Glassford Day Nursery Ltd
Day Care of Children
2 - 4 Station Road
Glassford
Strathaven
ML10 6WQ

Inspected by: Jacqueline Clark
Type of inspection: Unannounced
Inspection completed on: 30 May 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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
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<tr>
<td>Quality of Staffing</td>
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<td>Quality of Management and Leadership</td>
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What the service does well

We found that the service had developed very positive relationships with parents and children. The service provided was flexible and responsive to the needs of the individual children attending the service. Children had access to a range of resources which were age and stage appropriate.

What the service could do better

To further involve parents and service users in assessing and improving the quality of the service, the management could provide all parents with the opportunity to grade the service through the quality statements and themes.

What the service has done since the last inspection

Since the last inspection the service had established a parent’s committee. The service provider had arranged for the nursery to be redecorated both inside and outside and new resources purchased.

Conclusion

We found that the service was performing well in the areas which we inspected. Management were receptive to ideas from parents, staff and children. The service should implement the recommendations made within this report to further develop and improve the service.
Who did this inspection
Jacqueline Clark
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.

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

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

Glassford Day Nursery operates from premises within the village of Glassford in South Lanarkshire. The service is registered to accommodate a maximum of 37 children aged from birth to those not yet attending primary school. The nursery opening hours are Monday - Friday from 07:00 - 18:00hrs, 52 weeks per year. There are currently sixty two children accessing the service. The nursery works in partnership with South Lanarkshire Council to provide pre education.

Through viewing the aims of the service it was noted that the nursery aimed to “offer play and educational opportunities that are fun and challenging in a safe, happy and homely environment.”

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 following an unannounced inspection. This was carried out by Inspector Jackie Clark. The inspection took place on Thursday 30 May 2013 between 9:45hrs and 18:15hrs.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent twenty care standard questionnaires to the manager to distribute to parents. Nine were completed and returned before the inspection.

We also asked the service to give out questionnaires to staff four of which were completed and returned.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

* ten children
* manager
* service provider
* five staff
* four parents

We looked at:

* participation strategy
* minutes of staff meetings
* newsletters
* parental questionnaires
* evaluation forms
* accidents/incident reports
* policies and procedures
* medication policy
* the environment and equipment
* staff training

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

There were three recommendations made at last inspection. Two of these had been addressed by the service with good progress made in actioning the other.

The annual return

Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

Comments on Self Assessment

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

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The service identified what it thought the nursery did well, some areas for development and any changes it had planned.

Taking the views of people using the care service into account

Children were observed to be happy, settled and engaged in a range of activities throughout the inspection. On the day of the inspection visit the Inspector spoke with some of the children attending the service. They were happy to share their views about their favourite activities. Children’s comments included:

“I like drawing and colouring in.”
“Playing outside on the scooter is my favourite.”
“I like to play with my friends.”
“I like the quiet area to read stories.”
“Playing in the sand is my favourite thing to do.”
Taking carers' views into account

Nine parents returned completed care standard questionnaires. We had the opportunity to speak to a further four parents during our inspection. Written and verbal feedback given to the Care Inspectorate was mostly positive. All parents agreed that they had the opportunity to be involved in the service by providing feedback and suggestions. Parental comments included:

"All the staff make a big effort to know my child".
"There is an enormous range of materials to play and learn with and they get lots of outside stimulation from the play areas and garden."
"My child has become a more confident individual since starting at the nursery."
"The staff are just like part of the family."
"My child loves going to nursery and loves all the activities and wishes it was open at weekends."
"I am happy with the service."
"I have raised issues in the past and they have been addressed by the service."
"I have seen improvements over the last year."
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

At this inspection, we found that the performance of the service was good for this statement.

We found the service involved children and parents and asked for their views, about the quality of care and support, in several ways. These included:

- Parent’s committee
- Daily feedback sheet
- Facebook
- E-Mail
- Parental questionnaires
- Evaluation sheets
- Suggestion box
- Mind mapping
- Floor books
- Newsletters
- Children’s questionnaires

Feedback from parental questionnaires was collated and shared with parents including any action to be taken.

The service had recently introduced children’s uniforms as a direct result of feedback from a parent.
Parents had the opportunity to comment on how they felt their children's had progressed since starting at nursery. Feedback was positive with one parent commenting "I have been very impressed with how our child has come on" with another stating "we are pleased with our child’s progress at Glassford Nursery."

Children are involved in their own learning through the use of floor books, mind mapping and regular consultation with staff.

Of the nine parents who replied to our questionnaire six “strongly agreed” and three “agreed” that overall they were happy with the quality of care provided. One parent commented "I have had 3 children use this facility and am completely happy in all aspects with the care provided."

**Areas for improvement**

The service should ensure that all questionnaires and evaluation sheets are dated to evidence the frequency of which they are undertaken. (See recommendation 1)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Date all questionnaires and evaluation sheets.

   National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service
Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was good for this statement. The service met the health and wellbeing needs of the children effectively.

Management and staff had implemented a range of policies and procedures to ensure that the children’s health and wellbeing needs were met. These included child protection, medication, infection control and accidents.

Enrolment forms were used to record children’s medical and dietary requirements, GP details and emergency contacts. Before children start nursery parents complete an “all about me” booklet which details their likes, dislikes and family members.

Children’s care routines were displayed and included individual preferences for sleeping, eating and nappy changing. These were updated every six months in line with new legislation.

Parents were provided with a yearly progress report about their child’s development which included a section for their comments. One parent said “our child is very confident now and able to express himself very well.”

The service promoted a daily routine which encouraged children to learn about relationships, personal hygiene and safety.

Children attending the service were provided with a healthy lunch and snack. The daily menu was displayed for parents to view. This was confirmed by parents who returned our questionnaire as five “strongly agreed”, three “agreed” and one “not applicable” that the service provided a healthy and well-balanced diet.

Areas for improvement

The service should continue to monitor the outcomes for children’s in the 2 - 5 room to ensure that their individual needs are being met.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
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
At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Quality Statement 1:1 remain relevant for this statement.

The service received good feedback from parents regarding the environment provided. One parent stated "you have provided our child with a fantastic fun and safe environment."

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment offered.

Grade awarded for this statement: 4 - 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**

At this inspection, we found that the performance of the service was good for this statement.

On the day of the inspection visit it was noted that the children were cared for in an environment which was safe, secure and clean. The building was found to be in a very good state of decoration and repair. Children had access to an enclosed outdoor area which provided opportunities for physical play and fresh air.

Of the nine parents who returned our questionnaire seven “strongly agreed”, two “agreed” that the service is a secure, safe, hygienic, smoke free, pleasant and stimulating environment. One parent commented “it is a safe, secure and stimulating environment where my children look forward to going.”

Risk assessments were carried for the premises and outdoor area. Cleaning schedules were in place for resources and equipment. Written nappy changing procedures were displayed in all changing areas.

The layout of the accommodation allowed children to play independently and participate in activities with their peers.

Children’s artwork and photographs are attractively displayed and acknowledge children’s interests and achievements.

**Areas for improvement**

On the day of the inspection visit it was observed that the children were accessing the nursery car park for outdoor play. Although some measures had been put in place to secure the area this needs to be further developed to ensure the area is safe and secure. (See recommendation 1)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. A risk assessment should be undertaken when children accessing car park to ensure it is safe and secure.

   National Care Standards for Early Education and Childcare up to age 16.

   Standard 2:4 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
At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

The service received positive feedback from parents in relation to their staff. One parent stated “staff has been excellent in picking up when my child needs a little extra assistance or encouragement”.

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and improving the quality of staffing.

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
At this inspection, we found that the performance of the service was good for this statement.

Staff employed within the nursery had a range of childcare qualification, skills and experience which enabled them to meet children’s individual needs.

All staff were registered with the Scottish Social Services Council and were aware of the responsibilities in relation to their Codes of Conduct.

Staff had the opportunity to take part in regular meetings which allowed them to discuss any issues, concerns and share ideas for improvement.

An induction programme was in place for new staff which included copies of policies and procedures. This was confirmed by a modern apprentice.

Staff took part in yearly appraisals which allowed them to reflect on their practice and identify training needs.

Staff confirmed they had accessed a range of training courses including child protection, first aid, food hygiene, observations and floor books.

On the day of the inspection visit staff worked well as a team. They were observed to be positive in their interaction with the children, parents and each other.

Of the nine parents who responded to our questionnaire seven “strongly agreed” and two “agreed” that their child appeared happy and confident with the staff. One parent commented “all staff seem very dedicated to making a safe, fun, learning environment for my child and she is blossoming there.”

Areas for improvement
The service provider should continue to provide staff with training courses to extend their knowledge and skills.

Grade awarded for this statement: 4 - 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
At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

The service had developed a written participation strategy which detailed how they could be involved in assessing and improving the quality of the management and leadership.

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and improving the quality of management and leadership.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service strengths
At this inspection, we found that the performance of the service was good for this statement.

The service used Child at the Centre and the inspection process to reflect and evaluate their service and implement any recommendations for improvement.

Management were committed to improving and developing the service offered. Staff, parents and children has some opportunities to be involved in this process.

Management and staff had worked together to develop an improvement plan which was displayed for parents to see.

The manager spends time within the playrooms monitoring and observing staff practice and the environment. Written feedback was provided with agreed action to be taken.

A nursery policy was displayed every month with parents encouraged to write their comments on the wall.

Visitors to the service had the opportunity to provide written feedback of their experience of working with management and staff.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

Areas for improvement
The service should continue to develop their quality assurance systems and ensure that all stakeholders are fully involved in the process. (See recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 1

Recommendations
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

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

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5 Summary of grades

### Quality of Care and Support - 4 - Good

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<tr>
<th>Statement</th>
<th>Grade</th>
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<tbody>
<tr>
<td>1</td>
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### Quality of Environment - 4 - Good

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### Quality of Staffing - 4 - Good

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### Quality of Management and Leadership - 4 - Good

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<td>4</td>
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6 Inspection and grading history

<table>
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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>9 Jan 2013</td>
<td>Unannounced</td>
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<td></td>
<td>Staffing Not Assessed</td>
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<td>Management and Leadership 4 - Good</td>
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<td>25 Jun 2012</td>
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<td>Care and support 2 - Weak</td>
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<td>Environment 3 - Adequate</td>
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<td></td>
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<td>Staffing 3 - Adequate</td>
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<td>Management and Leadership 2 - Weak</td>
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<td>2 Mar 2012</td>
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<td>Care and support 1 - Unsatisfactory</td>
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<td>Management and Leadership 1 - Unsatisfactory</td>
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<tr>
<td>Date</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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