

# Care service inspection report

Full inspection

## Saoghal Beag Nursery Day Care of Children

Claddach Kirkibost Centre  
Claddach Kirkibost  
Isle of North Uist



HAPPY TO TRANSLATE

Service provided by: Saoghal Beag Nursery

Service provider number: SP2008009757

Care service number: CS2008175182

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	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

### What the service does well

Saoghal Beag Nursery provides a safe, secure and stimulating environment for staff and children. The manager and staff work well with parents to provide opportunities and set targets for the children to develop their full potential.

The manager and staff work hard to provide a warm, nurturing and welcoming ethos in the nursery.

The premises are very well set out and have sufficient natural light, good resources and a safe and secure outdoor play area which is used daily, weather permitting.

The nursery area is set out to ensure that children feel secure when they move around and helps them to be confident and develop independence.

### **What the service could do better**

The chairperson should set up and record a programme of supervision meetings with the manager of the nursery.

When manager supervision has been carried out by the chairperson she will develop a programme to formalise and record staff supervision.

The staff told they would continue to invite parents to 'Stay and Play' sessions to view what the children do on a daily basis in nursery.

The nursery will attach boards on the garden wall for the children to draw on and mark make.

Questionnaires to be sent out and parents will be notified on the basis of 'You said - We did.'

The service told they hope to set up a parent sub committee to support the nursery.

### **What the service has done since the last inspection**

The mums, dads, staff, grandparents and children had completed a makeover of the garden area where the area was raised to the same level and fenced off and upgraded with a range of imaginative play areas, for example, the parents had made a wooden play house, a wood mud kitchen and the children enjoyed eating snack at wooden tables and seats. We found that children really enjoyed the garden area and also played with the musical instruments attached to the fence and collected water from the water barrel for their play. The children had planted old wellington boots with flowers and staff had nailed them on the fences and the overall refurbishment was very effective.

### **Conclusion**

Since the previous inspection a new manager has been appointed, and is currently undertaking an academic course to gain a qualification to manage the nursery.

Management, staff and parents have worked very hard since the previous inspection and have developed the outdoor area to ensure children have the opportunity to be out of doors whenever possible.

Staff knew the children and the parents well and greeted them and responded to their needs on arrival at the service. They took time to ask how the children had been since they were last in nursery and if there was anything parents wished them to do.

Management and staff practitioners strive to provide an ethos of consistency, sensitivity and love to ensure the children know they are not just cared for, they are cared about. Staff in all the playrooms had planned appropriate programmes for children's progress and development.

Parents are very involved in the nursery and are supportive with fund raising, trips and outings and refurbishment of the outdoor area.

The nursery is in a very good location for walking to the beach and looking at rock pools. There is a good range of birds and animals to observe.

A new school is presently being build in North Uist which includes a dedicated nursery area and Saoghal Beag Nursery will be moving to the new school to provide the service.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011 .

The service was registered to provide care and education to a maximum of 48 children from the age of three months to primary school age.

The Care Inspectorate is committed to improving the health and wellbeing of all children to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. The GIRFEC approach aims to ensure that from birth all Scotland's children and their families have additional consistent and co-ordinated support when they need it. It specifically promotes co-ordinated action by services to improve the life chances and outcomes for all children in Scotland. To achieve this, it encourages a shared understanding by all services of a child's wellbeing in 8 areas i.e that children must be SAFE, HEALTHY, ACHIEVING, NURTURED, ACTIVE, RESPECTED, RESPONSIBLE and INCLUDED (SHANARRI).

Saoghal Beag Nursery was registered to provide pre school education and care to a maximum of 48 children from birth to those not yet attending primary school in the Day Care of Children service and up to 12 years for children attending the Holiday Club and After School service.

The nursery provides pre school education in partnership with Comhairle nan Eilean Siar. Children are funded from the age of 3 years.

The service was provided from dedicated premises adjacent to the Cladach Kirkibost shop and cafe.

The service provided opportunities and programmes for learning through play appropriate to the childrens' needs and in accordance with the Curriculum Framework 3 - 5 years and the Curriculum for children 3 - 18 years.

There were 38 children currently registered with the service.

A safe and secure outdoor area was available and used daily.

Some stated aims of the service was ' to give every child from 3 months to 5 years the opportunity to reach their full potential as an individual and as a member of their community and to develop partnership with parents, community and staff. An aim was also to offer parents the opportunity to have their child educated through the medium of Gaelic.'

### 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 5 - Very Good**

**Quality of environment - Grade 5 - Very Good**

**Quality of staffing - Grade 5 - Very Good**

**Quality of management and leadership - Grade 4 - Good**

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.



## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following an unannounced inspection on the 2 and 3 November 2015 and after the inspection we gave feedback to the chairperson, the manager, the early years support officer and 2 members of staff.

As part of the inspection, we took account of the previous annual return and the completed self assessment form that they had previously submitted.

We issued 20 Care Standards Questionnaires (CSQs) and 7 had been completed and returned to us before the inspection.

In this inspection we gathered evidence from various resources including the relevant sections of their policies and procedures, records and other documents including: -

- Saoghal Beag Nursery's statement of Aims and Objectives.
- Nursery's handbook for parents.
- Child Protection policy and procedures.
- Health and Safety policy and records.
- Maintenance records.
- Risk Assessment and infection control procedures.
- Staff training records.
- Accident and Incident records.
- Planning and children's profiles.
- Complaints policy.
- Register of attendance and children's records.
- Insurance certificate.
- Registration certificate.

We spoke with the chairperson, manager, staff, the children, and 4 parents

during the course of the inspection.

We observed the relationship between staff in each nursery room and their relationship with the parents and the children.

We observed how they used resources and the environment.

## **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](http://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.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included in each heading that we grade the services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process. They should tell us in more detail how they will meet the needs of the children and how they will further develop and quality assure the service.

## Taking the views of people using the care service into account

We spoke with the children during the inspection and some told us what they had done that day and the activities they had enjoyed doing. It was Halloween time and the older children were animated and excited when they spoke with us about their dressing up what they had got when they went guising - "lots of sweets" "nuts and sweets" and "money and apples"

Some other comments from the children were;

"I like dinosaurs"

"Milk gives you good teeth and strong bones"

When they were mixing the oil, the colourings and the water they were asked what could happen and some thoughts were;

"it might make the water turn grey"

"might make it all blue"

"it's going up - it's on top of the water"

### Taking carers' views into account

We spoke with six parents during the inspection and they were very happy with the nursery and the care their children received. The returned parental questionnaires were positive and complimentary to management and staff, as were the parents spoken with on the days of the inspection.

Some comments from parents were:

"the service is completely meeting my and my family's needs. I would not be able to go to work and be confident she was happy if not for the nursery. I can't fault it. My child has developed so well - she was not very confident and her speech has come on so well since she came here. We get lots of feedback and she comes home with plenty drawings, things they have planted and the communication is really good. They have a good balance between being in and out of doors. She loves it."

"We are very happy with the service. My child constantly speaks about their favourite staff member. Staff are always friendly, approachable and very supportive. We got involved with the garden and the children enjoy the outdoor learning and staff are very flexible. We are very lucky!"

"I think it's a fantastic place - it's awesome. Staff are extremely approachable and they are excellent. I can go to work happy. My child comes for 3 mornings and I get plenty feedback - I get a verbal handover of what they have been up to that day and we get to know what they're doing the next term. It's good when you know the staff and they go out of their way to keep the children happy."

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

#### Service Strengths

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

We found good evidence of children's participation and learning, from displays and pictures of the work they had done and from written evidence. Learning Journey folders were updated regularly and available for parents to look at formally twice a year and informally at all times. Children could evaluate activities through pictorial questionnaires.

We found that parents were involved in providing information about their child's interests at home and together with staff they had recorded the necessary information.

Parents of babies had an updated daily diary of their well-being each day. They were welcome to stay and settle them in nursery each morning and to take time to play with them for a little while until they saw they were engrossed in play and were happy for them to go.

Staff provided time for parents at the end of each day in the nursery to talk

about what their children had done and how they had been. The parents we spoke with made positive comments about the service. Some parents told us their children looked forward to coming in the mornings.

There was a suggestion box and suggestion forms in nursery for parents' contributions and they were provided with questionnaires to feedback any areas they identified where the nursery could improve. Questionnaires had been administered, completed and the findings collated. The parents had been made aware of the findings from the questionnaires and can now see for themselves the improvements they had identified.

We evidenced that parents were provided with information about the nursery in a number of ways:

- Termly newsletters.
- Nursery handbook for parents.
- Parental noticeboards which also referred to community events.
- Staff recorded initial information supplied by parents about their child's needs, likes, dislikes and abilities.

We noted that the information was then updated regularly with any new information.

The Saoghal Beag Nursery handbook states; 'we operate an open door policy and encourage you to be as involved as possible with the nursery. Everybody has skills they can contribute to the nursery and you may have some that will contribute to your own child and other children's experiences too. Volunteers are always welcome!'

To gather children's individual interests and choices when planning, topics were discussed during circle and small group time and thoughts and ideas from the children were developed into a learning theme. When the theme is started staff assessed what the children were enjoying and learning as they went along. This approach demonstrated involving children with their learning. The children chose what they wished to play with when they came in the morning and staff sat with them and played and chatted with them about a variety of subjects which interested them.

Parents spoken with at inspection stated their satisfaction with the service and told us they knew that staff welcomed their feedback and felt they could raise worries with any member of staff.

Each year, older nursery children participated in some activities with the local school and the Early Years teachers from other schools visited the nursery ensuring they built a relationship with the children. Children newly starting in nursery had opportunities to come for nursery taster sessions before they registered.

We found that nursery parents had a very good relationship with the staff and had got together to build and refurbish a very good outdoor area suitable for all the children, including the babies.

Their Improvement Plan for 2015/16 was to:

1. Encourage parents to become more involved in the day to day work of the nursery
2. Continue to improve our garden
3. Children to get involved more in the community/with the community

The improvements were on going and parents were provided with good opportunities to be involved in the work of the nursery as we observed from the work undertaken by them to refurbish the outdoor and garden area.

### **Areas for improvement**

The chairperson, manager and staff will continue to be innovative in seeking further ways in which parents can be involved in the service.

Staff members reported that the travelling library comes every second week and children choose a book, however, they told that for a further home link they were looking to start a nursery library.

Questionnaires will be updated and administered to parents and feedback collated and reported on a 'You said - We did' basis.

We saw recorded evidence of what the children had done and enjoyed and nursery staff will continue to use their regular observations to provide activities and resources that support and challenge children's progress and development. They will continue to work with parents to ensure that they have opportunities to input into the planning process by sharing children's interests outwith nursery.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

"We ensure that service users' health and wellbeing needs are met."

### Service Strengths

Staff were nurturing and caring in their approach to meeting the needs of the children. We found that they knew the children well and parents told us that staff had taken time to get to know their children and supported them well to settle into nursery. We found that all the children were happy and settled and were becoming familiar with nursery routines.

Within the pre-registration forms parents provided mandatory information as well as details of their children's health and well-being needs. This helped staff to get to know the children and have the necessary information to effectively meet their needs. We found these had been reviewed and updated to ensure staff had the most current information.

Specialist agencies were consulted where appropriate or necessary, for example, the speech and language therapist or the health visitor.



We were confident that staff had the skills and knowledge to keep children safe in the setting. We noted that the Child Protection Policy had been updated and discussed and as a result staff were clear about the procedures to follow and who to approach if they had a concern.

We found that staff worked hard to ensure the health and well-being needs of the children were met. We found that care plans demonstrated the tracking of each child's experience in the nursery and planning for children's development and progress was done collaboratively with the parents. We found that there was very good communication between the home and the nursery and children's achievements were shared and celebrated, especially the progress children were making speaking the Gaelic language.

The children were happy and were willing to engage in the activities provided for them; they played in the sand, painted, played in the home corner and we found mathematical concepts were being developed. Resources were easily accessed by the children and they could be independent in all areas within playrooms. Being October and Halloween time, the older children chatted about 'trick and treating.' They were encouraged to tell what they had done and with bonfire night approaching they were making bonfire pictures using a range of painting mediums, for example, they used a scourer, nail brush, wash up brush, kitchen roll and string to add definition to their pictures. It was a good exercise for turn taking and sharing resources.

The five babies were very well cared for and hugged and cuddled. Staff were appropriately affectionate and nurturing toward them. We observed that the tower building with large blocks was the most popular item in the baby room and this involved turn taking and them being patient.

It was good to see the very little ones sitting well for story and this was obviously part of the daily routine. Staff read books the little ones chose which could be at dedicated story time or when a child specifically asked for a book to be read to them.

We found that the children in all playrooms were provided with a healthy snack and a choice of milk or water. Parents were aware of the 'Healthy Eating' policy in the nursery and provided a healthy lunch. Children's allergies were recorded

and displayed in the snack preparation areas of all playrooms. The younger children were very keen to share their own and the other children's food. Staff encouraged children to eat and although sharing of resources was encouraged it was prohibited at lunch times.

Nappy changing was completed satisfactorily and staff followed the procedure highlighted on the changing room wall. A checking up chart was in place for sleeping children and we observed that staff were vigilant in checking them.

In the baby room all the activities of the day were recorded in diaries which were shared with each child's parent when they came to collect them.

We discussed their medication policy with staff. None of the children presently attending were taking medication and the service did not carry stock of any type of medication. Risk assessment was in place and accident and incident reporting was robust. We observed from the annual return that there had been a high number of accidents; however, when we investigated most were slight incidents and the accidents were only small bumps and scratches.

All children's information was recorded and children's profiles were recorded showing good evidence of the progress each child had made since starting in the service. Staff shared with us that parents were very good at communicating.

The nursery had very good links with the local community and went out and about regularly.

Children's evaluation of their activities encouraged them to express their own opinions. We saw that the children were respected, responsible, included and achieving through the activities mentioned above. These are some of the indicators of wellbeing used by the Scottish Government to ensure that children have what they need to thrive as in 'Building the Ambition.'

### **Areas for improvement**

The staff should continue to improve and develop children's experiences by continually keeping abreast of all the latest guidance and legislation on the

Care Inspectorate and Early Years web sites, including NHS Scotland, Community Plaything, Scottish Government, Children in Scotland etc.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the environment within the service."

### Service Strengths

Following discussion with the manager, provider, staff, feedback from parents and a review of the documentation relating to participation, the service was found to have a very good performance in relation to this statement. The strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

The service had involved parents in garden development days whereby parents came along to help refurbish the garden. The parents levelled off the area and fenced it. The area had been uneven and rocky and was especially difficult for the youngest children to use.

Parents were involved in building a wooden shed, provided a range of play experiences with old tyres, provided planters and transformed it into an appealing and worthwhile play area.

The service had a very good display containing photographs and comments made by children about the garden development.

### Areas for improvement

The service will continue to ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 2

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

### Service Strengths

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

We found the baby room was warm and cosy and there was good space for the children who were learning to walk to toddle about in. The sleep room was spacious and babies were provided with appropriate sleeping facilities.

We found that the premises were safe and secure and staff had taken active steps to keep children safe inside and out by ensuring no one could enter the premises unobserved. Children were signed into the nursery and parents told staff if anyone other than themselves were to pick up their child.

Comprehensive risk assessments covered a wide range of activities within the nursery rooms, outdoor area and children's outings.

We found that the nursery rooms were well organised with areas for wet and messy play and there were areas for being quiet and comfortable.

Maintenance of the nursery was the responsibility of the manager, who took care of accessing appropriate trades people to carry out necessary repairs.

Appropriate risk assessments were carried out and reviewed to ensure safety of all users of the service.

Children were encouraged to tidy up after they had used resources and to care

for the premises and outdoors by staff example, demonstrating to them how to be responsible for their surroundings.

We read from a returned questionnaire:

'The nursery makes the most of its rural environment by visiting local crofts and beach outings which the children love.'

### Areas for improvement

A secure door entry system was in place; however, we found at inspection that it was not as secure as they expected - we entered the premises unchecked. It was immediately investigated and steps taken to ensure it was secured again. It had been repaired immediately we highlighted the issue. They had not been aware of the malfunction as parents always rang the bell and staff used the secure system. We discussed that they would continue to monitor it regularly when updating risk assessments.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 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

A major strength of the nursery was the retention, skills and deployment of staff to meet the children's needs.

There had been minimal change of members of staff over the years apart from the manager. The current manager had effectively managed a smaller nursery in the area and had worked in Saoghal Beag nursery on a part time basis as a practitioner prior to her managerial position.

Cladach Kirkibost board of directors were involved in the recruitment, retention and induction of staff and we spoke with the chairperson and observed from staff files that appropriate procedures were followed.

In the questionnaires, parents were provided with opportunities to comment on the quality of staffing. As previously reported parents were provided with opportunities to comment on child's learning at the end of each theme.

Some comments from parents regarding the care and staff:

'Fantastic nursery. My child loves attending and loves all the staff. Speech and development has improved greatly since starting and in my opinion this nursery is one of the best! Couldn't imagine sending my child anywhere else - Well done Saoghal Beag!'

'Excellent nursery - exceptional staff. Very friendly and positive environment.'

'My child absolutely loves attending Saoghal Beag nursery which is indicative of the excellent service that is provided for all the children. They strive to implement the CfE initiatives and outcomes and all staff have an excellent rapport with both children and parents. I am very happy with the service that is provided.'

### **Areas for improvement**

The service will continue to ensure that any new members of staff or relief staff are employed and inducted appropriately to meet the needs of the nursery children.

### **Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### **Statement 3**

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

### **Service Strengths**

At this inspection we found that the performance of the service for this statement was very good. We looked at staff roles and responsibilities in the nursery, qualifications, training and nursery practices.

We found that all nursery practitioners were registered with the SSSC. The SSSC body is responsible for registering people who work in social services and regulating their education and training. Its role is to raise standards of practice, strengthen and support the workforce and increase the protection of people who use services.

We spoke with all staff members at various times throughout the session and observed how they met the needs of the children. They had planned



appropriate activities and we found the children were well supported to achieve targets. They plan together for the delivery of the curriculum and identified that the help they got from the Local Authority's Early Years member of staff was useful and appreciated.

At the time of the inspection we found that the staff were using their skills, knowledge and understanding of good child care practice to support good experiences and outcomes for the children. Furthermore, staff appeared to enjoy their work. We found that staff interacted positively with the children, which helped them feel safe and included.

Staff told that they had developed good relationships with other nurseries and met up for practitioner meetings to share and gather ideas for further development.

Staff were kind and caring and treated children with respect. They listened to what children had to say and responded to their requests. Staff rewarded positive behaviours appropriately.

Staff made efforts to get to know the children in their care very well and were friendly and welcoming towards parents and carers. As a result, we observed that positive relationships had been established and information was shared on a daily basis. This supported continuity of care for children and helped staff adjust to their changing needs.

We found that staff were enthusiastic and motivated to making improvements in the nursery, and to improving the quality of experiences offered to children in their care.

They were open to suggestions about how they could make improvements. Staff spoken with confirmed they were given opportunities to attend training courses for example, in first aid, food hygiene, infection control and child protection.

All staff had attended a range of training opportunities throughout the year including 'Building the Ambition'. The recently employed staff member was working to gain her SVQ Level 3 in Children's Care, Learning and Development.

The manager and a staff member are working to gain their the B.A. Child and Youth Studies award.

The development programme identified training needs and opportunities that reflected the needs of the children using the service, and staff personal development. A training plan was in place to record this.

Staff met together with the children to plan activities and had regular meetings with the teachers of Primary 1 where they plan joint learning activities with the Primary School children, especially during the term prior to transition into school.

Staff assess and reflect on their practice for further planning for children's progress using the Child at the Centre and the Curriculum 3 - 18 to assess progress and further development of the service and they worked to the National Care Standards for Early Education and Childcare. They provided the children with opportunities to be creative, to ask questions, to explore, to make friends and to use their imagination.

### Areas for improvement

Staff will continue to attend relevant training events and build on the development of interaction with other local nurseries. They will continue to liaise with staff in other nearby nurseries to exchange information and resources.

### 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 2

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

### Service Strengths

The nursery had a clear vision, values and aims that guided practice and the statement of aims was displayed in nursery reception area.

We found that parents had been involved in the self assessment and grading process through their comments in returned questionnaires and comments on children's work throughout their time in nursery.

The nursery took account of local and national priorities and staff were guided by National Care Standards, Child at the Centre, Curriculum for Excellence and Building the Ambition. Discussion with the manager ensured they were aware of Children's Rights and were striving to 'Get it Right' for all.

Some of the project work of the nursery was displayed by staff in the playroom to inform parents of the previous and on going work in the nursery.

### Areas for improvement

We discussed that staff should be more involved in the direction and future objectives of the service. **See Recommendation 1.**

## Grade

4 - Good

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 1**

1. The manager should meet regularly with staff on a one to one basis and meetings should be recorded and updates and actions to be available for inspection.

**National Care Standards for Early Education and Childcare up to the age of 16.**

**Standard 14 - Well-managed 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

We found that there was a very good relationship between the manager and nursery staff who were well supported by the chairperson and board of the Claddach Kirkibost Centre.

The manager told that nursery staff were pro-active at suggesting courses they could attend to further their knowledge. We found that they communicate well as a team and they were keen to provide the children with good learning experiences.

The manager and staff shared with parents their ambition for children to progress and develop by providing them with the topics they planned and opportunities to share any specific skills the parents had.

The manager told she encouraged the partnership between teaching staff in local schools and nursery staff. The transition from nursery to school was seamless as children were totally comfortable in the classroom by the time going to school came round.

The manager ensured that the staff had access to a range of training opportunities and were given time to update their skills in relation to the needs of the children. Annual appraisals were carried out for identifying training needs.

Meetings with the manager and staff took place on a regular basis and they felt they were very well supported by the Local Authority's Early Years staff member who was happy to stand in for a member of staff wanting to go and observe good practice elsewhere.

### Areas for improvement

We suggested and the manager and chairperson agreed that policies and procedures would be re-visited on a regular basis, especially the child protection policy to ensure correct procedures were always followed.

We discussed that the manager should (with the help of the Early Years support staff) develop a programme of monitoring and evaluating the work in the playrooms. Staff would benefit from also carrying out peer observations and evaluation and this to be recorded.

The manager will continue working to gain her qualification as nursery manager.

Although there was a nursery improvement plan in place we found that this needed a more robust quality assurance measurement to have an overview of children's learning experiences.

**See Recommendation 1.**

**Grade**

4 - Good

**Number of requirements - 0**

**Recommendations**

**Number of recommendations - 1**

1. The manager and staff should now develop a robust quality assurance programme to ensure the systematic evaluation of the service.

**National Care Standards for Early Education and Childcare up to the age of 16.**

**Standard 13. Improving the service.**

**Standard 14 - Well-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

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings
4 Dec 2012	Announced (Short Notice)	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good

		Management and Leadership	5 - Very Good
18 Aug 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed 4 - Good
10 Nov 2010	Announced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed Not Assessed



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