

Care service inspection report

Lathallan Nursery Day Care of Children

Lathallan School
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Type of inspection: Unannounced

Inspection completed on: 21 August 2014



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Service provided by:

Lathallan Schools Limited

Service provider number:

SP2003003564

Care service number:

CS2003016177

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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

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	4	Good

What the service does well

We found that the service provided very good support to children and families. Management and staff had developed very positive relationships with children, parents, external agencies and the local community. Staff encouraged children to participate in planning their individual learning and provided them with a wide range of resources and activities. The service encouraged parents to participate in evaluating all aspects of the service offered.

What the service could do better

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

What the service has done since the last inspection

Since the last inspection the service had developed the questionnaires they used to include an exit and new parent questionnaires. This allowed parents who were no longer using the service to provide feedback on what they found good or felt needed improving. Parents of children recently started at the service had the opportunity to comment on the settling in process.

Conclusion

We found the service was performing very well in the areas covered by this inspection. The management and staff demonstrated a positive approach towards ensuring the nursery provided children with a high quality of care and learning experiences. There was a pleasant, happy atmosphere throughout the service. Parents who returned our questionnaires and spoken with during the inspection told us they were happy with the service provided.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

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.

Lathallan Nursery is an integral part of Lathallan Independent School. The nursery is currently registered for 57 children aged from birth to those not yet attending primary school. The service operates Monday - Friday between 07:30 - 18:00hrs, 50 weeks per year. The service works in partnership with Aberdeen City Council to provide pre-school education. There are currently sixty three children attending the service.

Through viewing the statement of aims it was noted that the service aimed to provide a "positive, caring and secure environment where each individual child counts.

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 0345 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 one Inspector. The inspection took place over two days Wednesday 20 and Thursday 21 August 2014.

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

We sent twenty care standard questionnaires to the service to distribute to parents. Fourteen were completed and returned before and after the inspection.

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

We spoke with:

- * ten children
- * manager
- * two parents
- * twelve staff

We looked at:

- * partnership with parents
- * minutes of staff meetings
- * newsletters
- * parental questionnaires
- * accidents/incident reports
- * policies and procedures
- * medication records
- * the environment and equipment
- * staff training
- * children's personal plans

- * children's evidence folders
- * transition records

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

There was one recommendation made at last inspection which has been addressed by the service.

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 provider. We were satisfied with the way the service had completed this and with relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, areas for development and any changes they planned.

Taking the views of people using the care service into account

Through discussion and observation of children present during the inspection visits, they were happy and secure in the playroom environment. Younger children were engaged in a wide range of activities. Older children were happy to chat with the Inspector and tell her what their favourite activities were. Comments included:

"I like to play with Lego."

"I just like to read a book."

"My favourite is going playing in the garden".

"The little Lego is my favourite thing to play with."

Taking carers' views into account

Fourteen parents returned our questionnaire and we had the opportunity to speak with a further two parents during the inspection. Both verbal and written feedback given to the Inspector was of a positive manner. Many parents praised the quality of food their child received and the wonderful grounds the nursery is situated. Here is a selection of the many parental comments included within our questionnaires.

"This nursery is the best that we have used."

"I have been very happy with my son's happiness, development and excitement for going to nursery."

"Children have so many activities to take part in and are outside every afternoon."

"My child comes home every evening talking about the new things he has learnt."

"There appears to be a wide range of activities for the children and use specialist teachers for music, drama and French."

"The meals are varied and appropriate."

"The staff help promote positive relationships between the children."

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.

We found the service provided excellent opportunities for parents and children to share their ideas and views about the quality of care and support offered.

Questionnaires and open door policy encouraged parents to share their views about the nursery and suggest any improvements. Feedback from questionnaires and any action to be taken was related to parents through newsletters, e-mails and verbally. This provided parents with evidence that any concerns, issues or suggestions were taken seriously and responded to by management.

The nursery had recently developed questionnaires for new parents to evaluate the settling in process. Feedback was very positive with one parent stating "I have been welcomed everyday by staff and another commenting "we found what could have been a very stressful and emotional time was made very easy."

Prior to children starting at the service parents were provided with information about the service including policies and procedures. They had the opportunity to visit the service with their child. Information on the Care Inspectorate was displayed in entrance for parents to view.

Parents had the opportunity to meet with their child's keyworker to discuss any concerns or issues they had. This was evidenced in the feedback received by the service with one parent commenting "good communication about child's progress."

Parents were encouraged by management to share their talents and interests with the children. The outcome of this is that one parent who is a French teacher provides the older children with French lessons.

Children's views had been sought through discussion, circle time, floor books and mind mapping. Older children were fully involved in planning the topics they wanted to learn about. Staff and children evaluate the learning when each topic is completed.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of care and support offered.

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 had developed a personal care plan for every child in attendance. This included registration forms with medical and dietary requirements recorded, emergency contacts including child's doctor. An "all about me" form provided information about the child's family, likes/dislikes, daily routine and favourite toys.

Each child attending the service had an evidence folder which contained observations, next steps and acknowledge personal achievements at home and in nursery. Parents could access these folders anytime to view their child's progress.

Of the fourteen parents who returned our questionnaire six "strongly agreed", six "agreed" and two "disagreed" that staff shared information about their child's learning with them. One parent commented "my child's development has come on great since starting at the nursery" with another stating "we are very pleased with the high standard and support at Lathallan which has contributed substantially to the development of our daughter."

We found that the service had systems in place for recording accidents and incidents. In the sample viewed at inspection it was found that these had been signed by parents. This resulted in the parents being kept updated of any issues or concerns

We found that the service had good systems in place to store and administer medication. We concluded this after we reviewed the medication policy, records of medication that had been administered and spoke with staff. Through our questionnaire one parent thanked the service for supporting her child with a medical condition.

Satisfactory procedures were in place to assist staff to understand their responsibility in relation to protecting children. Staff confirmed that they had accessed child protection training.

To promote a healthy lifestyle the service provided children with a well-balanced meal and healthy snacks. The service recently reviewed their lunch and snack menu with one parent arranging for the new menus to be checked by a nutritionist. Daily access to fresh air and physical play was offered. To further encourage active play the service offered children the chance to take part in swimming lessons and exercise classes.

Children had access to their own water bottle throughout the day to ensure they were kept hydrated.

Of the fourteen parents who responded to our questionnaire eleven "strongly agreed" and three "agreed" that they were happy with the quality of care their child received. One parent wrote "I am very happy with the service the nursery provides for my children"

Areas for improvement

Whilst sampling children's folders it was noted by the Inspector that a written progress report was given to parents to view their child's development. However there was no section to allow the parents to write their comments on. The benefits of this were discussed with the manager. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Develop a section within the pre-school report to allow parents to comment on their child's progress.
National Care Standards for Early Education and Childcare up to age 16.
Standard 7:6 A Caring Environment

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 found that the performance of the service was very good for this statement.

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

Through the questionnaire issued by the service parents had the opportunity to comment of the environment provided. Parents really liked the outdoor area and the opportunity for their children to go on walks to the beach and into the woods.

Children were involved in recycling and planting within the nursery garden.

Areas for improvement

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

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 found that the performance of the service was very good for this statement.

There was a secure entry system in place on the front door. This prevented any unauthorised people entering the building. Visitors were asked to sign in so the service had a clear record of who was in the building and the reason for their visit. This resulted in the children being protected in relation to security. This was confirmed by parents who responded to our questionnaire and those spoken with who all agreed that they felt their child was safe and secure at nursery.

We viewed the procedures for recording maintenance issues and written log book. This system provided an audit for the manager to follow up any outstanding issues.

Management and staff had carried out a range of risk assessments for inside and outside the premises including any outings undertaken. These measures contributed to children's, staff and parents' safety. Older children were encouraged to risk assess the garden area and their playroom.

The nursery had developed satisfactory policies and procedures in relation to infection control. We observed staff practice during the inspection which demonstrated that they were following procedures. This included staff using disposable gloves and aprons when appropriate. Staff reminded children going to the toilet to wash their hands afterwards. The Inspector discussed the changes in relation to nappy changing with staff and manager who agreed to review their practice in line with new guidance.

Children attending the nursery has access to variety of enclosed outdoor areas which provided opportunities to participate in which allowed staff to extend the learning opportunities to t

Areas for improvement

It was noted during the inspection that children in the baby room did not wash their hands after nappy changing. This practice should be reviewed in line with infection control best practice guidance. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should ensure that the children in Hedgehogs room wash their hands after nappy changing.
National Care Standards for Early Education and Childcare up to age 16.
Standard 2:4 A Safe Environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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 found that the performance of the service was very good for this statement.

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

Written feedback received by the service from parents regarding the quality of staffing was of a very positive nature. Parental comments included:

"Staff clearly enjoy their jobs and my child has blossomed in their care."

"Staff are amazing."

"Staff are welcoming and caring."

"Staff very approachable and friendly."

Areas for improvement

The service should continue to seek ways of involving the children in assessing and improving the quality of staffing.

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.

All staff had registered with the Scottish Social Services Council which is the body that regulates the care workforce in Scotland and sets standard for training and qualifications. Staff employed within the service had a childcare qualification or were working towards one. This enabled them to meet the individual needs of the children attending the service.

Of the fourteen parents who returned our questionnaire seven "strongly agreed" and seven "agreed" that they were confident that staff had the skills and experience to care for their child and support their learning and development. One parent stated "staff are excellent, very caring, extremely supportive and very knowledgeable" with another commenting "the staff have gone above and beyond any expectations I had."

Regular meetings allowed the staff team to discuss issues and concerns relating to the nursery or individual children. Staff had the opportunity to contribute to the agenda for these meetings and a record was kept and made available to them for reference. Staff confirmed to the Inspector that they were consulted on any changes proposed for the service.

A yearly review took place between staff and management. This resulted in the setting of objectives for the coming year and discussion as to what training was required.

Staff confirmed to the Inspector that they had access to wide range of training courses to further extend their knowledge and skills. These included infection control, child protection, food hygiene and first aid.

Staff worked well as a team and offered support and guidance to each other. The interaction witnessed between staff and children was of a positive nature. Staff praised and encouraged the children throughout the visit.

Areas for improvement

The service provider should continue to provide training opportunities for staff to allow them to extend their knowledge and skills to benefit the children attending the nursery.

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

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

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

Parents had the opportunity to complete mini versions of the Care Inspectorate self-assessment to evaluate the work of the nursery. The manager then took these views into account before submitting the self-assessment.

Areas for improvement

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

Grade awarded for this statement: 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 good for this statement.

The service Improvement Plan gave an overview of the areas the nursery was going to focus on improving. This took account of the priorities set by local authority and those identified by the service. Management and staff had been involved in reviewing the plan. Management and staff used Child at the Centre 2 to assess quality standards and improve outcomes for children. The management carried out monitoring within the service. Findings were discussed verbally with staff.

The service operated an open door policy which encouraged parents and staff to approach management at any time to discuss improvements, concerns or issues. This was confirmed by a parent who commented "open door policy has been excellent and I have felt supported as a parent at all times."

Of the fourteen parents who returned our questionnaire eight "strongly agreed", four "agreed", one "disagreed" and one "didn't know" that the service had involved them and their child in developing the nursery.

Areas for improvement

The manager should further develop her monitoring system to evidence the impact any improvements made have on the outcomes for children. (See recommendation 1)
The service should continue to develop their quality assurance systems and ensure all stakeholders are involved in the process.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should further develop her monitoring system to evidence the impact of changes in relation to better outcomes for children.

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

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 - 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 - 4 - Good	
Statement 1	5 - Very Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
19 Sep 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
27 Jan 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
10 Mar 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good

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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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