

Care service inspection report

Tinto Primary School Nursery Class

Day Care of Children

Main Street

Symington

Biggar

ML12 6LT

Telephone: 01899 308279

Inspected by: Irene Porte

Type of inspection: Unannounced

Inspection completed on: 28 April 2014



HAPPY TO TRANSLATE

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Service provided by:

South Lanarkshire Council

Service provider number:

SP2003003481

Care service number:

CS2003015373

Contact details for the inspector who inspected this service:

Irene Porte

Telephone 01294 323920

Email enquiries@careinspectorate.com

Summary

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

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

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

Tinto primary school nursery class offers children a very happy and comfortable environment where they can play, socialise and share new experiences. Children are offered a range of play and learning opportunities and parents told us they felt that the nursery provided a very good service. Staff value the opinions expressed by the children and effectively involve them in planning activities. The Head Teacher and nursery staff team work well together to support children and their families to ensure the best outcomes for children attending.

What the service could do better

Tinto primary school nursery class should take account of the areas for improvement and the three recommendations we have identified in this report including :

Tinto primary school nursery class should update their medication policy and medication administering procedures in line with current guidance.

Tinto primary school nursery class should review children's hand washing procedures.

Tinto primary school nursery class should review preparation of snack procedures.

What the service has done since the last inspection

Since its previous inspection on the 12th October 2011 the nursery have introduced a new planning format. This new format enables the nursery to identify that every child is undertaking a wide range of experiences allowing the children to receive individual attention and support which supports their learning.

Conclusion

Tinto primary school nursery is welcoming and friendly. Families are provided with a good range of information about the nursery. There are good opportunities for parents to be involved in the nursery. Staff are committed to improving the quality of the service provided. Staff have formed good relationships with the children attending nursery, working closely with their families and other agencies to meet the children's individual needs.

Who did this inspection

Irene Porte

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 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 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 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.

Tinto primary school nursery class is part of Tinto primary school which is located in the village of Symington, Bigger. The service is provided by South Lanarkshire Council. The primary school head teacher has responsibility for the management of the service. Access to the nursery is from a corridor/cloakroom area. The playroom is sub-divided into different play zones and has its own adjoining toilets. There is access to an outdoor play area.

The service is registered to care for a maximum of 25 children not yet attending primary school. The service currently operates term time between 9:00am -12noon Monday to Friday.

The nursery states it aims to provide a high quality service that will ensure your child is supported in reaching their full potential. In doing so we will

- Recognise your child's individual learning needs and accommodate these.
- Provide your child with a range of educational experiences both in and out-of-doors.
- Provide these experiences through active learning opportunities within the Curriculum for Excellence.

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 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 Care Inspector Irene Porte. The inspection took place on Monday 28th April 2014 between 8:30am and 4:10pm. We gave feedback to the service on Monday 28th April 2014.

As part of the inspection we took account of the completed annual return and self assessment forms that we asked the service to complete and submit to us. We sent out twenty care standard questionnaires to the nursery and asked the nursery to give them to the parents or carers of the children who used the service. Prior to our inspection fourteen completed care standard questionnaires were returned to us.

During this inspection process we looked around the areas of the school used by the nursery children and we gathered evidence from various sources, including the following:

We spoke with:

- The Head Teacher
- The Principal Teacher
- Two Nursery Teachers
- Two members of Nursery staff team
- Five Parents/Carers
- 21 children who were present during inspection

We looked at:

- Supporting evidence from self assessment
- Nursery Handbook
- Newsletters
- Accident and incident records
- Administration and storage of medication
- Snack menu
- Children's information records
- Children's personal plans

- Children's learning journals
- Children evaluations
- Parental involvement
- Policies and Procedures
- Risk assessments
- Staff meeting minutes
- Staff CPD records
- Monitoring and self-evaluation records
- School Improvement plan
- Display boards.
- Child at the Centre 2 evaluations

We also completed observations of practice and relationships between staff, children and parents.

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 Care Inspectorate received a completed self assessment document from the service provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under. The provider identified what they thought they did well, some areas for development and any changes they had planned. The provider told us how the people who used the service had taken part in the self-assessment process

Taking the views of people using the care service into account

Children present during the inspection were seen to be happy and at ease in their surroundings. They were happy in the company of the staff. We joined them in a number of playroom activities when they happily told us about their day in nursery. The children were enjoying playing with each other and having time with the staff who were attentive to their needs. We saw that children were familiar with routines. These included snack time and tidy-up time. These were clearly part of the everyday routines and the children participated with enthusiasm and readily followed instructions from the staff.

Taking carers' views into account

We spoke with five parents/carers during our inspection visit. They told us that they were happy with the care that their child received in Tinto nursery. Comments included "I think it's a really great nursery", "I feel it's fantastic, very welcoming" and "Staff are really nice and approachable."

We sent out twenty care standard questionnaires and asked the nursery to give them to parents and families who use their service. Prior to inspection fourteen were

returned to us. All of the returned questionnaires agreed/strongly agreed that overall they are happy with the quality of care their child receives in the service. Parents wrote and told us "My children are happy and clearly enjoy nursery" and "Tinto nursery in an excellent service that makes the best use of the environment they have to work with."

We have included further comments throughout the body of this 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: 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

We found the service's performance for this quality statement to be 5 - Very Good. We reached this decision after we spoke with families, children, staff and read what people had written. We looked at the written records for the children and observed the children during our inspection.

We saw that families and the children were welcomed on arrival and the nursery staff had time to listen and chat with the children and their families at both arrival and departure times. Parents we spoke to told us that they spoke with staff on a regular basis and that they felt they had plenty of opportunities to discuss their child's care.

Families who completed our care standard questionnaires told us that they had received clear information about the service before using it. A parent we spoke to during our inspection told us "before my child started I visited the nursery this was very helpful for me as a parent". A settling in period to meet children's individual needs allowed parents to be involved from the start helping to build relationships. Parents we spoke to placed importance on this they told us they had lots of opportunity to participate in the daily life in the nursery. Parents comments included "I really enjoyed the open morning where I saw the children's floorbooks" and "I speak to the staff when I drop off and pick up my child".

Children and families had been involved in assessing and developing the service on a routine basis through for example face-to-face exchanges, questionnaires and pre arranged meetings and events. We saw displays of children's involvement. A parent we spoke to during our inspection told us "I have had a lot of opportunities to be

involved in the nursery. I have been asked for feedback and I have attended open days where I have discussed my child with staff".

We saw that parents were given monthly newsletters. We read the content of these and felt that they were appropriate and informative offering parents the opportunity to read about the children's learning, nursery initiatives and information on the range of activities and events that were planned for the children. Parents we spoke to told us they found this very useful letting them see first hand how their child's day was at nursery.

The nursery staff told us that each family had access to the nursery handbook. The handbook included a range of helpful informative sections to guide parents in contributing to nursery life. For example, it advised on the nursery routine, it asked families to prepare children for outdoor play, it gave an outline of how families could be involved in the nursery and it outlined the procedure for making complaints.

We found that the needs and choices of the children had influenced the planning of activities. Children had been involved in planning their topics and associated activities. For example, 'Big Books' illustrated the children's investigation of a number of topics and how their questions and suggestions had influenced exploration of their topics.

We saw good evidence of joint working between home and nursery when staff had used information provided by parents to deliver continuity of care. For example, staff knew about the needs specific to individual children. Staff had obtained written consents for a variety of activities that ensured parents knew what would be happening with their children in the nursery.

We saw that children had choices during the inspection and could choose from a wide variety of age appropriate toys and equipment. They could choose to play alone or together with others in small groups.

Areas for improvement

Tinto primary school nursery class identified in their self assessment submitted to Care Inspectorate that they should continue with the parent consultation group and encourage parent helpers in the nursery.

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

As part of this inspection we have focused on how this service has promoted children's health and wellbeing through infection prevention measures.

Service Strengths We found the service's performance for this quality statement to be 4 - Good. We reached this decision after we spoke with families, children, staff and read what people had written. We looked at the written records for the children and observed the children during our inspection.

We were able to view evidence that the children were well cared for within the nursery. We sampled planning records and saw that staff took children's interests on board using observations of play to ensure quality experiences were offered to meet children's needs. Children's achievements were celebrated, recorded and displayed on the 'Wall of Fame' within the nursery. We saw pictures of the children and details of their achievements we felt this allowed the children to feel included and valued.

During the visit we observed staff and could clearly see the use of appropriate praise and encouragement was daily practice. Children were guided to build friendships with each other and were observed to be confident at play making choices and decisions. All staff were seen to be approachable and caring towards the children. Children communicated with staff confidently, enjoying the conversations during group time-sharing their stories and views.

All staff attend annual in-house child protection training. We spoke to staff and saw they had a good working knowledge of child protection procedures. Children were encouraged to be independent involved in snack preparation and getting their own drinks and self selecting from a range of healthy snack options. Pictorial routines for children were displayed. We found this to be meaningful communication to support children in their learning and achievements.

During the inspection the children were viewed to be busy, engaged and relaxed within the nursery. Staff were interacting with the children and were responsive to requests for assistance. We saw this in a range of practice observed during the inspection visit when children were encouraged to be independent and given opportunities to be responsible for basic tasks. For example by moving their name cards to alert staff when they were having their snack.

We looked at children's records and saw that staff had recorded mandatory and additional information. We saw evidence of multi agency working to meet children's needs. Discussions with staff indicated a good level of understanding of the needs of individual children. As and when necessary, referrals were made to other professionals to support individual children. Parents we spoke to confirmed this. Staff had access to a range of best practice information to support them in making good provisions for the children. For example, we found that staff had recorded accidents and incidents.

The nursery is using a range of assessment tools to record and plan for each child's development. We saw that children's care plans had been updated. We saw evidence that the nursery had involved parents in the care and learning plans for their children this included involving and sharing the next steps with the parent. This is supported by parents we spoke with on the day of inspection who told us that they were involved in the personal plans for their child and that they are invited to attend a meeting every 6 months to review their child's care. They told us they are also given reports updating them on how their child's learning is progressing. The parents we spoke with told us that they have opportunities to speak to staff on a daily basis. One parent told us that "my child is thriving here, I can see a big difference in his confidence" and another told us "I cannot praise the nursery high enough."

All the children had opportunities for involvement within the wider school. The pre-school children regularly go to visit the P1 class in the months leading up to transition. The parents get invited along to a P1 induction session with the children. The Parents told us that they felt this helped the children adapt to school life. A parent who returned our care standards questionnaire wrote "The transitional period from nursery to P1 is excellent in this school."

All children had the opportunity for physical and energetic play contributing to their healthy development. We looked at photographs of the children involved in a range of physical and energetic play both indoors and outdoors.

Areas for improvement

During inspection we found that the nursery's medication policy including recording systems for the administration of medicines required to be updated. For example the nursery did not record the reason why they were administering medication. We also noted that the nursery did not time limit parental permissions to administer medication. We discussed the current health guidance on the management of medication in daycare and childminding services with the management and staff team and left a copy of the guidance for information. The Head Teacher told us she would review her medication policies and procedure in line with the guidance (recommendation 1).

During our inspection we observed the children's hand washing routine. Liquid soap for hand washing was readily available but we found that paper towels for hand drying were inappropriately stored in a plastic tub beside the sink. We also noted that whilst children are encouraged to be independent and conduct their own hand washing and a hand washing poster was on display above the toilet mirrors, this had little impact on improving children's awareness of correct hand washing procedures. The children did not appear to be appropriately washing their hands. Our observations included that some children did not wet their hands and only rubbed them with a paper towel to clean them. Nearly all the children we observed used their hands to open up the pedal bin lid to deposit their paper towel after use. We have asked the

nursery to change the pedal bin used by the children to one that the children can deposit used paper towels without using their hands to open. We have also advised the nursery to stop the practice of storing paper towels in a plastic tub, and to always use the towel dispenser that they had available. We have also asked the service to develop methods to encourage the children to recognise safe practice in how to wash their hands (recommendation 2).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Tinto primary school nursery class should update administration, recording and storage of medication policy in accordance with the best practice guidance document 'Management of Medication in Daycare and Childminding Services'. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Well Being
2. Tinto primary school nursery class should review children's hand washing practice and provide appropriate resources and support in line with current guidance Infection Prevention and Control in childcare settings. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Well Being.

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

We found the service's performance for this quality statement to be 5 - Very Good. We reached this decision after we considered the positive feedback about the quality of the environment. We read what people had written. We spoke with staff, families and the children who were present during the inspection.

Parents and carers who completed our care standard questionnaire told us that they and their children had been able to visit the service before starting to use it. This offered the opportunity for children to become secure in the environment. This also told us that children were able to familiarise themselves with the service and allowed parents to feel confident that their child is secure within the service.

During our inspection we spoke with parents who were happy to discuss their experiences of the service with us. The parents expressed satisfaction with the service environment, comments they made to us included "There are always a lot of different activities to keep the children busy, the staff are very good at letting me know what is happening."

During our inspection we saw that the nursery had consulted with families when they were making improvements to the nursery outdoor play space. For example families had been involved in the 'Big Clean' which led to improvements in the children's outdoor play areas. The nursery also asked the children for their views on the outdoor resources. We saw evidence in the session planners and self-evaluation records that told us the children had opportunities to express what activities they enjoyed and what activities they would like.

We saw that staff had created opportunities for the children to be involved in planning and caring for the environment. We saw how staff had used the children's feedback to plan and develop and deliver activities. The nursery used 'Big Books' to support and record the children's learning and ideas. We saw that the children were

involved in and were able to make comments on what they had been doing. We observed the children to be comfortable and confident expressing their views.

Areas for improvement

Please see quality statements 1.1, 3.1, 4.1 for further evidence.

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

As part of this inspection we have focused on how this service has promoted children's health and wellbeing through infection prevention measures.

We found the service's performance for this quality statement to be 4 - Good. We reached this decision after we inspected the indoor and outdoor environment and looked at the service's written records. We also spoke with staff, families and children.

We found the accommodation to be clean, bright, safe and welcoming. There were a range of health and safety precautions in place. For example, there was a suitable door entry system in operation this ensured that only authorised persons gained access to the service. Fire safety precautions are in place.

The nursery had a cloakroom area with a range of relevant information available for parents to read. We saw examples including displays of children's work. We found this welcoming for both parents and children. The parents and carers who returned our questionnaire agreed or strongly agreed that the nursery provided a safe, secure, hygienic, smoke free, pleasant and stimulating environment. Comments made on the care standard questionnaires included "Tinto nursery is an excellent service, that makes the best use of the environment they have to work with." This was supported by a parent we spoke to during our inspection told us "there is a good range of equipment and toys, my child enjoys nursery."

The children had access to an outdoor play area. Session planners told us that the children had opportunities to explore the outdoor environment using a range of materials. The outdoor play area is secure and staff check the area and complete risk assessments before going out to play. Throughout our inspection we observed all the children to be joining in and having fun. The nursery also makes use of an indoor physical playroom which had a good range of indoor equipment that allowed the children to develop their physical co-ordination skills.

We found that the service had policies and procedures in place to make sure that the environment was safe and the children were protected. Staff had attended child protection training and the service had a child protection policy in place. To ensure that they shared this information with parents and families using the service, details of the child protection policy was contained in the nursery parents handbook. A first aid kit was available and staff had attended appropriate first aid training.

Areas for improvement

During our inspection we observed staff preparing snacks for the children. The staff member preparing snack told us they had attended food hygiene training, however we observed the staff member use the same chopping board for chopping fruit and then proceeding to spray wipe the board and use it to slice toast which was served to the children. We spoke to the Head Teacher and staff at the end of our inspection and told them of our concerns in relation to this practice. We have asked the nursery to review their food preparation procedures (recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Tinto Primary School Nursery Class should review food preparation procedures to ensure that staff take measures to control the spread of infection. National Care Standards for Early Education and Childcare up to the age of 16 Standard 2 A Safe Environment.

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

We found the service's performance for this quality statement to be 5 - Very Good. We reached this decision after we considered the positive feedback about the staff team. We read what people had written. We spoke with staff, families and the children who were present during the inspection.

Parents who returned our care standard questionnaires agreed/strongly agreed that their child appears happy and confident with the staff. A parent who returned our care standard questionnaire commented "The staff are very welcoming and supportive to parents who are encouraged to help out in nursery." Parents we spoke to on the day of inspection supported this view. A parent told us "Staff are very approachable and I can talk to the staff team anytime."

Parents and children have opportunities to get to know staff well. They are invited to attend an induction day for nursery new starts allowing them to meet the staff at the start of the year. They are also invited to attend parents night twice a year. We observed the relationship between staff and parents at drop off and pick up times. We saw that relationships were warm and friendly staff spoke with parents who wished to discuss their child.

During our inspection we saw that the nursery promoted parental partnership working. The nursery provided parents with details of how they could contribute to the daily life within the nursery this included details in the nursery handbook.

There was information about the nursery staff team on a notice board in the cloakroom area. This had photographs of the staff members. This information helped families and visitors to know who they were speaking to and for whom to ask for.

The nursery provided parents with monthly newsletters. We saw that parents were also provided with access to 'Tinto times'. We read a copy of Tinto times which was

on display within the cloakroom area of the nursery. We felt that the information provided enabled families to be aware of school and nursery initiatives and on how they could participate and be involved. For example it invited parents to attend the parent council meeting and detailed how they could access the minutes from previous meetings.

During our inspection we asked the children attending to tell us about the staff team. They were happy to talk to us and told us that they thought "The staff are good" and "Nice." Children we observed were clearly at ease with the staff. We saw that the children trusted the staff and shared friendly relationships with them.

Areas for improvement

Please see quality statements 1.1, 2.1 and 4.1 for further evidence.

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

As part of this inspection we have focused on how this service has promoted children's health and wellbeing through infection prevention measures.

We found the service's performance for this quality statement to be 5 - Very Good. We reached this decision after we spoke with management and staff. We observed staff practice on the day of inspection and we considered the feedback about the quality of staff from the parents we spoke with.

Parents who completed our care standard questionnaires told us that they were confident that the staff have the skills and experience to care for their children. Parents we spoke to during our inspection commented "The staff were good at helping my child settle into nursery" and "The staff are very friendly and easy to talk to."

We found that Nursery staff held professional qualifications and registrations with relevant professional bodies. They had participated in training and refresher courses relevant to their roles.

Staff had access to training through South Lanarkshire Council training calendar. We saw information on training courses that staff had attended. Staff had evaluated the impact of training on their practice and recorded the training they attended in their

professional development folder. We saw evidence that the staff had used training to improve their work with the children. For example a staff member we spoke to told us "I attended a Starcatchers training course, this raised my awareness of the importance of play and creativity in children's development". "As a direct result of attending this course we have introduced new sensory resources within the nursery." Another staff member told us "I am going to food hygiene training, this will allow me to ensure that I follow best practice."

The service told us in their self assessment that the staff are motivated and have regular meetings to evaluate and plan their work. On the day of inspection the staff told us they hold nursery meetings where they discuss and put forward their views. The staff said that they felt able to make contributions to the operation of the nursery. We saw evidence of this by reading minutes and notes of the meetings staff had held. A staff member we spoke to commented "I feel very supported" and "It's very helpful to have a supportive team." This told us that nursery staff felt valued and that management welcomed their views and considered them in the development of the nursery.

The Nursery teacher told us that the children now have consistent staff caring for them. Parents who returned our care standards questionnaire wrote "The teachers are warm, engaging and nurturing" and "The warmth and affection for the children is evident." On the day of the inspection, there were sufficient staff on duty to meet the adult child ratios prescribed within the National Care Standards for early education and childcare up to age 16. Overall, we found staff to be committed to ensuring that children enjoyed a quality experience at the service.

Areas for improvement

Tinto primary school nursery class identified within their self assessment submitted to Care Inspectorate that The Head Teacher will meet with class teacher termly to discuss planning and evaluations and Head Teacher will observe the nursery termly using agreed criteria and context.

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

We found the service's performance for this quality statement to be 5 - Very Good. We reached this decision after we considered the positive feedback about management and leadership. We read what people had written. We spoke with staff, families and the children who were present during the inspection.

Parents who completed our care standard questionnaire told us that the service had involved them and their children in developing the service for example asking for ideas and feedback. They also told us they were happy with the care their children had received whilst attending the nursery. This view was also supported by a parent who commented "Tinto is a great nursery and I feel confident that it is managed well."

We found that the families we spoke with knew the Head Teacher and the staff team and saw them on a regular basis. They knew that the Head Teacher led the nursery team and they knew that they could speak with her or members of the team on a day-to-day basis if they wished. A parent we spoke with during our inspection told us "The Head Teacher was very good at keeping me informed when my child was starting nursery. It made me feel at ease and welcome."

The management team had recently undertaken consultation with families about the Scottish governments commitment to increase early learning and childcare hours. Parents were asked to express their thoughts on how the increase of the nursery provision will be delivered. This allowed parents the opportunity to express their views and to have input into the future development of the nursery.

The management team ensured that families knew how to raise issues of concern with the complaints procedure clearly displayed in the nursery and included in the nursery handbook.

Areas for improvement

Tinto primary school nursery class identified within their self assessment submitted to Care Inspectorate an area for improvements was. Ways in which to involve and record pupil evaluations of the service in a meaningful way that will impact on improvements in the service.

Please see quality statements 1.1, 2.1 and 3.1 for further evidence.

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

We found the service's performance for this quality statement to be 5 - Very Good. We reached this decision after we spoke with management and staff during inspection. We considered the positive feedback about management. We read what people had written. We looked at the services quality assurance systems. We spoke with families and the children who were present during the inspection.

Parents who completed our care standards questionnaire told us that, overall they were happy with the quality of care their children received in the nursery. A parent we spoke to during our inspection told us: " I have every confidence in this nursery, I feel it is well run and well organised."

We found evidence of a good range of quality assurance processes to support the ongoing development of the nursery. For example, the schools improvement plan clearly identified areas of improvement relevant to the nursery. The nursery staff had participated in self-evaluation involving key stakeholders as a priority. We saw that there had been a comprehensive review of the findings of self-evaluation identifying what targets had been met and areas still to be implemented. Overall we found evidence to confirm that processes outlined in the above documents had been used to positive effect.

In discussions during inspection we found the Head Teacher and staff team knew the service well and were committed to improvement. The staff we spoke to confirmed that they were involved in assessing the quality of the service provided through staff discussion and discussions with the management team. We saw that this had a positive impact on the quality of the nursery. The Nursery staff told us that they use the Child at the Centre 2 to self evaluate the nursery performance. This was supported by written records we read which noted self-evaluation processes taking place.

The Head Teacher and staff completed the self assessment for the Care Inspectorate. Some parents were also given a copy of the completed self assessment and asked to read through it add their views. We read comments parents had made on the self assessment document and we considered this to be good practice. There are a range of service policies to support staff in practice. On the day of inspection staff and parents we spoke with told they had opportunities to communicate on a regular basis. All of the parents we spoke with told us they were happy with the quality of the service.

Areas for improvement

Tinto primary school nursery class identified within their self assessment submitted to Care Inspectorate they were planning termly M&E meetings with nursery staff and the Head Teacher to ensure continuity of practice.

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

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

6 Inspection and grading history

Date	Type	Gradings
12 Oct 2011	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
6 Sep 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and Leadership 4 - Good

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

-هه بابايتسد ىم وونابز رگىد روا وولکش رگىد رپ شرازگ تعاشا هى

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

ی.رخأ تاغل بو تاقيسن تب بلطلا دن ع رفاوتم روشنملا اذه.

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com