Muiredge Primary School Nursery Class
Day Care of Children
c/o St. John the Baptist Primary School
North British Road
Uddingston
Glasgow
G71 6NW
Telephone: 01698 813852

Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 3 October 2013
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<th>Contact details for the inspector who inspected this service:</th>
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<tr>
<td>Kara Doonan</td>
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<td>Telephone 01294 323920</td>
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<tr>
<td>Email <a href="mailto:enquiries@careinspectorate.com">enquiries@careinspectorate.com</a></td>
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Summary

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

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

We gave the service these grades

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

The service routinely encouraged parents to get involved in supporting staff plan their child’s care and in making decisions about the service provided.

The daily routine and nursery ethos supported staff plan learning experiences to meet children’s needs and interests.

Children had regular access to fresh air and exercise, and had the opportunity to enjoy learning outdoors.

Staff were welcoming, respectful, caring and had a very good knowledge and understanding of the children’s needs.

What the service could do better

Management agreed to review the records and systems in place to ensure they contained a plan of how the service intends to meet children’s health, welfare and safety needs and meets the legislative requirements.

What the service has done since the last inspection

The service had continued to provide a quality child care service.
Conclusion
The service is provided from within a welcoming and caring environment. Effective systems are in place to ensure that children and family's needs are met.

Who did this inspection
Kara Doonan
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- 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 Order 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 Care Inspectorate.

The service is provided by South Lanarkshire Council and is located in a modular building in the grounds of St Johns the Baptist Primary School. The head teacher has overall responsibility for the nursery. The nursery teacher and qualified nursery staff provides the day to day care and education for children.

The service operates Monday to Friday school term time between the hours of 8:45am to 11.30am and 1pm to 3.45pm. A maximum of 40 children can attend at any one time.

The service aims to promote “Physical, emotional and social health”.

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. This was carried out by inspector Kara Doonan

The inspection was completed over three visits.  
- the first visit was on 24 September 2013 between 8:50am and 12:35pm  
- the second visit was on the 22 September 2013 between 8:45 and 9:30am  
- the third visit was on 3 October between 9:15am and 12:15pm

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

We sent 30 care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned 15 questionnaires before the inspection.

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

We spoke with:  
- the manager  
- nursery teacher  
- early years workers  
- the children using the service  
- members of parent on the nursery committee and the chair of the schools parents council

We looked at  
- children’s records  
- staffs planning  
- service questionnaires/ evaluations  
- medication records  
- accident records  
- registration certificate
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 completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well and areas for development.

Taking the views of people using the care service into account

We observed all the children using the service during the inspection. All children were observed to be taken part in a range of activities. The children that spoke with the inspector gave positive feedback about the service.

Taking carers' views into account

We sent out 30 questionnaires and 15 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

- 12 people indicated they strongly agreed and 3 people indicated they agreed they had been involved in developing the service.

- 14 people indicated they strongly agreed and 1 person indicated that they agreed that they were happy with the quality of the service.

- 12 people indicated they strongly agreed and 3 people indicated they agreed the
environment is safe, secure, smoke free, pleasant and stimulating.

- 12 people indicated that they strongly agreed, 1 person indicated they agreed and two people indicated they did not know that staff asked their child’s views about activities and planning.

- 13 people indicated that they strongly agreed and 2 people indicated they agreed that they had confidence in staffs skills and experience.

Comments included:
'I regard the standard of care and education at Muiredge Nursery to be very high. They have clearly got to know my child and their strengths or challenges and responded appropriately.'

'We are delighted with the level of care our child has received from the staff at Muiredge. Staff have been wonderful and we have noticed very positive behaviours and my child is a happy and loves going to nursery.'

'My child could not have received better care and education, in a fantastic and friendly environment. My child loves attending nursery.'

'I hold all the staff in very high regards, it is an excellent environment for children.'

'My child made the transition to nursery very easily and I believe that this was due to the positive ethos created by the staff in Muiredge Nursery. They are very welcoming and my child looks forward to attending each day which puts my mind at ease.'

'I cannot sing the praises of the nursery staff high enough. They provide a great service for the children and we will miss them when my child goes to school. They are professional, energetic and enthusiastic, and have prepared my child well for attending primary school.'

'Excellent communications with parents through regular verbal feedback, newsletters, displays of work, performance and children’s floor books and hardworking folders. Staff obviously know the children very well and have built good relationships. Children are actively involved in the planning and review of activities. Outdoor space is used creatively to enhance learning and exercise.'

'We are very happy with the nursery. My child loves going every day and I now staff are great at their jobs. They go over and above their duty and show great passion for what they do. Overall, a fantastic nursery!'"
needs. Parents indicated that they felt very involved in the service and in the decision making processes on how the service is provided.
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
At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects considered in relation to opportunities provided for children and their families to give feedback and make suggestions on improving the service. We gathered evidence from talking to staff, observing children, collating feedback from family members, and information written and verbally presented by the service.

Parents informed us that they were regularly encouraged to share their views and get involved in the service. They confirmed being involved in the service, for example, through helping out during trips and being involved in planning their child’s care and support. Parents confirmed that the staff worked in partnership with them. This included staff supporting them to meet their child’s needs, accessing additional support services and being kept informed about their child’s progress. We concluded that the service routinely encouraged parents to get involved in supporting staff plan their child’s care.

We observed the children during a nursery sessions. We found children to be confident in making choices, selecting activities and moving freely within the playroom. We found staff to be responsive to children’s needs. Children, parents and staff informed us about how children were routinely involved in making decisions such as purchasing new equipment and in planning the learning experiences offered. We concluded that the daily routine and nursery ethos supported staff plan learning experiences to meet children’s needs and interests.

Management discussed consultations that had taken place, such as three stars and a
wish and questionnaires, and how they had used the outcomes to make improvements to the service. We found evidence to support this. The parent’s committee and parent’s council were effective methods to involve parents in more managerial decisions and shaping the direction of the service. We concluded that the service had effective systems in place to routinely involve parents in making decisions about the service provided.

Areas for improvement

We found that staff set up the playrooms before children arrived. Staff informed us children could request other resources throughout the nursery sessions. The service could consider getting children more involved in setting up the playroom.

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

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects considered in relation to the health and welfare needs of the children. We looked at children’s personal plans, the opportunities for outdoor play, playrooms and resources provided to meet children’s needs, and the opportunities to promote independence and develop social skills.

Staff gave a clear and confident explanation on how the service gathered information about the children. They effectively demonstrated how they used this information to plan meaningful care to support children’s individual needs. Parents confirmed involvement in planning their child’s care and support, and how staff were skilled in addressing children’s individual needs. We concluded the service had effective systems in place to plan children’s care and support to meet their individual needs.

Children, staff and parents informed us that children had regular access to the nursery garden and surrounding areas. Children were regularly out and about in the community, during the inspection process children and parents participated in a local nature walk. Due to the recent move to this location the development of the outdoor area and experiences was still being developed. Staff planned to ensure the outdoor play area is used daily and for well-planned, purposeful play and learning. We concluded children had regular access to fresh air and exercise and had the opportunity to enjoyed learning outdoors.

Staff discussed the systems in place to access additional support services to meet children individual needs. We concluded that when a child required additional support
from other professionals, such as speech and language therapists, the staff were confident and well versed in this.

Children informed us that they liked the range of healthy foods and drinks available for daily snacks. Children self-registered for snack and selected own plates, drinks and foods. We concluded that snack time was a very sociable activity and encouraged children to develop their independence.

Areas for improvement
We discussed with management the personal plans legislation. Management agreed to review the records and systems to ensure they contained a plan of how the service intends to meet children’s health, welfare and safety needs and meets the legislative requirements.

Staff agreed to ensure that systems were in place to ensure that children’s right to dignity and privacy are maintained whilst using the toilets. For example, ensuring that children cannot be seen using the facilities from the playroom.

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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the services self-evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

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
At this inspection we considered how well the premises are maintained and how well service users are protected. We found all aspects of this were met. We gathered evidence through viewing the areas used by children, considering the space, layout and equipment, examining relevant records and observing how environment and equipment was used.

The service had recently relocated to a new location due to refurbishments and upgrading of original building. The premises and equipment, indoors and outdoors, were found to be well maintained and fit for purpose. The indoor playroom was well laid out providing ample space for children to move freely and safety between
activities. Resources viewed were found to be well stocked and in good condition. The outdoor area had a high fence creating a secure area.

We examined the medication procedure, medication records and medication stored within the nursery. We found the nursery had all the appropriate procedures in place.

Areas for improvement

The first aid box kept in the nursery should be kept stocked, and have appropriate resources.

The service had started to use a new accident book for recording accidents and incidents. They should ensure that parents/carers sign forms to indicate being notified of occurrence.

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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the services self-evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

Grade awarded for this statement: 5 - Very 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 very good for this statement. The service had met all aspects considered. We looked at staffs’ communication and interaction with the children and their families, staff awareness and knowledge of the children in their care, and how staff shared practice and staff training opportunities.

We considered how staff interacted with the children. We found staff to be welcoming, respectful, caring and having a very good knowledge and understanding of the children’s needs. We observed them to be responding appropriately to the
children and providing support and assistance when needed. As a result of our observations, and talking to children and their families, we felt the children were confident and comfortable with all staff. We concluded that all staff had very good awareness and knowledge of the children in their care.

We gathered staff views on the service during the inspection process. Staff informed us that they all worked well together to achieve the services’ aims and objectives. Staff felt supported by management and each other. They informed us that they were encouraged to attend training and develop their skills. They informed us that they held regular staff meetings to discuss nursery issues, share their views on the services performance and in planning future objectives. We concluded that staff had a successful communications system in place in order to make plans and share information related to the service.

Areas for improvement
Staff should continue to keep up to date with best practice guidance and changes in legislation. This is to ensure that they maintain the quality of the service provided.

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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the services self-evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

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
At this inspection, we found that the performance of the service was very good for this statement. We found that all aspects we considered were met. We looked at the quality assurance systems and processes being used to assess and improve the service being provided.

The management team within the service demonstrated a very good knowledge and understanding of quality assurance. The evidence presented supported that all those involved in the service had been involved in assessing and improving areas under the four quality themes we report on. We concluded that areas for improvement identified
by the service were routinely acted upon. As a result, the service identified how well they were doing and where they should go next.

We found that the through regular reviews, meetings and visits to the nursery the management monitored the service provided to ensure it achieved the aims and objectives.

**Areas for improvement**

The service should continue to monitor their progress in the identified areas for improvement and measure the impacts on the service.

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

**Number of requirements:** 0

**Number of recommendations:** 0
4 Other information

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

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

Additional Information
The service had recently moved into a new modular build, whilst Muiredge Primary School undergoes refurbishment. The move into these premises has been seen as a positive step. Parents, children and staff all seem to be very happy with the premises.

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

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6 Inspection and grading history

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<td>Staffing 5 - Very Good</td>
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<tr>
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<td></td>
<td>Management and Leadership 5 - Very Good</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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