

Care service inspection report

Full inspection

Celtic Cross Nursery Day Care of Children

56 Station Road
Banchory



HAPPY TO TRANSLATE

Service provided by: Celtic Cross Nursery School Limited

Service provider number: SP2003000377

Care service number: CS2004078050

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

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

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

We gave the service these grades

Quality of care and support	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

What the service does well

The management team and staff worked well together to provide good quality early learning and childcare within this rural community. They demonstrated a commitment to providing a positive experience for the children in their care. Both parents and children expressed a good level of satisfaction with the service.

What the service could do better

The management team could support staff to ensure that children's personal plans are more relevant to their individual needs.

What the service has done since the last inspection

Since the last inspection a new manager has been appointed. The manager has settled in well and has developed good working relationships with children, parents and staff in a relatively short time.

Conclusion

Celtic Cross Nursery offered a good standard of care to children and their families. The ethos and atmosphere within the nursery was positive. The management and staff team were keen to provide positive outcomes for both children and their families.

1 About the service we inspected

The service is registered to provide a care service to a maximum of 64 children aged from birth to those not yet attending primary school and is registered to operate Monday to Friday between the times of 7.30 am to 6.30 pm.

The service's vision is "to provide a safe, stimulating, happy and nurturing environment, through play. We place a strong emphasis on the desire to help children reach their potential, building our children into confident individuals, respectful citizens, successful learners and effective contributors. We value the relationships with parents and carers to make their child's experiences memorable."

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 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 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. The inspection was undertaken by one inspector on Tuesday 28 July and Wednesday 29 July 2015. Feedback was given to the manager and area manager at the end of the second day.

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 20 care standards questionnaires to the service to be distributed to parents and carers of children using the service. Twelve of these were completed and returned to us prior to the inspection. We also sent 19 questionnaires for staff to complete and return to us prior to the inspection. Ten of these were completed and returned prior to the inspection.

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

We spoke with:

- children
- manager
- room supervisors
- childcare staff
- parents.

We looked at:

- arrangements for involving children and parents/carers in making improvements impacting on outcomes for children
- opportunities for children to make individual choices
- arrangements in place to ensure that every child can be supported to achieve their potential
- the suitability of the accommodation and resources
- children's personal plans
- procedures for staff recruitment and induction
- staff qualifications and access to training
- arrangements in place to include all staff in determining the direction and future objectives of the nursery
- how leadership values were encouraged within the staff team to contribute to support outcomes for children.

The findings from the above were taken into consideration for the purpose of reporting.

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.firescotland.gov.uk

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 fully completed self-assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information that they had given us for each heading that we grade them under.

Taking the views of people using the care service into account

During the inspection, approximately 50 children aged between one and five years were attending the nursery. We found that children were very happy and settled within the service. Children were confident in their play and in their interactions with staff and each other. Many of the older children told us about what they enjoyed doing at nursery and asked questions about the inspection process.

Taking carers' views into account

As mentioned earlier, we sent 20 questionnaires to the nursery for distribution to parents/carers. Twelve were completed and returned before the inspection. In the completed questionnaires, 11 parents/carers strongly agreed and one agreed that overall, they were happy with the quality of care their children received in this service. During the inspection we spoke with two parents who expressed a high level of satisfaction with the care offered to their children.

Parents commented:

"Both my children attend Celtic Cross Nursery after having had a bad experience elsewhere and I really cannot praise them enough, they made going back to work so easy."

"Excellent nursery! Would recommend to all friends and family. Staff are very friendly and approachable. Safe environment with a varied programme. My child loves it."

"Fantastic staff who really care about our children. Children have blossomed in their time at Celtic Cross. The staff always have time to tell us about their day and are excited to see the kids every morning. Staff in the Robins room are especially great although all the staff we have met are wonderful."

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 that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate Questionnaires (CSQS) eight parents strongly agreed and four agreed that the service had involved them and their children in developing the service, for example asking for ideas and feedback. During the inspection we spoke with a further two parents who told us that the service included them by asking for regular feedback on the service. Parents told us that they were happy with the service and commented on the positive relationships with the manager and staff team.

The Parents' Forum had held three meetings since the last inspection. It had recently been reconvened to look at the development of the outdoor area. Parents had made a number of suggestions and the service provider was looking into the viability of their suggestions.

Parents had recently asked for healthier snacks for their children and these had been introduced. Parents had also attended menu tasting sessions to allow them to comment on and influence the meals being served to their children at nursery.

The manager was making good use of social media as a means of sharing children's nursery experiences with parents. We looked at some of these posts and found that parents clearly valued these opportunities to be included in their children's days.

Other avenues discussed but making limited progress - manager finding it difficult to involve parents even through email and Facebook - but aware of need to look at this more creatively.

One parent had recently discussed concerns about children's knowledge of personal safety in relation to intimate areas. As a result of this discussion staff were working with older children on activities to reinforce their understanding of personal safety. This was being done in a sensitive and fun manner to ensure it was appropriate for children.

In the CSQs, three parents strongly agreed and five agreed that the staff asked for their children's views about the activities and outings and used them to plan future activities. Staff told us that all activities were planned to suit children's individual interests, age and stages of development. They told us this was done through observing and consulting children. Staff were beginning to use floor books to underpin children's learning. Throughout the inspection children had opportunities to make choices. Children chose what area of the playroom they wanted to spend time in; what they wanted to play with; and some chose when they wanted to go outdoors for active play and learning. During the inspection we chatted with children who told us that they could decide what activities they took part in.

In the completed Care Inspectorate questionnaires nine parents strongly agreed and three agreed that they were kept informed about what was happening in the service, for example, through newsletters and information boards.

We found that the service used a range of communication methods to keep parents informed about their children's development, planned events and to encourage their participation.

Both parents and staff told us that they preferred to rely on building good relationships and informal communication channels with each other to ensure that there was an open and mutual exchange of information about children.

During the inspection we observed parents dropping off and collecting their children from nursery and we were able to see that staff and parents had developed good relationships. Parents told us that they valued the verbal feedback that staff gave them on a daily basis.

Areas for improvement

Parents and children had been included in lots of consultation about improving the outdoor play area over a protracted amount of time. We noted that given the time taken to act on this consultation, there was a risk that parents and children would feel disengaged and be less likely to participate in future consultation. Some children who had moved into school would not be able to see the benefits of their input to this process (see Recommendation 1).

The manager had indicated plans to start a children's committee within the nursery, as a way of including them in decision making and planning improvements and changes. We felt that this would be an ideal way to demonstrate respect for children's views and comments.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The service provider should ensure that the plans to refurbish the outdoor area are progressed as a matter of urgency.

National Care Standards: Early Education and Childcare up to the age of 16 - Standard 14 - A Well Managed Service.

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

Getting It Right For Every Child (GIRFEC) is Scotland's approach to supporting children and young people. It is intended as a framework that enables organisations who work on behalf of Scotland's children and their families to provide a consistent, supportive approach for all. The approach uses eight areas of wellbeing in which children and young people must progress in order to do well now and in the future - Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included (SHANARRI). These SHANARRI indicators are used to record observations, events, concerns (if there are any) and act as an aid in putting together each child's plan.

The completed CSQs told us that:

- five parents strongly agreed and four agreed that staff had worked with them to develop an individual education and support programme for their children
- six parents strongly agreed and six agreed that staff regularly assessed their children's learning and development and used this to plan their next steps
- nine parents strongly agreed and three agreed that staff shared information about their children's learning and development and, where appropriate, with their children.

One parent commented, "Overall, I feel that my child's needs have been met with highly motivated, skilled and lovely staff in a happy and nurturing environment."

New personal plans were being put in place for children which reflected the SHANARRI wellbeing indicators. These plans were to be subject to regular review. Overall, we felt that staff would benefit from receiving more support to identify more individual needs of children. Some staff told us they found the personal plans useful in assisting them to get to know children better.

We found that parents had provided good information on care routines and preferences for the younger children and staff respected the wishes of parents by following these.

Ducklings (0 - 18 months)

Throughout the inspection we found that the youngest children were free to explore a calm and secure environment. On second day of inspection we observed them enjoying some outdoor play in a small safe fenced off area. Staff routinely chatted to children and asked questions. Most staff were competent at reading children's non-verbal responses. We found that children were able to eat lunch without been rushed, appropriate support was offered by some staff.

Routines for sleep and nappy changing were in place and these were carried out by staff in accordance with children's needs/parents' wishes. One parent commented: "I am very happy with the care my younger child receives."

Daily Sheets were sent home for each child to record their routine.

There were some issues around one child being upset by the presence of a stranger (inspector) in their playroom. Therefore, in order to respect this child's need for nurture and security, we spent less time in the playroom than we would have liked. However, during our short observations we noted that children seemed happy and comfortable in their playroom and with staff.

Robins (18 months to under 3 years)

We found that children were calm, confident and settled in their playroom. Many children chatted confidently with the inspector. Children had enjoyed outdoor play earlier in the morning giving them opportunities to be active and healthy. Children told us what they had eaten for lunch and about the stickers and charts rewarding children for making achievements in toilet training. This process complimented what parents did at home. We noted that children were very proud of their achievements. Children volunteered to show their counting skills to the inspector, talked about animals, their sounds and trains. They also showed us how they had learned to do a number of inset puzzles.

Puffins (3 - 4 years)

We visited the playroom as breakfast was finishing and some children were engaged in free play, with some enjoying superhero play and others were playing with puppets. A group of children were participating in an activity focusing on raising their awareness of personal safety and security. Afterwards children went outdoors for active play. Staff provided a range of interesting resources to support them in their activities. During our discussions children were very bright and enthusiastic about what they had learned and achieved at nursery. A small group of children told us about their floor books and told us about the rules they had agreed to use in nursery.

Owls (4 - 5 years)

Children were observed coming in from outdoor play and preparing for lunch. Children chose to look at books and discussed what they had been doing outside with the inspector - detailing their experiment about floating and sinking objects. The atmosphere in the room was calm and relaxed. Children were very confident, bright and articulate and appeared ready for their transition to primary school. Staff and children told us about the transition process that had taken place to ensure children's readiness. Children were excited about the move to primary school.

We looked at the floor books used in this room. Staff told that us that as a result of the older age range for the playroom, they felt they had the ability to examine children's interests in much more depth and use more scientific and technical information. There was evidence to support this in the floor books.

In the afternoon children chose to go on a bug hunt and document their findings. They were then planning to create a graph of their findings.

Areas for improvement

As mentioned earlier personal plans and an online journal system were used to ensure children were being supported to reach their potential. We sampled 13 plans for children attending the nursery during the inspection and found that only three had the new SHANARRI personal plan. The management team should continue to support staff in the roll out of this new process ensuring that children's personal plans are more individualised and relevant. Staff told us that they felt they could be more on top of review dates and we asked the Area Manager to look at providing details of a review system already in place in another nursery.

In order to track children's learning and development, we looked at the balance of observations/next steps versus learning outcomes for children on the online journals. We found that some children did not appear to have covered specific areas of the curriculum sufficiently or did not have identified next steps that corresponded with their level of need. We suggested that the manager monitored this to ensure breadth and balance across the curriculum.

Staff being supported to become confident in developing chronologies for children where there may be a concern

During the inspection we noted that children did not clear away after themselves in the outdoor area, often leaving obstacles which could pose a hazard to other children. Staff should encourage children to think about cleaning up after themselves outdoors. This would help them to learn more about being responsible for their own safety/friends' safety and respecting and looking after nursery resources.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires seven parents strongly agreed and five agreed that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment and six parents strongly agreed and six agreed that there was enough space for their children to play and get involved in a range of activities.

Celtic Cross Nursery was based within a two storey detached building in Banchory. The accommodation comprised of four separate playrooms, changing and toilet facilities for children. Older children were based within the upper floor of the building. There were several areas outdoors to offer children opportunities for outdoor play and learning.

There was a door entry system at the main entrance to the accommodation to ensure that children were safe and secure at all times. All visitors were asked to show identification and sign the visitors' book. Outdoor gates were secured by appropriate bolts.

Overall, we found that children were safe, confident and free to explore the environment indoors and outdoors. A calendar had been developed to ensure that risk assessments were reviewed annually.

Each playroom had a risk assessment folder which contained risk assessments pertinent to the space and children using the room. The manager had planned to involve children in the risk assessment process in the future.

An appropriate system was in place for recording accidents and incidents. We confirmed that staff discussed completed forms with parents and asked them to sign them. The forms we checked were appropriately signed. The accident forms were audited monthly by the manager.

Appropriate infection control procedures were in place and staff demonstrated good practice during the inspection, through ensuring good hand washing practices. It has been recognised that children would benefit from the availability of hand washing basins in the playrooms and this was being organised.

A number of cleaning routines had been put in place to ensure appropriate standards of hygiene within the nursery. Staff told us about and showed us the checklists they used to ensure playrooms were safe and clean.

Overall, we found the premises to be clean and bright. There was a good range of appropriate resources and furnishings.

Areas for improvement

In the completed CSQs parents commented:

"The outdoor provision at the nursery needs improvement especially the area for the owls and puffins (my child has had several accidents in this area)."

"Outdoor play space could be better. All the children need to have longer time periods outside burning off energy - no matter what the weather."

We have previously mentioned in this report that there were existing plans to ensure that the garden was upgraded (see Quality Theme 1, Statement 1).

We had some concerns about the privacy and dignity of young children at nappy changing time. Both nappy changing areas used were visible to others. We discussed this with the Operations Director during the inspection and we were assured that this would be remedied.

We noted that there were plans in place to install and upgrade the toilets for children on the first floor. We were also advised that the worn stair carpet would be replaced.

Staff were making toast for children in the upstairs playroom. Given the hazards associated with toasters, we requested that the toaster be removed from the playroom to ensure that children were safe at all times.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed CSQs seven parents strongly agreed and five agreed that the service had a suitable range of equipment, toys and materials for the children.

We found that there was a good range of play materials available to support children in their learning. Staff confirmed there were appropriate arrangements in place for cleaning and maintaining the play equipment. Most of the play materials we observed were in good condition.

The nursery would benefit from some additional natural resources. We have previously discussed this in other nurseries operated by the same service provider and have found a willingness to replace plastic resources with more natural materials. Further enhancement would have a positive effect on the look of the nursery and enable children to benefit from a more natural environment, less dependent on synthetic materials.

Resources throughout the playrooms were organised to enable children to make positive choices. Play equipment was stored in baskets and boxes which were situated at child height. A combination of pictorial and word labels had been secured to the baskets and boxes to allow children to see what was inside and encourage them to make independent choices.

During the first day of our inspection we noticed that staff could plan better to support children's learning outdoors. Children were very interested in an assortment of bugs they had found but by the time staff had supplied magnifying glasses children had lost interest.

However, having discussed this with the manager on the first day, we found that staff had taken these comments on board and planned more effectively for the second day.

Areas for improvement

During our inspection we noted that additional chairs and tables were needed in the Ducklings room (Baby Room) to allow all children to be seated together for eating meals.

We found that a number of children's books were in poor condition. During the inspection we noted that several children did not put books away when they had finished with them but instead left them lying on the floor. This resulted in the books becoming a potential slipping hazard for other children and contributed to spoiling the books more quickly. Staff should offer children more encouragement to respect and care for nursery resources.

During our inspection we noted that some areas of the nursery could do with redecoration. The upstairs playrooms were quite worn and there were many cobwebs on the paintwork. We were advised that the premises were scheduled for redecoration.

In the Owls Playroom staff acknowledged that children would benefit from the use of a smart board to build on their learning in technology. We agreed that this would benefit the older children but accepted that this would need to be looked at creatively due to the layout of the playroom.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

Service Strengths

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

A recruitment and selection policy was in place to ensure that the fitness of new staff was checked prior to their appointment in the service. We checked the files for two members of staff who had been recruited since the last inspection. We found that their recruitment had been carried out in accordance with the procedure. Appropriate checks had been carried out on these staff to ensure that they were 'fit' to work with children. These checks included obtaining references and ensuring that they were members of the Protection of Vulnerable Groups (PVG) Scheme.

A full induction procedure was in place. Staff confirmed that they had participated in induction when they commenced with the nursery.

In the completed CSQs eight parents strongly agreed and four agreed that there were always enough staff to provide a good quality of care. Throughout our inspection staff were appropriately deployed throughout the nursery in sufficient numbers to adhere to the adult: child ratios prescribed in the National Care Standards Early Education and Childcare up to the age of 16: Annexe A - Input Standards.

Areas for improvement

The service provider should continue to ensure that staff are recruited and inducted, in a safe and robust manner to protect service users and staff.

Grade

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

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires, eight parents strongly agreed and four agreed that they were confident that staff had the skills and experience to care for their children and support their learning and development. We found that all childcare staff held an appropriate qualification and had been registered with the Scottish Social Services Council (SSSC) to work within the nursery. Three Modern Apprentices were being mentored through their childcare qualifications by staff in the nursery.

A staff development policy was in place to confirm the service provider's commitment to ensuring that staff received appropriate support and training to carry out their roles effectively. Staff told us that they had good access to training. We checked the staff training records and found that all staff had recently attended training in a range of subjects. Staff were also able to access Aberdeen Council's programme of training.

Staff told us:

"I feel as a unit in our nursery we work well and make a good team offering a high level of care. However, I feel we get there on our own with little help from our head office."

"I feel that it is a very good service to work for with a great team who have good relationships with parents, carers and families."

"I am particularly pleased with the opportunities I have to train and improve my skills through the new Bertram online training."

Staff were able to participate in team meetings. They told us they could contribute to the agenda for these meetings and had access to a written record of the discussions which took place. The manager ensured that staff meetings were used to ensure staff were kept up-to-date with best practice guidance. During our discussions, some staff demonstrated good awareness of National Care Standards and SSSC Codes of Practice and understood their individual responsibility for keeping abreast of changes in best practice and relevant legislation. The manager agreed to continue to reinforce staff knowledge in these areas.

Throughout the inspection we observed that staff worked very well together as a team. Staff had developed very good relationships with each other and were very supportive of each other. Staff told us that they felt well supported in their roles, by management and their colleagues, and that they were confident in management's ability to deal with any concerns or issues raised.

In the completed Care Inspectorate questionnaires ten parents strongly agreed and two agreed that staff treated their children fairly and with respect. Parents commented:

"The staff in the puffin room are fantastic."

"I am extremely happy with the staff at nursery but feel they may benefit from additional support from a development worker under 4 to 5 age group. Previously this service had a qualified teacher for the pre-school year but no longer do so. Overall, an excellent service and credit should be given to the staff for their hard work."

"Some staff members seem to lack confidence and enthusiasm which is worrying - how much of this is transferred during interactions with the kids."

We observed that staff had developed lovely relationships with children. Staff were calm, caring and kind in their interactions and were aware of the importance of role modelling for children and Modern Apprentices/students.

We found that the management team and staff were committed and enthusiastic about the roles they played in the lives of children and their families.

Areas for improvement

The manager had been in post for just over six months and had prioritised building good relationships with children, staff and parents. The manager was regularly used to cover for staff in the playrooms, which had enabled her to have an overview of staff practice. However, we discussed overall monitoring of practice within the nursery and it was agreed that it needs to be more targeted and regular.

Staff were keen to participate in training in the use of talking and thinking floor books. This was being organised.

Due to the limited timescale that the manager had been in post, the staff appraisal process had not yet been completed. However, individual staff meetings had been timetabled. The manager told us that a training plan for the service would be developed when appraisals had taken place.

Staff commented:

"As an overall rule I feel that pre-birth to 3 is a topic with little help and guidance both from our head office and outside agencies."

During our discussions with staff we found that some had never participated in formal training in Curriculum for Excellence and Pre-Birth to Three, which was crucial for their understanding of planning to meet children's learning needs. Other staff told us that they would like to access additional training in these topics. The manager agreed to discuss this with staff at the forthcoming appraisal meetings.

Grade

4 - 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 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

We found that staff were very keen to be involved in the inspection process and were keen to talk to us about the nursery and demonstrate practice in their playrooms.

Staff used Curriculum For Excellence and Pre-Birth to Three guidance to plan early learning in the nursery. Staff met weekly within their playrooms to plan learning experiences for children.

The manager discussed new initiatives, changes to best practice and legislation at team meetings and encouraged staff to take time to read relevant materials to enhance their knowledge and practice.

Throughout the inspection we noted the very strong teamwork ethos in the nursery.

Staff told us that they had regular useful visits from Aberdeenshire Council and the external Bertram management team, which assisted them to consider their practice.

Areas for improvement

An improvement plan was in place which detailed priorities for improving standards and outcomes within the nursery. The manager recognised that staff needed to have more involvement in this process making more use of the performance indicators from Child at the Centre 2.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

Through discussions it was apparent that there was a very strong teamwork ethos within the nursery. Staff worked effectively and co-operatively with each other to ensure that the service ran smoothly for children.

There were very good relationships within staff team and the senior members of staff and management team were well respected.

Staff had responsibility for developing all planning for children within their own playrooms.

The Bertram staff awards programme recognised and rewarded staff achievements and successes.

Staff were able to develop leadership qualities through the process for mentoring Modern Apprentices within the company. During the inspection we talked with two Modern Apprentices currently being trained within the nursery. They told us that they found this experience very valuable and enjoyable.

Two area managers were employed by the service provider to visit all nurseries. It was their role to assure quality within services and model good practice to staff.

Areas for improvement

The service provider should continue to encourage good quality care, through the promotion of leadership values throughout the workforce.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
22 Aug 2014	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good
17 Oct 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
26 Jan 2012	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
15 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	4 - Good
2 Jun 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	3 - Adequate

To find out more

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

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