Care service inspection report
Full inspection

Clovenfords Primary School Nursery
Day Care of Children

Clovenfords Primary School
Clovenfords
Galashiels

Inspection report for Clovenfords Primary School Nursery
Inspection completed on 16 December 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>Area</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of environment</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5</td>
<td>Very Good</td>
</tr>
</tbody>
</table>

What the service does well

We found Clovenfords Primary School Nursery provided a warm, stimulating environment where children could learn and develop through play, while having fun.

It was clear staff had the interests of all the children at heart, providing a wide variety of learning experiences to ensure the best outcomes of the children. Children seemed happy and content in nursery. They were confident in approaching staff and involving them in their play.

What the service could do better

The service identified the following as areas for development in their self-assessment:

- ‘Nursery to keep own visitor’s book’
- ‘Explore opportunities for trips and outings in the local area’
- ‘Staff plan to revise policies over the next 12 months’
What the service has done since the last inspection

Since the last inspection the nursery had moved premises to a purpose built nursery room within the new build Clovenfords Primary School.

The staff team had experienced some changes in the past few months. The nursery teacher was no longer in post and a senior member of the nursery team was responsible for the day to day running of the nursery.

Conclusion

The management and staff team had worked hard in the past few months to improve outcomes for children through implementing 'Building the Ambition'. They had continued to offer parents/carers very good opportunities of becoming involved in the service. At the inspection we saw children were responsible, confident and happy in the nursery.
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

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

Clovenfords Primary School Nursery is registered to provide a care service to a maximum of 20 children at any one time aged from 3 years and entry into primary school. The nursery operates from a purpose built nursery room within Clovenfords Primary School near Galashiels.

The aims of the nursery included:

'We aim to:

Provide a welcoming, safe and stimulating environment where all children can learn through play and interaction with other children.

Promote self-esteem, confidence, respect for others, healthy living and personal safety so that children can become successful learners, effective contributors, enterprising individuals and responsible citizens.

Plan for the different needs of children in a flexible way and taking account of children’s views'.

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 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We wrote this report after an unannounced inspection which took place over two days on 15 and 16 December 2015. The inspection was carried out by one Care Inspectorate Inspector.

We sent the service 10 Care Standards Questionnaires to give to parents and carers of children who used the service. Six were returned before the inspection. We also sent four questionnaires for the manager to give to staff. All were returned before the inspection.

At this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- The self assessment and annual return
- Working together with Parents/carers policy
- Health and Safety policy
- Child Protection policy
- Healthy Snack policy
- Children's personal learning journeys and observation records
- The nursery handbook
- Parent evaluations and feedback sheets
- Observation of the environment, toys and equipment
- Discussion with staff and observation of their interaction with the children
- Discussion with the Head Teacher and Principal Teacher
- Discussion with Parents
- Talking to 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.

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

Taking the views of people using the care service into account
We spoke to some of the children and listened to them telling us things they enjoyed doing at nursery. They told us they liked to play dressing up, with the cars and road mat and playing outside. The children seemed very happy and relaxed in the setting.

Taking carers' views into account
We spoke to four parents who all told us they were very happy with the service. They said their children really liked nursery and all the staff were friendly and very approachable. Comments are included in the body of this report.
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
We found the service to be performing to a very good standard in involving parents and children in assessing and improving the quality of care and support. These included

- Working in partnership with parents/carers policy
- Parent involvement in the PTA
- The nursery handbook
- Parent afternoons
- ‘Thinking, Talking floorbooks’
- Parents ‘Stay and Play’ sessions
- ‘Two star’s and a wish’ feedback sheets
- A regular newsletter
- The noticeboard
- Group time with the children
- Daily discussion with parents, carers and children

Parents were involved and included in the nursery as the ‘open door’ policy meant they could come into nursery at any time for visits and to speak to staff. Parents we spoke to all told us staff were very welcoming and encouraged...
suggestions they had for nursery. We found parents were all very happy with the nursery and the care given to their children. Comments included:

‘They (staff) are a great support and are always available to talk about any questions, queries or issues you may have. They are all a credit to the education service’.

‘I have been very impressed with Clovenfords nursery. The staff are great and all the children respond really well. My daughter has settled in wonderfully’.

‘The staff make a great effort to hold regular parent/carer afternoons and encourage parents and carers to be involved in the children’s topics, such as tasting food, sensory afternoon and playing games’.

‘Staff are always attentive, fair and fun and provide detailed feedback on our son’s individual progress’.

‘I am very impressed with the staff and how they interact with all the children. Parent involvement is encouraged and I appreciate the opportunity to come into the nursery either to help or at special events - Christmas, open sessions etc.’

We saw staff give parents and carers a warm welcome when they collected their children, taking time to chat with them and exchange information about what their child had been doing that day.

Through discussion with senior management and staff, it was clear they were committed to working with parents and other professionals to ensure the best possible outcomes for their child. This meant children felt nurtured and safe as staff provided an appropriate level of care to support their individual needs. They gave us very good confidential examples of this.

Children were made to feel included and respected as staff listened to them, answered any questions they asked and encouraged them to make choices. We saw children being responsible, making decisions and being supportive towards each other, for example helping each other in their play, building blocks together and chatting about the books in the story corner. It was clear staff had
very good relationships with all the children and spoke to them in a warm, caring manner. Children were confident in chatting to staff and seemed happy and relaxed in the nursery.

We saw children’s achievements were recognised and encouraged by staff by including their thoughts, drawings and comments in the ‘Floorbooks’. This was always available for parents and carers to look at and add any comments or suggestions to topics.

Parents who completed the service 'Two stars and a wish' sheet, and those we spoke to, gave very positive comments about the nursery, staff and experiences their child had, for example:

'We feel that nursery is offering (child’s name) a diverse range of experiences in a fun environment. The topics have been inspiring and the addition of classes such as the music group and yoga have really enriched (child’s name) nursery time'.

'I think nursery do a great job in developing each child as individuals as well as a group'.

'They do a variety of things and feel they give lots of knowledge in many areas'.

Parents who completed our questionnaires all 'strongly agreed' the service has involved them and their child in developing the service, for example asking for ideas and feedback and that they were very happy with the quality of care their child receives in this service.

Areas for improvement
The service should continue to build on current very good standards.

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
We found very good evidence of how staff met children’s health and wellbeing needs, including children's learning journeys, personal learning overviews, working in partnership with parents and other professionals and policies and procedures they followed.

Staff had attended training on ‘Building the Ambition, National Practice Guidance on Early Learning and Childcare, Children and Young People (Scotland) Act 2014 and were working very well together in incorporating their learning into reflecting on, and developing, their practice in promoting children’s health and wellbeing in nursery. Children were nurtured and learning to be achieving as staff had developed detailed 'Learning Journeys' for each child. These included observations of their development and next steps in their learning, for example independent tasks like fastening their coats and putting their shoes on, 'special things I did well' and 'things I'm going to work on'. Parents were included in their child’s learning and development as staff shared and reviewed their 'Learning Journeys' regularly. Parents were also encouraged to comment and share their child’s achievements outwith nursery and things they were helping them with at home, for example number counting and 'continuing to build my confidence with new friends. This made children feel valued and respected.

Children were learning about healthy eating and lifestyles through topics, discussions and developing the nursery snack book. It was clear they were involved in planning the menus and giving their preference of things they would like for snack. We saw snack was a sociable time where staff sat with the children and chatted to them. Children were being independent in choosing their snack, pouring their drinks and tidying the plates and cups when they were finished.
Children were learning good hygiene practice, for example washing their hands before eating and brushing their teeth after snack. They also had very good opportunities to be active at nursery as they had access to the outdoor play area every day.

The child protection policy and procedure was detailed and included senior management and staff responsibility in protecting children and keeping them safe. Staff spoke with a very good knowledge on child protection issues and were fully aware of the procedure they would follow if they had any concerns.

Parents who completed the ‘Two Stars and a Wish’ sheet gave positive comments for example:

‘The positive, upbeat atmosphere in the nursery class, and the children's routines and tasks, really encourages their social skills and it has been wonderful to see (child's name) interacting with his classmates and forming friendships’.

Parents who completed our questionnaires all 'strongly agreed' the staff encourage their child to form positive relationships with other children and provide a well-balanced diet which meets their child’s dietary needs.

**Areas for improvement**
The service should continue to build on current very good standards.

**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 2
“We make sure that the environment is safe and service users are protected.”

Service Strengths
We found very good evidence of how staff made sure the environment was safe and children were protected. Policies and procedures were in place to support this, for example risk assessments, cleaning records, health and safety, nursery rules and infection control.

Children were safe within the nursery as the buzzer entry system meant no-one could enter the building without the knowledge of staff, and children could not leave unsupervised. The spacious entrance area was bright, warm, welcoming and gave children room to be independent in hanging up their coats and bags, and changing their indoor/outdoor shoes.

We saw children were being responsible for their safety in the nursery, following the 'nursery rules' and tidying up floor games so 'no-one tripped over them and hurt themselves'.

Staff made sure the environment was safe as they carried out daily checks before the children arrived, for example checking toys, equipment and the outdoor play area.

As part of this inspection we have focused on how the service has promoted children’s health and wellbeing through infection prevention measures. The toilet area and wash hand basins were clean and well maintained. Children’s independence was encouraged as these were child height and easily accessible to them. There were appropriate infection control measures in place, which
helped minimise the risk of the spread of infection. Staff we spoke to were very clear about good hygiene practice, for example dealing with soiled clothes and bodily fluids, using disposable gloves and aprons.

Parents who completed our questionnaires all 'strongly agreed' the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

**Areas for improvement**
The service identified they would like to have their own visitors book to be kept within the nursery so all staff were aware of any persons in the building that day. We agreed with this.

**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
Through discussion with staff, observation of the environment, and children’s play we could see staff planned a variety of stimulating activities the children enjoyed, suitable to their age and developmental stage. This meant children had very good opportunities to experience a wide variety of learning experiences both inside and outside the nursery, for example we saw them using their imagination in water and sand play and being able to access natural play materials in the outside play area.

We saw children could make choices and decisions in what they wanted to do as staff had laid out the room so toys and activities were easily accessible to them. We sat with a small group of children who showed us the Christmas cards they were making to take home and telling us 'the story of Christmas and baby Jesus' which was reflected on the display table. They told us they were 'excited to see what Santa would bring them’ and told us what they had asked for on their list.

The outdoor play area was accessed directly from the playroom which meant children could have free flow access to outdoor play and fresh air. Parents had contributed to natural materials, for example one parent had made tables and chairs out of tree trunks which the children loved. Staff told us the children 'loved these and regularly asked to sit and have snack outdoors or do creative activities.

We could see children were really enjoying their play experiences in nursery and were confident in choosing activities they wanted to do. They seemed happy and relaxed in their play, either on their own or with their peers.
Parents who completed the 'Two Wish and a Star' questionnaire gave very positive feedback about the activities, for example:

'Excellent variety of activities, always getting outside to play'.

'Great choice of toys!'.

'The children have been introduced to a wide variety of topics'.

'Makes learning fun and singing, (child’s name) loves to sing'.

'There seems to be quite a variety of things for the children to do, in particular (child’s name) has enjoyed the Yoga and the activity tables'.

'The nursery is bright and stimulating and the range of activities is excellent'.

Parents who completed our questionnaires all 'strongly agreed' the staff ask for their child’s views about the activities and outings, and use them to plan future activities.

**Areas for improvement**

In the self-assessment the service said they would like to plan to make more use of the local community, for example taking children on trips and outings. We agreed with this as it would give children a sense of understanding of things on offer in and around their local community.

**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 3
“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths
Through discussion with senior management, nursery staff and observations, we found the staff team were very motivated and committed to ensuring the best possible outcomes for all the children. It was clear they had very good relationships with the children. Throughout the inspection we found staff to be kind, caring and considerate at all times.

We saw children were respected and included as staff encouraged them in their activities, giving them praise and encouragement while supporting them in their play. The children seemed very at ease with the staff and were confident in approaching them if they needed any help.

All staff held relevant qualifications and were registered with the Scottish Social Services Council (SSSC). They were aware of the Codes of Practice, which meant they were expected to maintain professional standards in their work.

Staff told us they were responsible for keeping up to date with any training they felt could enhance their work in the nursery, for example legislation and best practice guidance including 'GIRFEC' and 'Building the Ambition'. All staff training records were kept on their individual Continuing Professional Development (CPD) file online. They told us senior management were very supportive and encouraged them in any training they were interested in.
Parents who completed our questionnaires all 'strongly agreed' they were confident that staff have the skills and experience to care for their child and support their learning and development.

**Areas for improvement**
The service should continue to build on current very good standards.

**Grade**
5 - Very Good

**Number of requirements** - 0
**Number of recommendations** - 0
Statement 4
“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service Strengths
During the inspection we talked to the senior management team, staff, children and some parents. We looked at relevant policies and procedures, children’s records, learning journals, information for parents and observed how staff interacted with both children and parents.

It was clear that management and staff really valued parents and children’s involvement in the life of the nursery and respected parents wishes in all aspects of their child’s care, for example working with families and other professionals to provide support.

We saw the staff team worked very well together and were committed to involving parents, carers and children in the service, for example respecting their views and wishes while meeting their individual needs.

Parents who completed our questionnaires ‘strongly agreed’ staff treated their child fairly and with respect. Parents we spoke to told us the ‘staff are great’ and always very approachable should they want to talk to them.

Areas for improvement
The service identified that staff plan to revise policies over the next 12 months as an area for development in their self-assessment.

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: 5 - Very Good

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

Service Strengths
Through discussion with management, staff and parents it was clear there was very good communication and parents' contributions to the nursery were valued. This reflected the 'Working together with parents/carers' policy which stated 'We will always discuss what is best for your child with you and you are welcome to stay with your child at any time. We also welcome parents/carers as helpers in a variety of ways during the course of the year, whether to accompany us on outings or sharing talents and expertise on a day to day basis in the classroom'.

Staff told us they always discussed areas in the nursery they would be responsible for, such as story time, preparing snacks and supervising outdoor play. They also told us they all have responsibility for meeting with parents, discussing their child and working with them in ensuring their child’s health, wellbeing and welfare while at nursery.

Areas for improvement
The service identified they will continue to seek opportunities for staff to have leadership role within and beyond the nursery as an area for development in their self-assessment.
Grade
5 - Very Good
Number of requirements - 0
Number of recommendations - 0
Statement 4
“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.”

Service Strengths
All parents are members of the Parent Teacher Association (PTA) and are invited to attend meetings and give suggestions/ideas for improvement. Minutes were displayed for their information so they were aware of discussions and any areas for improvement identified.

Senior management and all staff were involved in the self-evaluation process which was carried out using ‘How Good Is Our School 3’ (HGIOS) and ‘Child at the Centre 2’. The Principal Teacher was responsible for the overall running of the nursery and met regularly with staff to discuss progress. She also monitored staff practice in the nursery through observations which were fed back to staff. This meant they could identify areas of good practice and discuss any ideas for improvement.

As part of the nursery’s partnership arrangement with the local authority they produced a yearly development plan using the quality indicators ‘Child at the Centre 2’, a national framework to support review and development of practice. This clearly identified what action the nursery was going to take to progress developments in practice, for example implementing the new 600 hours funded places as flexibly as possible.

Staff were aware of the government best practice frameworks Getting it Right for Every Child (GIRFEC) and Building the Ambition and the manager told us that these were used to support practice in the nursery, for example developing children’s Learning Journals. We could see staff were working very well together in implementing ‘Building the Ambition’ by involving children more in the planning process and making activities more child-led.
Parents who completed our questionnaires ‘strongly agreed’ the service has involved them and their child in developing the service, for example asking for ideas and feedback.

**Areas for improvement**
The service identified in their self-assessment they were introducing peer observation between the nursery team. We agreed with this.

**Grade**
5 - Very 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

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>17 Jun 2010</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td>Environment 5 - Very Good</td>
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<td>Management and Leadership 4 - Good</td>
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Tha am foillseachadh seo fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

この報告書は他の言語や形式での提供も承っております。

ويمكن تقديم هذا التقرير باللغات الأخرى بناءً على طلبك.

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.