

Troqueer Nursery Day Care of Children

Troqueer Primary School
Hill Avenue
Troqueer
Dumfries
DG2 7LR

Telephone: 01387 252615

Type of inspection: Unannounced
Inspection completed on: 6 October 2016

Service provided by:
Dumfries & Galloway Council

Service provider number:
SP2003003501

Care service number:
CS2003015543

About the service

Troqueer primary school nursery operates from a purpose-built unit attached to the primary school, within the campus. It benefits from three bright rooms with direct access to the secure outdoor area. Children have exclusive use of the toilets, although nappy changing is carried out in a separate room within the school.

The current conditions of registration states:

- To provide a care service to a maximum of forty children aged from three years upwards to those who are not yet attending primary school.
- Staffing ratios as stated in the National Care Standards - Early Education and Childcare up to the age of 16 (Appendix A) must be maintained at all times. A minimum of two adults must be present at all times.
- During the operating times the service will have the exclusive use of the nursery unit within the primary school.

It is operated by Dumfries and Galloway Council.

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 registered with the Care Inspectorate on 01 April 2002.

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 the 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. Getting it Right for Every Child 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 Getting it Right for Every Child. 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.

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ('the Act') and secondary legislation made under the Act, or a condition of registration. Where there are breaches of regulations, Orders or conditions, requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

What people told us

We spoke with two parents during our inspection visit. Both parents told us they were happy with the nursery provision. They felt their children were well cared for and that staff supported them well.

We spoke with seventeen children during our inspection, both in groups and individually. We also observed them at play and interacting with staff and each other.

Most children told us they liked coming to nursery and had made friends. They were happy to enter nursery and to show their parents/carers their playrooms and tidy away their coats and shoes, showing they knew what was expected of them.

Some children who were busy with woodworking materials were keen to tell us what they were building. Others were digging and building with bricks.

"We are building a house and putting cars in it"

"This is my wood and I'm putting my nails in it"

We sent parental questionnaires to the service to issue on our behalf. At time of writing, we had not received any in return.

Self assessment

The self assessment was last submitted on 29 April 2016, meaning we did not have the benefit of current assessment information to base our inspection on. Staff could not produce any evidence of ongoing, systematic evaluations. We have made a recommendation about this in the management and leadership section of this report.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Following our inspection, we found the quality of the care and support was Adequate.

We concluded this after observing children, staff and speaking with staff. We sampled children's records and nursery documentation.

During our time in the nursery, we saw that staff were kind and caring in their interactions with children. They offered reassurance and helped when children needed it. Children were happy and confident in the nursery. The

routine allowed them to access outdoor play easily which meant children enjoyed exploring and could develop their own interests.

To provide parents with information about how the nursery operates, its policies and procedures and how their care is managed, staff now need to finalise the draft handbook and issue to all service users.

The planning for the provision of play should be reviewed, developed and be more responsive to the ideas and suggestions from the children. It should promote children's engagement in discussion and enable them to review their learning and share ideas for what they would like to do next. Staff should ensure they provide experiences that offer children depth and challenge in their learning. Staff should now familiarise themselves with the new assessment materials in the nursery.

The quality of information in children's folders was varied. Some contained information about the child, their likes and dislikes. However others did not. Concerns included unexplained gaps in recording, very similar entries in different folders and next steps for different children led us to believe that these important records were not clearly showing how staff were meeting children's needs. Children should be given the opportunity to contribute to their own learning through in-depth and detailed observations, meaningful next steps and evaluating their own learning experiences. We made a recommendation about this.

We looked at a sample of children's personal plans and found they did not fully meet children's needs. Although all children had a plan, not all children had the benefit of updated formats. We have made a recommendation about this.

Healthy lifestyles were promoted through good hand washing and offering children a variety of healthy snacks. Staff we spoke with were confident in their role in protecting children from harm or abuse and had attended training in child protection methods.

Staff had records for children who needed medication. They should ensure they record how medication is to be used, such as triggers for asthma inhalers.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to meet children's needs through effective planning, observations and identifying next steps, staff should make improvements to these aspects of their records.

National Care Standards, early education and childcare up to the age of 16.

Standard 5 Quality of experience

2. To ensure all children have a personal plan which records their health, welfare and safety needs, staff need to gather appropriate information and develop it into a plan.

National Care Standards, early education and childcare up to the age of 16.

Standard 3 Health and wellbeing

Standard 6 Support and development

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Following our inspection, we concluded that the quality of the environment was Adequate.

We found that the nursery provided a welcoming environment for families. There was a staff presence at the entrance who gathered information from parents. Information about the life of the nursery and wider community was well displayed in the foyer.

Ongoing improvements to the nursery outdoor play area meant children had better access to this area. Staff had provided more natural resources, such as wood and construction blocks and we saw children enthusiastically building their own creations. The lack of a digging area was discussed with staff and we suggested they explore removing some paving to provide this.

Staff had developed a partnership with an early years service to share woodland play which benefitted their health and wellbeing.

Children were able to move freely around the rooms making their own choices about what they wanted to play with without adult support. The exit door had been secured following our requirement after our last inspection. However, we were concerned to see that some children could be in the building without adult supervision. We have made a recommendation about this.

We found the library area would benefit from being relocated to a quieter area to provide a cosy space for offering literacy experiences. We made a recommendation about this.

The nappy changing space had been improved since our last inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to ensure the safety of children at all times, staff should review and improve the use of the playrooms/foyer and staff deployment arrangements.

National Care Standards, early education and childcare up to the age of 16.

Standard 2 A safe environment

2. To provide children with an environment which promotes learning, develops interest and provides appropriate areas for quiet play, staff should review, improve and monitor the playrooms.

National Care Standards, early education and childcare up to the age of 16.

Standard 11 Access to resources

How good is our early learning and childcare <https://education.gov.scot/improvement/Pages/frwk1hgioearlyyears.aspx>

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Following discussions with the staff team, observations of their practice and work with children, we concluded the quality of this theme to be adequate.

We found that staff were kind, caring and committed to children in their care. They had attended training to improve their skills and knowledge and had started to use this learning in the nursery.

We carried out checks with the Scottish Social Services Council and found that nursery staff were appropriately registered with their professional body and followed their codes of conduct. This contributed to the safety of children using the service. We asked if staff had access to on-going training and found that the team had attended a variety of courses to help them in their role.

We asked that staff continue to develop their learning by researching schemas and attachment theories and put their learning into practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Our findings for this quality theme were that it was Adequate.

We found this after reviewing self assessment records and discussing progress arising from our previous recommendations and requirements. We were pleased to note some improvements in the progress of recommendations and requirements following our previous inspection in June 2015.

There had been some improvements to the monitoring of the nursery by the head teacher. He had started to use meetings with the nursery staff to identify where changes could be made to develop the quality of the nursery. We have repeated our recommendation that the monitoring be improved. All staff should now take part in regular, systematic assessment of their work and the nursery performance. Effective self-evaluation will support the service to identify areas for improvement and lead to improved outcomes for children. They should use a recognised quality assurance model to achieve this. See recommendation below.

Staff should now familiarise themselves with the 'How good is our early education and childcare'.

It is important that the head teacher continues to support staff to reach their potential. This could be achieved by offering reflective one-to-one support and supervision and increased opportunities to take part in leadership roles and training sessions.

Work should continue to involve parents and their children in the decisions relating to the nursery, such as stay and play, open events to highlight best practice, such as My World Outdoors. They should continue to encourage parents to take part in the nursery parent council.

Good efforts had been made to find out what parents/carers thought about the nursery and staff had used this feedback to make improvements. We noted the nursery teacher had established good relationships with parents and was working to continue to involve them in further surveys.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager should develop a robust system which sets out how he will monitor the nursery and use this information to improve the nursery provision. This monitoring should lead to an effective quality assurance process. The manager should ensure that their self assessment is submitted to the Care Inspectorate when requested.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service and Standard 14.7 A well-managed service.

2. In order to provide a comprehensive quality assessment, all staff, parents and stakeholders need to be involved in assessing the service, leading to improvements.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service and Standard 14.7 A well-managed service.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

All children using the service must have a written care plan, which sets out how the nursery will meet their health, welfare and safety needs. Plans should be reviewed with parents and children at least every six months or more often where there is a significant change. Management and staff, with parents, should bring all the information together so that it forms a plan, which is reviewed formally and shows how children's needs are met.

This must comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/185 Regulation 5(1)(2)(a)(b)-Personal Plans.

This requirement was made on 26 November 2015.

Action taken on previous requirement

All children had a personal plan, we found they did not fully reflect how staff would care for children. We have repeated this as a recommendation.

Not met

Requirement 2

The provider is required to put appropriate procedures in place to manage children's health needs, including medication.

This must comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/185 Regulation 4(1)(a) Welfare of users.

This requirement was made on 26 November 2015.

Action taken on previous requirement

Staff were able to demonstrate they held medication records for all children. We have made reference to how these records could be further improved to follow best practice guidance.

Met - within timescales

Requirement 3

The provider must ensure children's health is not compromised through poor infection control measures. Staff must support children to wash their hands after play.

This must comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/185 Regulation 4(1)(a)-Welfare of users.

This requirement was made on 26 November 2015.

Action taken on previous requirement

Our observations showed staff were following good practice and supporting children to wash their hands.

Met - within timescales

Requirement 4

The provider must ensure the premises are fit to be used for the provision of a care service for young children.

This must comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/185 Regulation 10(1)(a)-Fitness of premises

This requirement was made on 26 November 2015.

Action taken on previous requirement

Changes to the management of the exit door had improved safety for children. We have made further comment relating to the premises within the report.

Met - within timescales

Requirement 5

The provider should ensure that the manager develops a written procedure for changing children and makes proper provision to ensure that facilities are in place to minimise the risk of spread of infection and maintain dignity and privacy for children.

This must comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/185 Regulation 4(1)(a)-Welfare of users.

This requirement was made on 26 November 2015.

Action taken on previous requirement

We found there had been improvements to the nappy changing arrangements, although no children were currently in need of this aspect of care.

Met - within timescales

Requirement 6

The provider must improve the toileting arrangements within the nursery which allows children to have free access to toilets when they need them.

This must comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/185 Regulation 4(1)(b)-Welfare of users.

This requirement was made on 26 November 2015.

Action taken on previous requirement

We found the toileting arrangements had improved since our last inspection.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider should look at ways to further involve parents and carers in more meaningful communication and information sharing on nursery life. The parent's handbook should better reflect how the nursery operates. National Care Standards for Early Education and Childcare up to the age of 16. Standard 7 - a caring environment.

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

We found some improvements to parental involvement. The nursery handbook remains outstanding.

Recommendation 2

The provider should develop clearer information about the allergens contained within snacks for parents and carers. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 -Health and wellbeing

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

The nursery noticeboard displayed brief information about allergens in a range of snack options. We have asked that this be improved and consider that school meals be included in the display.

Recommendation 3

Staff should be proactive in providing fresh drinking water for children during play and encourage them to be well hydrated during sessions. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 -Health and wellbeing and www.healthscotland.com

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

Staff advised they had plans in place to provide children with their own drinking water to assist children access drinking water.

Recommendation 4

Staff need to protect children from the harmful effects of the sun by developing a sun protection policy.
www.cancerresearchuk.org/publications

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

A policy about sun protection was in place.

Recommendation 5

The provider should develop a rationale to ensure the additional hours children can access are used to best effect and promote their learning and development.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 6- Support and development.

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

We found some improvements to the way children access the service.

Recommendation 6

Staff should ensure children can lead their own play and use the outdoors as needed. National Care Standards for Early Education and Childcare up to the age of 16. Standard 6 – Support and development.

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

We were pleased to note that children had much improved access to outdoor play.

Recommendation 7

Staff need to improve their cleaning arrangements and follow good practice guidance. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2-A safe environment.

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

The cleaning arrangements had improved since our last inspection.

Recommendation 8

The provider should ensure all staff working directly with children has a suitable training plan which supports their work with children. It should take account of all aspects of Early Years and Childcare documents.
 National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 – Confidence in staff.

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

Although staff have had training relating to their role, we did not find that that a detailed training plan was in place.

Recommendation 9

The manager should develop a robust system which sets out how he will monitor the nursery and use this information to improve the nursery provision. This monitoring should lead to an effective quality assurance process. The manager should ensure that their self- assessment is submitted to the Care Inspectorate when requested.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service and Standard 14.7 A well-managed service.

This recommendation was made on 26 November 2015.

Action taken on previous recommendation

Although we found the monitoring of the nursery by the head teacher had improved, we have asked that better records are kept of the visits.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
11 Jun 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
14 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Jan 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Mar 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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