Victoria Primary School Nursery
Day Care of Children
Middlefield Road
Falkirk
FK2 9HF
Telephone: 01324 508600

Inspected by: Jane Lynch
Type of inspection: Unannounced
Inspection completed on: 24 March 2014
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Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Care service number:
CS2003043649

Contact details for the inspector who inspected this service:
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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>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
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<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Management and Leadership</td>
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What the service does well

Getting it Right for Every Child had been embedded in the philosophy of the service. We concluded that children’s individual needs were known and met by the staff team who communicated effectively to ensure a consistent approach.

We concluded that the staff team were enthusiastic and confident in their role delivering a quality service for children and their families. Staff had a range of qualifications, skills and experience relevant to the aims of the service.

The management team had demonstrated effective leadership qualities and had fostered effective relationships between staff, with parents and carers and with the children.

What the service could do better

It had been agreed that the evidence recorded showing the ongoing evaluation of the service and its development could be extended.

It had been agreed that staff could make reference to ‘Infection Prevention and control in childcare settings (day care and childminding settings)’ March 2011 as part of their evaluation of infection control practices in the service.

The service had identified the need to continue to review and develop the systems that showed the continued process of quality assurance.
What the service has done since the last inspection
Since the last inspection the service had been proactive in developing personal plans for children in line with current legislation showing how the health, wellbeing and safety needs of the children had been met. This process had been undertaken in consultation with parents, staff and children.

Conclusion
In conclusion, the service had been committed to supporting children and their families. Children had been nurtured, respected and supported to achieve their potential in a safe, secure and stimulating environment. Care and support was delivered in line with stated aims and objectives.

Who did this inspection
Jane Lynch
1 About the service we inspected

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

This service registered with the Care Inspectorate on 24 August 2012.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could 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 Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Victoria Primary School Nursery is a service provided by Falkirk Council Education Services. The nursery provides pre-school education for children from the age of 3 until they attend primary school. The nursery provision is an integrated part of Victoria Primary school and nursery. The nursery is registered to provide fifty places both in the morning and in the afternoon. However, there are currently forty children attending in the morning and thirty children attending in the afternoon.

The service benefitted from an experienced team of staff. Parents commented on their professionalism and their friendly approach when supporting families using the service.

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 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
The inspection was carried out by inspector Jane Lynch. An unannounced inspection began on 12 March 2014 with a second day spent in the nursery on 13 March 2014. Feedback was given to the management team on Monday 24 March 2014.

During the inspection we talked with parents as they brought and collected the children, about their experiences of the service. We talked with the children about the service and observed them during three of the sessions during our visit. We talked with staff about their roles in the service and observed practice. We examined a sample of records and chatted with the management team about the development of the service since the last inspection.

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.

The service submitted a fully completed self assessment document to us before we carried out our inspection.

The service told us what they thought they did well, some areas for improvement and how they planned to take these forward. The sources of evidence given by the service provided a useful starting point for our inspection.

The service should continue to develop self assessment procedures to link evidence to outcomes for children and give some examples of the changes that have been made, over time, as a result of service users’ involvement and quality assurance procedures.

Taking the views of people using the care service into account

We observed the children to be confident and relaxed in the service. They were happily engaged in a wide range of learning experiences both indoors and out. Children knew and followed nursery routines and rules well. They were independent at snack and willing to help at tidy up times. Children told us about what they had been learning and about some of the things they enjoyed at nursery. One child told us that he wanted to make a badge and with a little support from a member of staff gathered what he thought he would need and proceeded to make his badge. A child told us that they were matching pairs and that they could recognise numbers and were good at counting. During circle time children said that they had enjoyed the crumpets they had at snack, had enjoyed playing outside and had enjoyed the singing activities with the singing teacher.
Taking carers’ views into account

We sent care standard questionnaires to parents via the service with 8 having been returned at the time of the inspection. There had been very short notice between the service receiving the questionnaires and the inspection visit so parents and carers had been quick to return them following the request by the service.

We chatted with eight parents during the inspection. Parents were extremely positive about the quality of the service and we have included some of their views in the body of the report.
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 involved parents and their children in assessing and developing its quality and to a very good level.

There had been a variety of ways that parents and carers had been involved in giving their views about the quality of the service. Parents told us that they had been involved in speaking with staff about the care and support needed for their children that ensured their health and wellbeing needs had been met, for example, agreeing protocols for managing administration of medication. Staff had supported parents and children with settling into the service as part of a nurturing process. For example, parents had spent time observing their children from the cloakroom giving them confidence that children felt safe and secure in the nursery environment.

We saw that parents had commented on the successes of their children working with staff to recognise their achievements. Home link initiatives had encouraged parents to extend children’s learning at home building on children’s achievements.

Parents said that they had made suggestions about the development of the service that had been implemented by staff. For example, consultation about the outdoor play area had resulted in parents contributing to its development and suggestions made by parents to extend opportunities to communicate using IT systems had resulted in a nursery blog and a twitter account being developed.

Children had been actively involved in giving their views in a variety of ways. Staff had respected children by listening to their views and taking account of their suggestions by including them in the plan of activities. Examples had included the
development of a hairdressing salon following a consultation process with the children. They told us about writing appointments in the book, counting money when customers paid and making a cup of tea for the customer without getting burned.

Children’s involvement in discussion during circle time had developed their confidence, encouraged them to take turns and to treat each other with respect. Children had been involved in evaluating the activities through being listened to and being supported to give their views. The activities had been developed and improved as a result.

Areas for improvement

Through the self-assessment the service had identified the need to continue to encourage parents and carers to be actively involved in the life of the nursery with further development of the outdoor area and outdoor learning opportunities for children a priority.

It had been agreed that systems could be extended that captured significant evaluation of the service involving parents, carers and children showing how it had developed as a result. This would show how the involvement and participation fed into the quality assurance processes currently in use. This would support the ongoing improvement of the service as part of the school improvement plan.

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 had an experienced and knowledgeable staff team that nurtured children with their general health, wellbeing, nutrition and safety to a very good level.

Children’s health, wellbeing and safety had been promoted by staff through an effective programme of activities linked to hygiene, diet and personal safety. For example, a healthy snack menu had encouraged and informed children about making healthy food choices; we saw children washing hands after going to the toilet and before having snack; children regularly accessed fresh air and exercise through outdoor play, physical activity indoors and outings in the local community. The children had managed hazards and had been challenged through their play and activity. For example, children had learned to be careful when preparing the snack and had learned to use outdoor climbing equipment safely. Parents said that they liked that children were able to play outside in all weather.
The service had very good systems for recording, monitoring and progressing child development. This led to children achieving their potential, supported and nurtured by a staff team that respected their individual needs. For example, there were systems that identified additional support needs as early as possible including children’s health and wellbeing support needs and for managing child protection concerns. The service had very good links with other agencies and staff had been provided with training that extended their skills, knowledge and understanding of how best to support children in achieving their potential. This had allowed them to support children effectively, for example, staff had training in autism to enable them to understand how they could best support children in their care. We saw children with their learning journeys having a chat with staff about what they could do and what they could do to achieve the next steps in their development. This had resulted in a child being supported to use scissors confidently cutting the paper.

Children had been supported with their dental health through a tooth brushing programme and had been protected from the spread of infection through the implementation of the exclusion policy for illnesses. Effective systems for administering medication had been developed in consultation with parents, carers and health professionals meeting individual health needs.

Activities, including circle time, had helped children with learning how to develop respect for others and positive relationships. Children had been confident speaking in the group and had learned about behaving acceptably and developing skills to enable them to consider the consequences of their actions. For example ‘golden rules’ had been regularly discussed and children had been reminded about how they should behave respecting others and staying safe. Children’s achievements had been celebrated through a ‘shining stars’ initiative and through distribution of stickers. Parents said it was good to be able to see what the children had achieved and that they were proud of the children’s achievements.

**Areas for improvement**

The service had identified areas for improvement through their self-assessment. They included the need to continue to develop staff knowledge of child protection, to ensure all staff have up to date training on food handling and knowledge of control of infection and access to first aid training for additional nursery staff.

It had been agreed that a record of risk assessment and any agreed protocols would be developed for any child with an individual health need.

Discussion around the snack activity highlighted a need for the service to reflect on the benefits of a group snack versus a café style snack and consider what method would benefit children the most.

Parents had been invited to attend parent evenings to enable a review of the personal...
plan at least once in each six month period. It had been agreed that a formal record of reviews would be maintained.

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
Similar to Quality Theme 1, Statement 1.

The service currently encourages parents and children to express their views about the environment through the various opportunities described in Quality Theme 1, Statement 1.

We found that there had been opportunities for children and parents to assess and improve the quality of the nursery environment. Recent examples had included consultation about the development of the outdoor area.

Areas for improvement
The service had identified as an area for improvement continued consultation with parents, carers and children about the ongoing development of the outdoor area. It had been agreed that evaluation of activities in the local community, for example, the Calendar Park outdoor learning experience should be included within the recording systems.

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
We found that the needs of the children had been met by the service in an environment that was safe and that children were protected to a very good level.
Children had been kept safe by a secure entry system to the nursery and systems that ensured emergency procedures were in place and the environment was well maintained. For example, a children’s register had been maintained and parents and carers signed children in and out of the service.

Infection control practices had been implemented in practice in relation to food preparation, changing children and cleaning the premises and toys. This had ensured children were safe and protected through the control of infection. The service ensured that children were safe by minimising risk through risk assessment procedures. Systems and processes ensured safe storage of medication.

A safe outdoor area and the use of resources in the local community had enabled children to be active and healthy accessing regular fresh air and exercise. During the inspection, staff had ensured that risks had been minimised for children. For example, staff had closely monitored the use of the climbing frame in the garden to ensure that children were safe and during Calendar Park outdoor learning trips had ensured that children had opportunities to actively and safely satisfy their curiosity by exploring the world around them.

Children had been given opportunities to learn skills and develop knowledge about keeping themselves safe. They had opportunities to learn about road safety and using the computer safely. Children learned to manage risk through their play when being involved in preparing snack and helping to tidy the playroom to prevent accidents. Staff reminded children about the boundaries in place that kept them safe, like not running in the playroom, preventing trips and falls.

**Areas for improvement**

As part of the self-assessment the service identified an area for improvement as continuing to identify ways of keeping children safe, secure and healthy.

It had been agreed that the service could reflect on infection control practices in the playroom, for example, encouraging children to use a utensil to select snack foods rather than their fingers.

**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
Similar to Quality Theme 1, Statement 1.

The service currently encourages parents and children to express their views about the quality of staffing through the various opportunities described in Quality Theme 1, Statement 1.

We observed positive relationships between staff and parents with daily opportunities for open discussion.

Parents in the nursery had an opportunity to be involved in the parent committee and to attend parent meetings on a regular basis. They had access to the nursery blog and a twitter account.

Areas for improvement
The service should consider the areas for improvement highlighted in Quality Theme 1, Statement 1.

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
The service had a confident and competent staff team that supported and cared for children to a very good level.
The service had systems for identifying staff training needs, accessing appropriate training and evaluating the effectiveness of the training. Training that had been accessed by staff had extended their knowledge and understanding in ensuring positive outcomes for children, including support with their health and wellbeing. For example, training had included First Aid refresher training; using chronologies; learning journeys; Getting It Right For Every Child (GIRFEC) individualised planning for children. Staff had been involved in researching best practice to develop their knowledge and understanding of childcare and kept up to date with policy and procedure that had been reviewed and developed.

Staff nurtured children effectively by developing attachments with them and giving them praise, encouragement and affection. Staff had been knowledgeable about health care enabling them to support children and their families. Staff supported children in developing their knowledge and awareness of making healthy lifestyle choices. Staff supported children with their achievements through being knowledgeable about their progress and development and supporting them with achieving their next steps.

Staff had registered with Scottish Social Services Council (SSSC) or other regulatory bodies as required. Team meetings and the annual appraisal system (ERD) enabled staff to discuss their practice including their strengths and development needs. The result had been the development of staff skills and knowledge to support children consistently and effectively.

Parents said "The staff at Victoria nursery are fantastic..."; "...The staff are always really friendly and know my son well...".

Areas for improvement
The service had identified areas for improvement through the self-assessment. They had included to continue to seek high quality appropriate staff development opportunities to motivate staff and promote best practice and meet the needs of the service.

It had been agreed that staff could make reference to 'Infection Prevention and control in childcare settings (day care and childminding settings)' March 2011 as part of their evaluation of infection control practices in the service.

We sign posted staff to the Care Inspectorate Hub as another means of accessing best practice guidance.
Grade awarded for this statement:  5 - Very Good

Number of requirements:  0

Number of recommendations:  0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
Similar to Quality Theme 1, Statement 1.

We found opportunities for parents and children to give their views about the quality of Management and Leadership.

The service currently encourages parents to express their views about the quality of Management and Leadership through the various opportunities described in Quality Theme 1, Statement 1.

Staff had built positive relationships with parents working with them to ensure a holistic approach to meeting children’s individual needs. We found a high level of consultation with parents and carers to gather their views on various aspects of the service.

Areas for improvement
The service should consider the areas for improvement highlighted in Quality Theme 1, Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

Service strengths
The service evaluated what it did and made improvements as a result to a good level.
The service had involved parents, carers and children in assessing the quality of the service resulting in their views and suggestions shaping the delivery of the service. Parents had described some of the developments that had resulted from their involvement in various consultation processes. For example, parents had been involved in and had continued to be involved in the development of the outdoor play area. Children had been involved in evaluating the activities to ensure that they improved to take account of individual interests through a process of consultation. This had ensured that respect had been shown to the children through staff listening and taking into account their views.

The staff team displayed good leadership qualities and contributed to the self-evaluation and the development of the service. They were committed to continuous improvement to benefit children and parents and in the implementation of ‘Getting it Right for Every Child’ (GIRFEC).

Internal evaluation of the service had included the implementation of best practice guidance including ‘Child at the Centre’. Staff monitoring practices had ensured the staff team cared and supported children consistently and professionally. Monitoring the environment had ensured that it was safe and that children were protected. Team meetings and one to one meetings had provided opportunities for staff to reflect on practice within the service, identifying their training needs and ways to develop the service further.

External quality assurance had included a green flag award as an evaluation of the levels of recycling within the service and health promoting school status recognising the health initiatives within the service. The school had an improvement plan that reflected current local and national priorities for developing the service.

**Areas for improvement**

In the self-assessment the service said that it aimed to encourage the involvement of parents and carers to be part of the parent council as part of the involvement in assessing the quality of the service.

It had been agreed that there was a need to continue to review and develop the systems that showed the continued process of quality assurance.

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

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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<th>Quality of Care and Support - 5 - Very Good</th>
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<td>Statement 1</td>
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6 Inspection and grading history

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<th>Type</th>
<th>Gradings</th>
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<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td>Management and Leadership 4 - 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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