Greenhills Primary School Nursery Class
Day Care of Children

Cedar Drive
Greenhills
East Kilbride
Glasgow
G75 9JD

Telephone: 01355 241646

Type of inspection: Unannounced
Inspection completed on: 22 September 2016

Service provided by: South Lanarkshire Council
Service provider number: SP2003003481

Care service number: CS2003015296
About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

South Lanarkshire Council is the provider of the service. Greenhills Primary Nursery Class is located within the Greenhills Primary School campus in the town of East Kilbride. The new headteacher of the school has overall responsibility for the Nursery, she is assisted in the Nursery by a Depute Headteacher. An experienced team leader has responsibility for the day-to-day running of the centre.

Greenhills Primary Nursery Class can provide up to fifty places per session to children aged from three years to those not yet attending primary school. The nursery offers morning and afternoon sessions and is open Monday to Friday during term time.

The service ethos is:
'To create a stimulating, welcoming environment where people are valued and where a strong emphasis is placed on positive relationships, teamwork and high expectations and where opportunities are created to develop links with outside agencies.'

What people told us

We received fourteen completed Care Standard Questionnaires prior to the start of the inspection.

A sample of some of the respondents comments are:

‘The nursery staff support myself and my child in his development with all the support I see a huge progress in his speech. Through questionnaires and meetings my views and suggestions are taken on board. I really do feel like part of my child’s nursery development.’

‘All the teachers in the nursery are great. My daughter has a very good relationship with them and is confident around them. On a whole, I don’t have any issues/faults with the nursery or the staff. My daughter loves nursery and it has made her more confident, out going and independent.’

‘When my child first started nursery she was finding it difficult but the staff worked with me and my child to help her settle. She now loves nursery and is happy going there.’
Additional feedback obtained from the Care Inspectorate questionnaires is contained within the relevant sections of this report. We considered the views of parents/carers in awarding the grade for each Quality Statement considered.

**Self assessment**

The care inspectorate received a fully completed self assessment from the provider. The provider identified what it thought it did well and gave examples of improvements made. The self assessment clearly identified some key areas that the provider believed needed improved and showed how the service intended to do this.

**From this inspection we graded this service as:**

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>6 - Excellent</th>
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<tbody>
<tr>
<td>Quality of environment</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>not assessed</td>
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**What the service does well**

Communication between staff and management, parents and children is highly effective. We observed communication and involvement strategies that had aspects of excellent practice. Parents views had been actively sought, well considered and the end products showed evidence to this end. The nursery included the children from the primary school in evaluating their service. The team leader and manager have created graphics to feedback the outcomes of involvement.

The nursery has personal plans identifying health, safety and welfare in place; however this could be enhanced by collating, streamlining and reconfiguring information stored. It was clear that parents and children had been actively involved in developing and reviewing the detail, this review process should be better recorded.

Staff had successfully established an excellent nurturing environment. Children were very settled and happy in the nursery. We observed children and their families being welcomed in to the setting. Staff spoke to children with respect, at child level and showed keen interest in the child’s views and opinions. Children were respectful of each other. We felt this practice was excellent.

It was clear from evidence that staff and management had involved partner agencies and parents to ensure that children benefited from the right support at the right time. We saw ample evidence that a clear picture of each child was being built. Children and their families had access to a nurturing approach, from staff who clearly understood nurturing principles and effectively delivered these.

Staff recognised and supported children who were less confident in expressing their views and preferences. We observed staff adopting a variety of highly effective verbal and non-verbal communication strategies.

Children were involved in evaluating their play experiences. Children were well able and encouraged to be independent in their choices and decision making. The staff told us about the risk benefit approach they are establishing. This should continue to be considered.
Staff know children and their families very well. This knowledge has been used to help children progress in their learning and care. An example of this was observed at the art table. Staff use very effective e-profiles to share children’s experiences and learning with parents.

Staff spoke about the child protection and safeguarding approaches being an integral part of the nursery philosophy. We saw evidence to back this up.

Staff predominantly job share in the nursery, with a variety of weekly patterns. We saw evidence that this was effectively managed, staff showed responsibility and continuity was observed through communication exchange booklets. Staff spoke about phone calls between job share partners. This area had aspects of excellent practice.

Effective policies and procedures were in place, they were shared annually with staff. Staff signed to acknowledge the information. Staff spoke about their involvement in any ongoing updates or re-writing of policies.

Health and safety procedures were effective, rigorous and robust.

Outcomes for children were being positively affected by training that staff had attended. Staff showed diligence and awareness of this impact. Management had actively sought staff skills and interests and creatively engaged them in training. This area had aspects of excellent practice.

What the service could do better

Whilst being highly effective in delivering excellent care and support, staff should ensure that they are keeping up to date with all legislation and regulatory requirements. These include ensuring the most up to date registration certificate is displayed, handwashing procedures are effectively and continuously monitored and supported, entrance doors are properly manned during the soft start/finish to sessions and personal plans reflect wellbeing indicators.

Risk assessment documents were in place; however staff should consider using the matrix approach for assessments to ensure risks are appropriately measured.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.
## Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 Jun 2013</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing: 5 - Very good</td>
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<tr>
<td></td>
<td></td>
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