Inspection report for Langholm Nursery
Inspection completed on 28 May 2015
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

<table>
<thead>
<tr>
<th>Category</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>
</tr>
<tr>
<td>Quality of environment</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>4</td>
<td>Good</td>
</tr>
</tbody>
</table>

What the service does well

Parents find the caring and kind staff team friendly and approachable. Children are able to talk to staff and are confident and secure in the nursery.

Children play together well and have opportunities to learn new skills and practise them.

What the service could do better

The service should continue to develop monitoring systems to ensure that care plans and their reviews are consistent for all children in the nursery, and that procedures like the administration of medication and infection control are being followed.

What the service has done since the last inspection

Opportunities for children to make choices and decisions about their learning had improved. Parents were more involved in celebrating children’s achievements and were able to be involved in play sessions. Children were able to play outside when they wanted to in their new nursery.
Conclusion

Langholm Nursery provides a safe and friendly environment for children to learn and be with their friends. Parents trust staff and find them approachable and easy to talk to. They are confident that their children are developing skills and learning. Children enjoy coming to nursery and they have fun.
1 About the service we inspected

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It’s a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight ‘indicators’ of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as ‘SHANARRI’.

Langholm Nursery is registered to provide a care service to a maximum of 20 children aged from 3 years upwards to those not yet attending school. The nursery is based in its own suite of rooms within Langholm Primary School and Academy. It has its own outdoor area, where children can take part in energetic activity outdoors.

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 5 - Very 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
This report was written following an unannounced visit which took place on Wednesday 27 May 2015 and an announced visit on Thursday 4 June 2015.

Before the inspection visit, we asked the service to submit a self-evaluation and an annual return. We sent out twenty questionnaires for parents, and ten of these were returned which gave us the views of some parents using the nursery.

During our visits we spoke to:
- the Headteacher of the school
- the Acting Manager of the service
- members of the Early Years team from Dumfries & Galloway Council
- staff in the nursery
- parents and children.

We looked at a range of policies, procedures and records including:
- children’s records
- medication procedures and records
- information for parents

and we spent time observing how staff worked with the children.

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.

A self assessment was submitted which gave some information about the strengths of the service and identified some areas for improvement.

Taking the views of people using the care service into account
We spoke to the children during our visit and we observed how they interacted with one another and with staff. Children had formed friendships and they played together very well. They talked to staff about a variety of different things and appeared to have warm and trusting relationships with them. Children chose where they wanted to play. They were confident about asking for what they wanted and expressing their opinions.

Taking carers' views into account
Parents were very happy with their child’s care. They told us that the nursery was "a safe, secure and nurturing environment which allows children to lead their own learning. Staff know my child well". Parents said "Overall I think the nursery has taught my child a wide range of skills. My child loves nursery and looks forward to going".

Parents told us "Staff are very friendly and approachable. My child has a wonderful time at nursery. My child enjoys showing us his special book"
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 Langholm Nursery was delivering a very good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children’s records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

Parents and carers contributions were valued and they were encouraged to participate in the life of the nursery. They were provided with clear information about the nursery and their children’s activities. Information was shared through the nursery handbook, regular newsletters, and opportunities for daily ongoing discussion with the staff. Discussion with parents indicated that they were very happy with the care their children receive.

All children in the nursery had a personal care plan folder and personal learning plans.
Staff gathered information about children by using All About Me forms, Strengths & Difficulties Questionnaires (SDQS) and by talking to parents and children. Parents were welcome to look at their children’s folders, add their feedback and to talk about their progress with staff. The nursery offered two parents’ evenings a year, so that parents were able to talk to staff formally about their child.

The nursery welcomed feedback from parents. They used parental questionnaires to find out what parents thought of the nursery. We discussed ways of improving the way questions were worded, so that the nursery received more detailed feedback from parents, which they could use for improvements.

The nursery were developing home link opportunities. They were continuing to run the CAPER (Children and Parents Enjoy Reading) scheme to encourage a love of books and early literacy skills. An Achievement Tree had recently been created in the foyer so that parents could share achievements at home with the nursery.

The nursery had introduced Stay and Play sessions, when parents were invited to spend a session in the nursery. This gave parents the opportunity to experience and comment on the care and support provided by the nursery.

Staff involved children in planning their own learning. They were using "big books", which were on display for parents. Big books provided an attractive record of what children had chosen to learn about and how their topics had progressed. We saw that children had been involved in reviewing their learning and that they were able to make their own marks in the big books.

Staff used wall space to keep parents up to date. We found that noticeboards were displayed around the nursery and contained information about the nursery and also events within the local community. We saw that information notices were displayed in prominent places with reminders and information for parents.
Areas for improvement
We discussed ways of improving parental involvement in the nursery, for example by finding out what skills parents/grandparents have which could be shared with the children, for example knitting.

We visited the service on two separate occasions. Whilst we found that All About Me forms were updated by completing a second form, these were not dated. On our second visit, we found that staff had identified this and were considering introducing a More About Me format, which would be used for updating and reviewing information.

The parent handbook included useful information about the nursery and we discussed ways of improving this document, which included providing some information about the service’s child protection procedures and the requirement for care plans and their review. There were no photographs, which are a useful way of informing children about the service. We were advised that the nursery website was currently being reviewed.

Grade
5 - Very Good
Number of requirements - 0
Number of recommendations - 0
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 Langholm Nursery was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children’s records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

Staff were caring and kind. We found that staff knew the children well and we observed that they responded to children warmly. Staff were sensitive to children’s family circumstances and supported them appropriately, for example staff sat with children at snack time and chatted to them.

Staff encouraged children to make choices and be involved in some decisions about the nursery. Staff got to know children by gathering information from parents, talking to children and observing them in the nursery. They used this information to plan for children’s interests and the development of their skills.

All children in the nursery had personal learning plans and we saw that children were participating in setting their own learning targets. These were on display in the nursery wall for all to see. We discussed how staff could develop this so that children could see their own progress. We looked at some folders and found that these contained detailed and informative observations, which identified what children had been learning. Children were confident about sharing their learning plans with Inspectors and talked enthusiastically about their experiences.
Children played together well. Children had opportunities to use their imaginations and be creative, for example we watched children using the climbing frame as a hospital. We observed very good examples of co-operative play, where children worked together to build a house outside. We heard staff using questioning to extend and challenge children’s learning, for example exploring the nursery using magnets, talking about cement to strengthen walls and knitting.

Children had opportunities to learn about healthy lifestyles. They were able to tell us "We were talking about vegetables, about keeping healthy". Children had opportunities to take part in energetic games and activities both indoors and outdoors. They told us "I was listening to music with my friend - it was Sticky Kids".

Children liked being helpful and taking responsibility for tasks in the nursery. They liked to ring the gong to let their friends know that snack was ready. They were involved in getting snack ready and were able to spread crackers and we were told that they also cut up fruit and vegetables.

Staff praised children and celebrated their achievements. An Achievement Tree had recently been introduced so that parents could be involved in celebrating achievements at home.

Children were encouraged to become resilient, to think out solutions for themselves and to persevere when tasks were challenging. We observed children using a computer game and watched a child keep trying until he had successfully worked out what to do.

Parents told us "staff are very friendly and approachable. My child has a wonderful time at nursery and has recently been telling us all about healthy eating." "My child enjoys showing us his special book".

**Areas for improvement**

We looked at children’s learning journeys and found that "next steps" were not being used consistently to extend children learning and opportunities to build on children’s interests were therefore missed.
Some next steps that had been identified had not been reassessed for some time. Some observations where a need for support was identified had not instigated a next step.

Although all staff were involved in supporting and planning children’s learning, there was not a keyworker system in place. A keyworker system means that children are allocated a member of staff who has responsibility for developing a trusting and caring relationship with both the parent and the child. It also ensures that the workload is spread more evenly across the team. Through discussion, we found that there was not a consistent understanding of the importance of attachment when working with young children. We discussed this with the nursery management, who suggested that further training like Solihull training would be beneficial.

We visited the service on two separate occasions. On our first visit we found that the content of children’s care plans was not consistent and that some health care plans had not been reviewed since 2013. The service were using the local authority care plan format, however did not have a copy for each child in the nursery. The service had procedures for administering medication however on our first visit we found that these were not being followed consistently. On our second visit, we found that the nursery management had carried out a review of children’s care plans and medication procedures and were aware that these were areas for improvement.

The Health & Wellbeing indicators from GIRFEC were not fully embedded in the nursery, for example they were not yet included in children’s care planning. On our second visit, we found that the nursery management had developed a way of including these indicators and using them as a way to review children’s care.

On the day of our inspection, snack happened late in the morning session. We observed children not being allowed to have an additional spoonful of fruit. We discussed this with staff and have asked that they review the timing of snacks to ensure that children’s basic needs are being met. Children were not involved in choosing snack or planning snack. Staff said that they had thought about doing a shopping list with the children and going to the local shop. We suggested that they consider using online shopping.
Grade
4 - Good
Number of requirements - 0
Number of recommendations - 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service Strengths

We found that Langholm Nursery was delivering a very good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

Langholm Nursery was based in a newly built school. They had their own suite of rooms, which included two playrooms, kitchen, waiting area, office and toilets. There was a secure area outside, which children could use in all weathers.

Entry to the building was secure. The accommodation was spacious, clean and had suitable ventilation, heating and lighting for its purpose. Risk assessments had been completed when the nursery had moved into their new premises.

The entrance hall and reception area were welcoming and had noticeboards displayed on the walls which contained information for parents and visitors about the nursery. It was free of clutter which allowed safe entry and exit.

Children were familiar with the rules and routines of the nursery. They knew that they should wash their hands before they had snack and before they helped to prepare snack.
Children were learning to brush their teeth, and we saw that they were learning to use the clock to make sure that they brushed for the correct time. Good practice was being followed for toothbrushing. Children were encouraged to wash their hands after blowing their noses.

Staff confirmed that there was a programme for the maintenance of the building and equipment, including making sure that electrical equipment was tested.

Staff had a clear understanding of their roles and responsibilities for protecting children. All staff had had Child Protection training and were familiar with the nursery procedures for reporting concerns.

Areas for improvement

We observed handwashing and saw that the proper procedures were not always being followed. For example, soap was not always being used. Smaller children had difficulty in reaching taps at the sink used for washing hands before snack. We found that children were not always flushing the toilet after they had been. There were no posters to remind them to do so. We discussed this with the nursery management, who agreed to address these issues.

Staff were taking responsibility for ensuring the cleanliness of toilets and the playrooms between sessions. We observed that the bin for handtowels at the snack area should have been emptied between sessions and was not. Some bins had flip top lids, which are not considered best practice.

There was no thermometer in the playroom fridge, so that staff could monitor the temperature food was being stored at. We mentioned this to staff and a thermometer had been purchased for our second visit.

Whilst risk assessments had been completed and hazards were identified, we suggested that staff may find it useful to assess benefits as well as risks. There was little evidence that parents and children were involved in the risk assessment process.
Grade
5 - Very Good
Number of requirements - 0
Number of recommendations - 0
Statement 3
“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths
We found that Langholm Nursery was delivering a very good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

Children had opportunities to play with a good range of resources and toys, which were set out to encourage choice and independence. These enabled children to take part in a wide range of activities including construction, messy play like arts & crafts and playing outdoors. There was space for children to play in groups and by themselves.

Children were able to help themselves to drinking water throughout their nursery session.

Children benefitted from their links with the local community, and in particular the links they had with the school community. At the time of the inspection, older children were being supported as they prepared to move on to primary 1. Opportunities included regular visits to their new classroom and a buddy system with older children in the primary. Children told us "In primary 1 we practise for when we go to school". Children also had opportunities to use school facilities like the poly-tunnels to take part in school activities like sports day and assemblies. Children also benefitted from visits from other professionals from the community, like "Jammin Andy" who had come in for dance classes. They had visited the local butchers to find out about haggis for Burns Night.
Wall displays were used to good effect, including celebrating achievements, displays of children’s work and talking walls. However displays tended to be high, which makes it difficult for children to appreciate their own work and also to be able to display work independently for example the writing wall was too high for children to use by themselves. We discussed this with the nursery management, who agreed to consider opportunities for interactive child displays.

**Areas for improvement**

Whilst there was free flow to the outdoor area for most of the session, we found that the area was not prepared for children at the start of the day, because staff were waiting to see what the weather would be like. It is best practice for children to play outdoors in all weathers and we suggested that the service could consider purchasing appropriate outdoor clothing. We also suggested that a draft excluder curtain could be installed on the door, so that the temperature in the room could be maintained.

The nursery had a room which was intended as a room for parents and staff talked to us about how they would like to use this room. Their current plans are hampered by having to use the room to store equipment. We discussed this with the nursery management, who were aware of this.

We observed that some children struggled to reach the top of the promethean board and that staff had to lift children so that they could play their game.

**Grade**

5 - Very 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
We found that Langholm Nursery was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

Langholm Nursery was provided by Dumfries & Galloway Council and followed the recruitment and staffing procedures of their parent organisation. The authority had a legal requirement to involve parents and children when recruiting the Headteacher of the school.

The school management provided opportunities for parents to make comments about the quality of staffing in the nursery as part of their quality assurance procedures. Staff training was also planned based on the needs of children attending the service.

Areas for improvement
It may be useful to have a display of staff in the nursery including those members of staff who have an involvement in the nursery but are not in regular contact with parents and children like the Janitor.
Whilst the service provider’s recruitment procedures follow very good and safe practice, parents and children have little opportunity to be involved in the recruitment of other staff in the nursery.

Children had little formal opportunity to be involved in recruiting and appraising staff members.

The service should consider further developing the methods by which children and parents could participate in assessing and improving the quality of staffing. In particular, the service may wish to examine ways in which children and parents might be involved in, or influence, recruitment, selection and training of 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 Langholm Nursery was delivering a very good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

We observed that there was a kind and caring staff team working in Langholm Nursery. They respond to children gently and with respect. Staff encouraged children to talk and to share their opinions. They used praise effectively and celebrated achievements.

Staff were professional and enthusiastic about their work. Staff were aware of each others strengths. They talked to each other and consulted each other when planning for children’s care and development needs.

All staff were qualified and were registered with the appropriate registering body, including the Scottish Social Services Council.

Staff had opportunities to attend training and to share their learning with one another. This enabled staff to share in developments in the nursery, for example there had been discussion about developing a mud kitchen following recent Building the Ambition training.

Staff understood their responsibility for protecting children and were clear about who they would report concerns too. All staff had attended relevant child protection training.
Some staff had also completed Health & Safety training and for some this had included Food Hygiene.

Parents told us that "staff have used their expertise to develop my child's confidence and social skills. They provide a safe, secure and nurturing environment."

**Areas for improvement**
All staff would benefit from opportunities to visit other similar nurseries to see and share practice.

**Grade**
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 3
“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths
We found that Langholm Nursery was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

Management supported staff to develop their interests and professional knowledge. They were working to develop a team of confident and reflective practitioners who were encouraged to take responsibility within the nursery and to lead, when developing and improving what they were doing both as part of the nursery team and as part of the whole school community.

Staff had worked well together as a team when they moved premises and had worked together to plan the design and layout of the playrooms. Staff had regular opportunities to meet and to discuss their work. They used their meetings to review activities and events in the nursery.

The nursery was a part of the whole school monitoring calendar, which meant that staff practice was regularly observed by members of the school management team.
The manager had carried out professional reviews for all staff. All staff had personal learning targets which supported their professional development.

**Areas for improvement**
Whilst staff were involved in some of the evaluations and worked together, not all staff were fully involved in the self-evaluation of the nursery as a whole and the evaluation of children’s learning. Not all staff had opportunities to be involved in cluster group discussions or to visit other services.

The service should continue to support and encourage their staff to develop their skills and responsibilities as appropriate to their role within the organisation. Management and staff may find the Steps into Leadership e-learning modules on the Scottish Social Services website useful.

**Grade**
4 - Good

Number of requirements - 0
Number of recommendations - 0
Statement 4
“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.”

Service Strengths
We found that Langholm Nursery was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children’s records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using Langholm Nursery, which support our findings include:

We found that there was a focus on improvement in the service. Management and staff of the nursery aimed to provide the best quality of service and experience for the children in their care. There was an improvement plan for the nursery and parents were made aware of the contents. Parents were able to join the school Parent Council, which meant they were involved in improvement planning and had further opportunities to have their say.

The management of the nursery visited regularly and observed staff practice and the nursery as a whole. Management and staff of the nursery met often and discussed events and improvements. They used information gathered from authority and identified school objectives, previous inspections, evaluations, parents comments and monitoring to create the school and therefore the nursery improvement plan.

Areas for improvement
It is a legal requirement for care services to notify the Care Inspectorate of a variety of events. The provider had failed to notify the Care Inspectorate that the service had moved to new premises. We were told that this was the result of an administrative error and a misunderstanding about who should take responsibility for making this notification.
The service had not checked with the provider to ensure that the notification had been made. See recommendation

We found that not all children were able to take up their full entitlement of 600 hours because the end of the afternoon session was half an hour after the school closed. This meant that some parents were choosing to remove their child before the end of the afternoon session. We suggested that the service should look at ways of enabling parents to stay so that children can continue to access their play and learning opportunities.

During our second visit, we discussed the areas for improvement which we had identified on our first visit, and which had been identified by the service itself during that week. Nursery management confirmed that they intended to develop the nursery monitoring procedures to include Care Plan reviews and Infection Control procedures. During this time, nursery management and staff had carried out an evaluation of the nursery using the Well-being indicators from Getting It Right For Every Child and intended to use this information to ensure the continuous improvement of children’s experiences.

**Grade**

4 - Good

**Number of requirements - 0**

**Recommendations**

**Number of recommendations - 1**

1. The provider of the service should ensure that procedures for making notifications to the Care Inspectorate are clearly defined and set out who will have responsibility for making them, within the timescales, as described on the Care Inspectorate managed service.
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
No other information.
## 9 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>30 May 2013</td>
<td>Unannounced</td>
<td>Care and support: 4 - Good</td>
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<td>Environment: 4 - Good</td>
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To find out more

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پیش‌بینی می‌شود که این گزارش نیز با هم‌تکایی به انواع دیگر در دسترس عموم قرار گیرد.

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