

Care service inspection report

Happitots Day Nursery

Day Care of Children

College Way

East Kilbride

Glasgow

G75 0NE

Telephone: 01355 807312

Type of inspection: Unannounced

Inspection completed on: 29 August 2014



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	20
5 Summary of grades	22
6 Inspection and grading history	22

Service provided by:

Bertram Nursery Group Ltd

Service provider number:

SP2009010216

Care service number:

CS2009193677

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at 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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

Parents and children are routinely involved in assessing and improving the quality of the service they provided.

Systems are in place to ensure children and their families received the care and support required to meet their needs.

All children have regular opportunities to access fresh air and take part in active play.

The service environment is clean, well maintained and has appropriate safety measures in place.

What the service could do better

The service should continue to support staffs development in using consultation techniques such as 3D mind maps.

The impact of the personal plan pilot to improve meeting children well-being needs.

What the service has done since the last inspection

We found the management and staff had continued to provide a quality child care service.

Conclusion

The service provides a service meeting the aims and objectives including children being encouraged to respect, to share, to be kind to others and develop good manners.

The staff team work hard to provide early learning and childcare meeting children's wellbeing needs.

1 About the service we inspected

The service is registered to provide a care service to a maximum of 75 children. The service operates 8:00am to 7:00pm, Monday to Friday all year round from a purpose-built nursery in the grounds of South Lanarkshire College.

The service aims include to:

- take account of Local and National guidelines and legislation in all activities
- encourage parents and children to contribute to the life and work of the nursery
- contribute, liaise and develop links with local schools and members of the community
- develop children's healthy self image through play, guidance and encouragement
- encourage children to develop respect, to learn to share, to be kind to others and develop good manners
- to train and update staff with S.V.Q's, Local Authority training and ensure all staff meet SSSC requirements

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 carried out by an inspector on Wednesday 27 August 2014 between 2:15pm and 5:00pm. It continued on Thursday 28 August 2014 between 8:00 am and 5:30pm and concluded on Friday 29 August between 2:00am and 3:30pm.

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

We sent twenty 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 nine questionnaires before the inspection.

We asked the service to inform parents we were carrying out the inspection and provide parents with the inspectors contact details, if they wished to share their views on the service.

We also asked the manager to give out six staff questionnaires to staff to complete. Six staff returned questionnaires. To further support the staffs views we spoke to majority of the staff present.

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

We spoke with:

- the service manager
- the service area manager
- practitioners
- the children using the service

We looked at

- children's information records/personal plans
- medication policy and records
- policies and procedures focusing on infection prevention

- risk assessments
- accident records
- quality standards and improvement report
- staff training and development
- registration certificate
- insurance 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

Taking the views of people using the care service into account

We observed a consultation with children about the service provided. The children told staff about the activities they enjoyed, the majority of children stated that they enjoyed playing out at the wooden castle.

We observed the babies and toddlers over the three-day visit. We found children to be happy, settled and taking part in both indoors and outdoors activities. The children were observed to be confident moving between indoors and outdoors play areas.

All the children were familiar with the daily routine and seemed to have formed positive relationships with the staff.

Taking carers' views into account

We sent out twenty questionnaires and nine were completed and returned to us before our inspection. All feedback received indicated relatives of those using the service were happy with the service provided.

Most relatives agreed they had been involved in developing the service and that staff asked their child's views on the service provided.

All relatives agreed the environment is safe, secure, smoke free, pleasant and stimulating and that the children had ample space to take part in a range of activities.

All relatives were confident about staffs skills and experiences and that there was always enough staff to provide quality care.

Some written comments included:

'Staff are wonderful and are always very welcoming and friendly. My child always talks about Pauline's lunches; she seems to provide a good variety of nutritional foods. Overall I connote fault the nursery in any possible way.'

'My child loves the nursery and is very happy to come. The management team are fantastic and are more than happy to help with any questions.'

'Very happy with the service from Happitots nursery.'

'Any issues we have has, although small, have been dealt with promptly and effectively by the room staff and nursery management.'

Within the questionnaires parents/carers raised two areas for the Inspector to follow-up at inspection. One was some members of staff returning into the nursery after having a cigarette during breaks. The second was the changes in staff during the summer holidays. We raised both issues with management and discussed the service policies related to both issues. The manager has agreed to reinforce the non-smoking policy with staff and monitor this situation. The manager explained that there is a reduction in staff during non term time dates and that the staff who are in place during non term time are part of the core team . The manager agreed to ensure the quality of care and support is maintained at the same level all year round.

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. We gathered evidence from talking to staff, observing children, collating feedback from family members, and information written and verbally presented by the service.

We found the service had maintained the methods used to gather the views of those using the service since the last inspection. The manager discussed the feedback from questionnaires and evaluations and how these influenced the service provided. An example presented was a pilot for online learning journals, to improve parental access and involvement in planning children's early learning and childcare needs. The feedback from parents included 'more accessible', 'easily understood' and 'can see learning taking place' as a result online learning journals were rolled out for all children.

The manager told us that the service operates an open door policy. We observed this in action and found the management and staff to be available and responding to parents and children daily needs and requests.

Parents were kept informed of service matters through emails, daily discussions and well positioned displays. This included service policies and procedures, children experiences, menus and staffs roles and responsibilities.

We concluded that parents were routinely involved in assessing and improving the quality of the service they provided. As a result parent's views were listened to and valued within the service improvement plan.

We found the staff had maintained and continued to develop the use of systems to involve children in decision-making and influencing the service provided. We found that staff were working hard on further developing how they consulted with the children and staff were growing in confidence using techniques such as 3D mind maps. Children were observed to be making decisions for example what they wanted for lunch and when they wanted to play outdoors.

Staff told us about how they planned experiences, the playrooms and resources in response to children needs and interests. Staff explained how they audit the playrooms to identify what they do well, could do better and how to improve. As children are drawn to the outdoor areas staff planned to further develop the use of space to reduce barriers in creating a natural flow between the indoor and outdoor space.

We concluded that the service routinely involved children in assessing and improving the quality of the service they received. As a result the children were being included in making decisions about their care and having their views listened to and respected.

Areas for improvement

The service should continue to involve the parents and children in the assessment and improvement of the service.

The service should continue to support staffs development in using consultation techniques such as 3D mind maps.

The service had a pilot in place to improve personal plans. The management team discussed how they plan to evaluate the impact of these along with staff, parents and children.

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. We looked at how the service provided care to meet children's individual needs, the opportunities to promote healthy living and promotion of children's health and wellbeing through infection prevention measures.

Staff met with us to share how the planned and supported children early learning and childcare needs. Staff confidently discussed examples of meeting children's needs and the samples of children files viewed supported this. Staff had grown in confidence evaluating children's learning and using the outcomes to plan experiences. Staff informed us of the procedures in place to support and access additional support services for the children and families. We found that the service had been proactive and worked with other professionals to support children's individual needs. The planning and recording systems such as the online learning journals and personal plans promoted parents and children to be involved in planning their early learning and child care. We concluded the service had systems in place to ensure children and their families received the care and support required to meet their needs.

We observed all children taking part in regular outdoor activity during the inspection visits. All children have direct access to the outdoor areas from the playrooms. We found children to be moving freely between the indoor and outdoor areas. The children told us that they really enjoy playing outside especially at the wooden castle. We concluded as a result that all children were provided with regular opportunities to access fresh air and take part in active play.

Staff had undergone getting it right for every child training (GIRFEC), which allowed them time to discuss and reflect their role in this. The staff had plans to evaluate how well the service met the well-being indicators for all children.

We concluded that the staff recognised the importance of the well-being indicators and were committed to provide a safe and nurturing environment.

The service provided home cooked meals for the children. The cooks told us how they planned menus using nutritional guidance and through consulting with children and staff. Menus were displayed to inform parents of the selection of foods provided. We observed mealtimes we found them to be a sociable and promoting opportunity for children to develop life skills. The children told us that they enjoyed the meals and that the food was good. We concluded that children had regular access to nutritional meals and drinks.

We observed practice focusing on infection control measures in place. We found staff

and children followed good hand washing practice. Staff discussed nappy changing procedures demonstrating awareness of following appropriate safety measures to reduce the spread of infection. Staff confirmed undergoing regular infection control training. We concluded that staffs practice followed the services infection control policies and procedures and best practice guidance.

Areas for improvement

Management informed us that the service had a pilot in place to improve the impact of the 'personal plans' to meet children well-being needs. We discussed the personal plans procedure and management presented personal plans indicating how the plan identifies how children's wellbeing needs will be met. The management told us the once the pilot was reviewed they would consider the results and use this to inform how they roll out personal plans in the future.

The service was an Eco nursery and encouraged children and parents to support them becoming more environmentally aware. The service had planned to further involve parents and children in this. To support the service achieve this, the eco committee co-ordinator for the organisation will be working with the staff at Happitots Nursery.

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 quality of the service environment. 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 included the strengths under quality theme one, statement one when grading this statement.

Areas for improvement

The service planned to continue to involve parents and children in the development of the service environment including the outdoor spaces.

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 the premises were maintained, how well service users were protected and the promotion of children's health and wellbeing through infection prevention measures. We found all aspects considered 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.

We found the service environment to be clean, well maintained and having appropriate safety measures in place.

The service entry system is monitored effectively and each area within the service has an entry system where only those authorised can enter. All visitors' identification is checked and verified.

We found the service had a child protection policy which they followed. This included contacting the relevant organisations and monitoring matters that arise.

The service had policies and procedures in place, in which staff were familiar with to reduce any possible hazards. This included management of medication, infection control and nappy changing. Staff informed us of the nappy changing procedures which included use of personal protective equipment (PPE) such as gloves and aprons. We found medications to be stored safely and records for consent and administrations were in place.

We concluded practice followed best practice guidance.

Areas for improvement

We identified some areas that could be improved. The management team agreed to review these. This included:

- the use of the facilities within the 3 to 5 years playrooms for hand washing
- items stored in baby room toilets
- type of soap dispensers used

These will be followed up at the next inspection.

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 quality of staffing. The service met all aspects considered. We gathered evidence from talking to staff and children, collating feedback from family members, and information written and verbally presented by the service.

We have included the strengths under quality theme one, statement one when grading this statement.

Areas for improvement

The service planned to further develop how they involve the parents and children in the assessment and improvement of the quality staffing of within the service.

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 the aspects considered. We looked at staff interactions with the children and their families, staff awareness and knowledge of the children in their care, and staffs practice and training opportunities and how they promoted children's health and wellbeing through infection prevention measures.

We were informed staff employed to care for the children at the time of the inspection required to be were registered with the appropriate professional body.

Staff told us about how the service supports their continuous professional development. They confirmed regular appraisals were undertaken which highlighted their strengths and agreed development opportunities. They discussed training undertaken and the impacts on their practice. We found staffs awareness of quality childhood practices and theories and had grown since the last inspection. The staff training files reflected their learning and plans to implement into practice. Some staff told us that planned to undertake further qualifications. We concluded staff were committed to developing their skills and knowledge.

We observed staff interactions with the children in all of the playrooms. We found staff communicated effectively with the children. We found staff were using techniques such as 3D mind maps to gather information and respond to children's requests. Staff were welcoming, well-mannered and talked honestly about the service provided. Children told us that they enjoyed playing with the staff and that they liked the staff.

We concluded that staff valued the opportunities to develop their skills and children were being cared for by staff that were committed to providing quality early learning and childcare.

Areas for improvement

Staff with conditions on their SSSC registrations should ensure they attend training to gain qualifications to meet conditions within the timescales.

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 included the strengths under quality theme one, statement one when grading this statement.

Areas for improvement

The service should continue to further develop opportunities for parents and children to get involved in assessing and improving the quality management and leadership of within the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. We found all aspects considered were met. We looked at how the service had self-evaluated, planned and continued to improve the service provided and promoted children's health and wellbeing through infection prevention measures.

The management had taken positive steps to continue to improve the quality of the service provided since the last inspection. We found the Establishment Improvement Plan and Standards and Quality report outlined how well the service was doing and areas for improvements. We found the plan gave a true report of the service provided.

The service management monitored the service provided. This included staffs practice, environment and policies and procedures followed. Staff informed us that they felt supported by the management.

The provider regularly reviewed the organisation policies and procedures. This included infection control, medication and nappy changing. We concluded that the provider was proactive in ensuring the policies and procedures were kept in line with best practice guidance.

Areas for improvement

The service had started to use the GIRFEC self-evaluate tool to evaluate how well the service were meeting children well-being needs.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been up held or partially up held since the last inspection.

Enforcements

We have not taken any enforcement action against this care service since our last inspection.

Additional Information

We provided the manager with six staff questionnaires to hand out to staff to complete. Six were returned questionnaires providing us with information about staffs experiences of the service.

All staff indicated they were aware of the service policies/procedures with the majority of staff being fully aware of these.

All staff indicated that the service provided them with the opportunity to access education/training in the last 12 months. All staff indicated that they had been given the opportunities to gain the qualification relevant to their roles and responsibilities.

All staff indicated they were registered with Scottish Social Service Council (SSSC) and had a copy of the SSSC codes of practice.

All staff indicated that the service provides good support to the children.

All staff indicated that had undergone supervision with the manager of the service.

Comments included:

'I feel that my work environment follows all of the policies very well, and that my boss..... supports all of our staff well.'

'Overall this service uses and complies with all policies and procedures implementing to our very best at all times.'

'The company gives us various opportunities throughout the year, for training on various things, both in-house training and out with the nursery.'

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very 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	
17 Nov 2011	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
3 Jun 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
23 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	2 - Weak
		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.

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com