Glassford Day Nursery Ltd
Day Care of Children
2 - 4 Station Road
Glassford
Strathaven
ML10 6WQ

Type of inspection: Unannounced
Inspection completed on: 14 November 2014
Inspection report continued

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Service provided by:
Glassford Day Nursery Ltd

Service provider number:
SP2006008262

Care service number:
CS2006118269

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
<td>Good</td>
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<tr>
<td>Quality of Environment</td>
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<tr>
<td>Quality of Staffing</td>
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</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>3</td>
<td>Adequate</td>
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What the service does well

We found that the service provided good support to children and families. Staff knew the children attending the service well and were aware of the individual needs. Children were provided with a variety of resources and activities to extend their knowledge. The service provided some opportunities for parents to evaluate the service offered.

What the service could do better

The service should further develop the methods used to involve parents and children in assessing all aspects of the nursery.

What the service has done since the last inspection

Since the last inspection the service has reviewed their lunch menu taking into account best practice guidance to ensure they provide a well-balanced lunch and healthy snacks for children attending.

Conclusion

We found that the service was performing satisfactorily in most of the areas which we inspected. The service should address the requirement and implement the recommendations made within this report to further develop and improve the service.
1 About the service we inspected

The care Inspectorate regulates care services in Scotland. Information about 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.

Glassford Day Nursery operates from a rural setting within the village of Glassford in South Lanarkshire. The nursery was registered to accommodate a maximum of 37 children aged from birth to those not yet attending primary school. The service operates Monday - Friday, 52 weeks per year. There are currently 46 children attending the nursery on a part-time basis. The service works in partnership with South Lanarkshire Council to provide pre-school education.

Through viewing the service aims and objectives it was noted that the nursery aimed to offer "play and educational opportunities that are fun and challenging in a safe, happy and homely environment."

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 4 - Good
Quality of Management and Leadership - Grade 3 - Adequate

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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

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 Thursday 30 October and Friday 14 November 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. Five 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
* the service provider
* seven staff
* two parents

We looked at:

* evaluation sheets
* accidents/incident reports
* policies and procedures
* medication policy
* the environment and equipment
* staff training
* children’s personal plans
* staff appraisals
* registration certificate
* insurance policy
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 requirements we made at our last inspection

The requirement
Since the last inspection the service had a requirement made after a complaint investigation. The requirement was in relation to adult : child ratios.

What the service did to meet the requirement
The service has employed new staff to ensure that they can meet the adult:child ratios as detailed in the National Care Standards for Early Education and Childcare up to age 16.

The requirement is: Met - Within Timescales

What the service has done to meet any recommendations we made at our last inspection
There were three recommendations made at last inspection which have 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
During the inspection we found that children were happy and comfortable within the service. Children were confident in their interactions with staff and their peers. Some of the children told the Inspector why they enjoyed coming to nursery.

Taking carers' views into account
Five parents returned our questionnaire and we had the opportunity to speak with a further two parents during the inspection. All parents confirmed they had received clear information about the service before their child started. One parent raised an issue which was discussed with the manager.
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
At this inspection, we found that the performance of the service was good for this statement.

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

Evaluation sheets, suggestion box, parent’s committee, daily diary and verbal discussions supported parents to share their ideas and suggestions to improve the service provided.

Children’s ideas were sought through the use circle time, floor books and mind mapping.

Parents were provided with information about the service prior to commencement including a nursery handbook.

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 provided.

Grade awarded for this statement: 4 - 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 good for this statement.

Each child attending the service had a personal care plan. This included an enrolment form 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, favourite activities and health. This document also included a personal plan target. This was used by staff as a starting point for the child’s learning. Care routines for young children were displayed within the playroom to ensure that all staff were aware of children’s individual needs.

Parents were provided with a written yearly progress report that included a section for them to complete on how they felt their child was developing and achieving.

Of the five parents who responded to our questionnaire two “strongly agreed”, two “agreed” and one “disagreed” that staff shared information about their child’s learning and development with them.

Effective 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 healthy lunch and snack. Regular access to fresh air and physical play was offered which helped keep the children active.

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 recently reviewed and updated the system used to administer and record medication. This was done in line with the care Inspectorate best practice document.

Of the five parents who returned our questionnaire and those spoken with during the visits three “strongly agreed” and four “agreed” that they were happy with the quality of care their child received. One parent commented “my child happily waves me off in the morning, which gives me great peace of mind while at work” with another stating “I am happy with the care my child gets.”
Areas for improvement
Staff should now use the information and knowledge they have on Getting it Right for Every Child (GIRFEC) into their practice to ensure that they are meeting the SHANARRI (safe, healthy, active, nurtured, achieving, responsible, respected and included) indicators for each child.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
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
At this inspection, we found that the performance of the service was good for this statement.

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

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and developing the quality of the environment.

Grade awarded for this statement: 4 - 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 good for this statement.

A secure entry system was in place which was operated by staff. Parents signed the children in/out of the service. This prevented any unauthorised people entering the nursery. Visitors were required to sign in/out so that the nursery 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.

On the day of the inspection visit it was noted that children were cared for in a safe, clean and stimulating environment. This was agreed by the parents who returned our questionnaire and those spoken with.

Daily room checks were carried out by staff. Risk assessments were in place for outdoors and any outings undertaken. These contributed to the safety of staff, children and parents using the service.

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 and children practising good hand hygiene and staff using disposable gloves and aprons when appropriate. The Inspector discussed with staff and manager the new best practice guidance in relation to nappy changing.

Areas for improvement
The service should update their nappy changing procedures to take account of the new best practice guidance.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 good for this statement.

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

Areas for improvement
The service should further develop the opportunities for parents and children to be involved in assessing and improving the quality of staff.

Grade awarded for this statement: 4 - 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 good for this statement.

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

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

Staff were observed to work together as a team. The interaction witnessed between staff and children was of a positive nature. Staff praised and encouraged the children throughout the visits.

Of the five parents who returned our questionnaire three "strongly agreed" and two "agreed" that their child appeared happy and confident with the staff.

Areas for improvement  
Although there was a staff appraisal system in place it had not been implemented since the previous manager left. The manager/service provider should ensure staff have the opportunity to discuss their professional development and assess their performance. (See recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations  
1. Staff appraisals should be implemented to highlight staff training needs and development.

   National Care Standards for Early Education and Childcare up to age 16.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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 adequate for this statement.

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

Areas for improvement
The service should develop a system to record and evidence that parents and children are involved in assessing and improving the quality of management and leadership. (See recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. The service should develop a system to record and evidence that parents and children are involved in assessing and improving the quality of management and leadership.

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

Of the five parents who returned our questionnaire two “strongly agreed”, one “agreed” and two “disagreed” that the service had involved them and their child in developing the nursery.

The service had a written complaints policy, which staff and parents were aware of.

Areas for improvement
On the day of the first inspection visit it was noted by the Inspector that the named manager on the registration certificate had left the service ten months ago. The service provider failed to notify the Care Inspectorate of this. The service provider is now managing the service. After the Inspector discussed this matter with the service provider a notification was sent to the care Inspectorate. The Care Inspectorate will assess the application and decide if the service provider is a suitable manager.

The Inspector discussed with the service provider her responsibility to keep the Care Inspectorate up to date of any changes within her service. (See requirement 1)

Through discussion with staff it was noted that since the change in manager the regular monthly staff meetings did not always take place. The Inspector explained to the service provider the importance of this as it allows staff to reflect on their practice and discuss any concerns they have. (See recommendation 1)
Although the manager carried out monitoring it was very informal and did not record any improvements made. The manager should further develop her monitoring system to evidence the impact any improvements made have on the outcomes for children. (See recommendation 2)

The service should continue to develop their quality assurance system and ensure that all stakeholders are involved in the process.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 2
Requirements

1. The service provider must ensure that they notify the Care Inspectorate before they make any changes to their service.

   This is in order to comply with:
   The Social Care and Social Work Improvement Scotland (requirements for Care Services)
   Regulation 2011 (SSI 2011/28 regulation 4(1)(b)

   Timescale: Immediate

Recommendations

1. Regular staff meetings should take place to allow staff to discuss any issues or concerns relating to service or children’s development.

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

2. 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
Since the last inspection there has been one complaint made against the service. This complaint was upheld and resulted in one requirement and one recommendation. The service returned an action plan stating how they would address the issues raised. Details of the complaint can be found on our website www.careinspectorate.com

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

<table>
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<tr>
<th>Category</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
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<tr>
<td>Statement 1</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Statement 3</td>
<td>4 - Good</td>
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<tr>
<td>Quality of Environment</td>
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<td>Statement 1</td>
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<td>Statement 2</td>
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## 6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Date</td>
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<td>13 Aug 2009</td>
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<td>19 Aug 2008</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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