings and met individually with the headteacher annually, in addition to the professional development meetings which took place with the principal teacher.

Systems were in place to support the ongoing evaluation of the nursery. The nursery was viewed as an integral part of the school as a whole. Staff skills and experience were recognised and valued and staff members were encouraged to contribute to the further development of the service. They also had the opportunity to take part in school working parties, when appropriate. An improvement plan was in place which reflected both key strengths and planned improvements.

The manager and staff had recently submitted a self assessment in preparation for the inspection, having evaluated the service against a range of quality themes and statements. Again, strengths of the service were identified and areas for improvement highlighted. Work was in progress in some areas, at the time of our visit.

The service valued the opinions of parents, carers, children and other professionals and welcomed their views as part of their overall evaluation of the service. There were both formal and informal opportunities for the manager and staff to gain feedback on the work of the nursery.

Areas for improvement
The following areas for improvement were included in the self assessment:
- To continue to develop a coaching model as a tool for self evaluation and problem solving
- To encourage staff to take up new opportunities e.g. for secondment
- To look closely at the policy and programme for the 2-3 year olds
Some child protection records were incomplete, in that they did not fully evidence the action taken in response to concerns. See recommendation 1

Arrangements for reporting child protection concerns have changed since the date of the previous inspection. Some staff were not aware of the new contact details and these were not included in the child protection statement in the parents’ handbook. We asked the manager to ensure that staff and parents have access to up to date contact details. Similarly, we did not see a statement about what action would be taken by the nursery in the event of the unexplained absence of any of the children. These matters were addressed when they were brought to the attention of the principal teacher.

We discussed changes to legislation affecting the regulation of the nursery which had taken place since the date of the last inspection. We advised the manager how to access the relevant documents which provide more information about the legal requirements and procedures for making notifications to the Care Inspectorate.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The manager should ensure that child protection records accurately reflect all actions taken and, where appropriate, an outcome.

   Reference: National Care Standards for Early Education and Childcare - standard 3 - Health and wellbeing and standard 14 - Well managed service
4 Other information

Complaints
We have not upheld any complaints against the service since the last inspection.

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

Additional Information
N/A

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 SCWIS 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

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6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td>Environment</td>
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<td>Management and Leadership</td>
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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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