

Wallacetown Nursery School

Day Care of Children

Queen Street
Ayr
KA8 0DW

Telephone: 01292 612164

Type of inspection: Unannounced
Inspection completed on: 8 February 2017

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Care service number:
CS2003016143

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.

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

Wallacetown Nursery School is a daycare service for children provided by South Ayrshire Council. A Head Teacher manages the service and supervises the staff. A mix of teachers, child development officers and school assistants deliver early learning and childcare.

The provider offers the service in a standalone facility within its own grounds in a residential part of the town of Ayr. Staff provide early learning and childcare across four units in the facility. The service operates full and part day term time and caters for children aged from two years to school age.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

What people told us

Children were observed to be happy, relaxed and comfortable in the surroundings. They were able to chat confidently about what goes on in nursery and responded positively to staff.

We had eight Care Standards Questionnaires completed and returned to us during our inspection. We also spoke with one parent via telephone and had feedback from one parent/carer by email. Overall all parents indicated they were very happy with the quality of care their child received. Additional comments from parents included "The nursery is a very friendly and welcoming environment. I feel that not only keyworker but all staff in the unit knows my child and his needs and are happy to talk to us", "All round great nursery", "I'm extremely happy with the care and education my child receives..... My child has thrived since starting to attend this school", "I can't commend the nursery enough, the staff go above and beyond to ensure my daughter is happy and enjoys all activities available to her". Other comments from families included how the service had supported them through difficult times in their personal lives. They praised the staff and management team for their commitment.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the service. This was completed by the manager. The self-assessment gave examples of improvements they had implemented as well as areas for development. The provider, manager and staff spoke with us about their plans for these improvements.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Children were able to chat confidently with us and showed us all the different areas with their playrooms. They were able to tell us what they enjoyed about coming to nursery. Younger children were settled and confident within their rooms they also sought out staff when they needed comfort or support. Staff displayed a loving and caring manner towards children.

Personal plans were in place for children. The service tracked and their learning and development through Pre Birth to Three and Curriculum for Excellence documents. Parents were involved and kept up to date in their child's learning and development. Feedback from parents indicated that they were happy with the service and felt included.

Staff had created an inclusive and supportive environment where children were valued and nurtured. Children were very confident and happy within the service. Staff we spoke with were committed to promoting positive outcomes for children and were aware of the importance of including the wider family. This was evident in the way the children and their families interacted and responded to staff. Parents and children had been involved in the evaluation of how aspects of the service was provided. This was good as it showed that the service encouraged families to be involved and their voices were heard.

The new manager had made a positive impact on the service. Staff advised that they had a good relationship with her and that she supported them with their practice and any other issues that arise. The manager was in the process of identifying ways to improve the service. Staff were involved in this process and their input, skills and knowledge were valued. The service worked with other agencies to promote positive outcomes for children. The manager was in discussion with the provider to enhance children's access to their extensive outdoor area. Plans were in place to develop the outdoor resources to provide quality outdoor learning for children.

What the service could do better

We discussed how the support available to children could be tailored further to children's individual needs, in addition, the service must ensure that any framework of support does not have a negative impact on the quality of experiences for children using the service (see requirement 1). The information recorded within personal plans issued by the provider did not always capture what was required by legislation (see recommendation 1). The manager discussed with us her plans for children to access outdoor play through free choice rather than through a timetable. This would enhance children's access to outdoor learning. We also discussed the quality of children's experiences at lunchtime and how staff were deployed. The manager had made changes and advised that she would discuss the way forward with the provider.

Requirements

Number of requirements: 1

1. The provider must ensure that all children receive support which is tailored to meet their individual needs and considers the impact of the support on other children using the service.

This is in order to comply with SSI 210 Regulation 4 (1) (a) Welfare of users: (a) providers shall make proper provision for the health and welfare of service users;

Timescale for completion: Within eight weeks on receipt of this report.

Recommendations

Number of recommendations: 1

1. Personal plans should be reviewed so that the information recorded in them is meaningful and adheres to legislation.

National Care Standards: 5 Early Education and Learning up to the age of 16 - Quality of experience

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

Date	Type	Gradings	
27 Nov 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
21 Nov 2012	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
11 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
4 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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