Arnwood Nursery School
Day Care of Children

c/o Castleton Campus
72 Dougrie Road
Glasgow
G45 9NW

Telephone: 0141 634 2809

Type of inspection: Unannounced
Inspection completed on: 21 April 2017

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Care service number:
CS2003014850
About the service

This service registered with the Care Inspectorate on 1 April 2011.

Arnwood Nursery School is located in Castlemilk on the southside of Glasgow. This early learning and childcare centre is registered to provide a care service to a maximum of 70 children aged three years to those not yet attending primary school. The service operates Monday to Friday between the times of 8.40am to 4.10pm. The provider is Glasgow City Council.

The service's aims state that the service plans to:

- Provide a safe, welcoming, supportive environment in which children are well cared for, encouraged and motivated to learn.

- Encourage children to ‘have a voice’, be independent and involve them in making decisions and in thinking about their own learning.

- Work in partnership with parents/carers and others for the benefit of children and families.

- Promote inclusion, healthy lifestyles, celebrate diversity and ensure equality for all. Provide an excellent quality of service to children and support to families.

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 (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 63 children present on the morning, and 47 on the afternoon, of our inspection on Thursday 20 April 2017. We observed children playing indoors and outdoors and over lunchtime.

For this inspection, we received questionnaire responses from 21 parents/carers whose children attended the service. All 21 respondents strongly agreed or agreed that they were happy with the overall quality of the service. Some had written additional comments about the positive impact the service had on their child and particularly about the quality of the staff interactions, these included:

'I have let all three of my kids attend Arnwood Nursery over the years. A few of the nursery nurse staff have been there since my oldest child’s days right up to now and there is other new staff come over the years. From the longest members of staff to the newer ones are fantastic individuals who work well on their own and as a team. They do an amazing job. The new manager has only been here a few months in this short time frame it is easy to see she is a friendly, easy to talk to and likeable person. It is easy to see that for her the kids is the main priority along with their families. She has brought new ideas, changes to nursery which have been fab. I am pleased she is manager at this nursery.'
'At the service there is always a warm welcome I am very happy with the quality of care and stimulation my grandchild receives at this service.'

'The nursery has been very helpful and supportive with the help of my daughter who has difficulty with speech and communication skills, the difference in my daughter since starting Arnwood is fantastic. I can’t thank the staff enough for all their help, attention and care they have gave her.'

'I need to start by saying that I love all the staff at Arnwood and my daughter loves going to nursery everyday. I can tell she is safe happy and can fully trust all members of staff. My only issue is I would like more feedback on things she is learning everyday and how her development is going.'

'I am overall basically very happy with my child’s progress at Arnwood but I strongly feel as if the class sizes have increased quite a lot but there doesn’t seem to be an increase in staffing levels which is unfair to put more workload on them without any extra staff being employed apart from that I am happy with the nursery.'

'The staff are always helpful and friendly and my child really enjoys her afternoons.'

'The nursery staff are a great help when looking for information on my child. They go out of their way to help whether it’s to find out upcoming events or with what my child has been doing.'

'Where I marked disagree or don’t know [on the questionnaire] it is because I feel there is a real lack of information and breakdown in communication within the areas specified. There has also been staffing instability over recent months that has made things strained for the other teachers.'

'Overall we agree the quality of care and service is good, although communication could be better.'

Children chatted to us confidently during our inspection. Their comments included:

‘See in one year the sun is so hot it will be 100 degrees.’
‘I chose lasagna.’
‘This is the bistro.’
‘There was a slug in the tyre outside, its head was massive.’
‘I have been in the sand with my feet.’
‘My grannie is here for Bookbug.’
‘I have been learning numbers, letters and to eat broccoli. I like broccoli, I also eat carrots.’

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service’s improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.
From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>4 - Good</th>
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<tr>
<td>Quality of environment</td>
<td>4 - Good</td>
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<td>Quality of staffing</td>
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<td>Quality of management and leadership</td>
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**Quality of care and support**

**Findings from the inspection**

Staff at Arnwood Nursery School knew children and families well and confidently responded to their individual needs. We observed staff as they welcomed children and families into the centre and exchanged relevant information. Parents told us that they had very good relationships with the manager and staff team and that they were very approachable.

Staff told us how they supported children to develop and learn. They explained how they consulted with children and considered their individual needs and interests when planning for their care and education. Whilst we were confident that staff knew children and were supporting them well the personal plans and learning journals that we sampled did not clearly show this. We discussed this with the manager, who had already identified the need to introduce and support staff to develop more robust learning journals and personal plans. The manager agreed to further develop and improve the tracking and monitoring of children’s individual needs, developmental stages and progress. (See recommendation 1)

Children who required additional support were well supported by the staff and management team. Good links had been made with other professionals such as speech and language therapists, educational psychologists and social workers to share information and develop strategies to support children and families. The joint professional working between the centre and other professionals involved in the care of the children contributed positively to the health, wellbeing and development of children attending Arnwood Nursery School.

We looked at how the service managed the safe storage and administration of medication. The team leader had responsibility for monitoring and auditing medication that was brought in and out of the service. We noted that medication was stored safely in a locked first aid cupboard and that each medication was stored and labelled individually. We could see that staff obtained consent from parents to administer medication, however they did not request clear instructions of the signs and symptoms of when medication should be administered when dispensed on an ‘as required’ basis. Staff should support parents in completing medication forms to ensure that clear and concise instructions are obtained to ensure the safety of children using the service.

We looked at child protection procedures and practices and were satisfied with the procedures and practices in place to ensure children were protected. The service followed a clear child protection policy which staff were familiar with. Staff were confident in their roles with regards to protecting and safeguarding children and knew who the child protection co-ordinator was.
Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should implement the service’s plans to develop personal plans for children. These plans should detail the individual needs of children and show how staff monitor, plan, track and assess children’s learning and development. Learning journals should evidence how staff plan for and evaluate progression in children’s learning.

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

Grade: 4 - good

Quality of environment

Findings from the inspection

Arnwood Nursery School is located within Castleton Campus. Access to the building is through a secure buzzer entry system. In order to promote the safety of children, visitors are required to sign in and out of the building whilst staff maintain accurate records of children who attend.

Children benefitted from direct access to the outdoor play area from their playrooms. We observed children being given the opportunity to play safely outdoors. Children told us about the things they learned about outdoors and how much they enjoyed cycling outdoors. Enabling children to play outdoors on a daily basis contributed to their health and wellbeing as well as promoting their physical development.

Nineteen parents/carers who returned Care Inspectorate questionnaires strongly agreed or agreed that their child regularly got fresh air and energetic physical play. Two parent/carers said they did not know.

We talked to staff about how they ensured the environment was safe indoors and outdoors. Staff told us that daily checks were carried out visually. We discussed this with the manager and asked that a more formal system for recording and assessing risks be introduced. (See recommendation 1)

A significant investment in resources, strategic planning of the playrooms and deployment of staff within the playrooms had improved the quality and variety of experiences available to children. We saw evidence that staff had consulted with and taken children’s views and ideas into consideration when purchasing resources and planning the environment. We could see that children had opportunities to self select and choose from a range of quality resources which were of interest to them and which provided challenge and stimulation.

The centre manager had identified a lack of safe and hygienic changing facilities where children could be changed safely and where their privacy and dignity could be respected. As a result, planned refurbishments were scheduled to commence on 15 May 2017 to provide changing facilities for children. We noted the following concerns within the children’s toilet areas:
- poor ventilation in the children’s toilets led to malodour
- no toilet paper in one of the cubicles
- a broken pedal bin was overflowing with paper towels
- protective plastic gloves were not available to enable staff to deal with accidents or body fluids safely.

The centre manager should ensure that toilet cleaning checks are effectively carried out and that maintenance issues are reported and carried out timeously. (See recommendation 2)

We observed children over the lunchtime period. Fourteen children stayed for lunch on the day of our inspection. Lunch was unsettling for some children, and difficult for staff to manage at times. Very specific quantities of food were delivered from the school kitchen. This presented issues for staff as children had chosen what they wanted for lunch when they arrived in the morning and sometimes forgot or changed their minds. This resulted in staff not having enough of the preferred meal to give children at times. We discussed this with the manager who was aware of the situation and had raised her concerns with the catering facility.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The centre manager should work with staff to formally assess the potential risks and hazards associated with the environment indoors and outdoors as well as particular activities children are involved in.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

2. The centre manager should ensure that regular checks are carried out of the children’s toilets to ensure sufficient resources are available and that maintenance issues are reported and dealt with.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

Grade: 4 - good

Quality of staffing

Findings from the inspection

All staff held appropriate childcare qualifications and were registered with the Scottish Social Services Council (SSSC). Staff were aware of the SSSC codes of conduct and maintained continuing professional development records as required for their registration.

We spoke to all staff on duty over the course of our inspection. Staff at Arnwood Nursery School were highly motivated and keen to develop their own personal skills through continuous personal development. They described to us the positive impact recent training and research had on children who attended.
Building the Ambition training had led to the manager and staff auditing and reviewing the use of space available to them and the accessibility of resources available. Staff knowledge of schemas and loose parts training had led to children experiencing a wide range of activities, which met their individual learning styles and offered challenge and stimulation. Staff described to us how the purchase of additional resources and the storage of resources enabled children to self-select more easily from a range of resources which were of interest to them. Parents we spoke to told us that they were very pleased with the positive changes that had been made to the environment.

Staff used their own skills and interests to enhance the curriculum offered to children. Some staff had taken on the role of champion within certain areas of the curriculum such as health and wellbeing, outdoor learning and literacy. Allowing staff to lead in these areas contributed to positive outcomes for children and an ethos of mutual respect within the staff team.

Requirements

**Number of requirements:** 0

Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

**Quality of management and leadership**

**Findings from the inspection**

The new manager was appointed to the service in January 2017 following a period of temporary managers being in post. The new manager had spent time getting to know the children, parents and staff. Parents spoke positively about the whole staff team and the appointment of the new manager. Both staff and parents were pleased that a permanent manager had been appointed to lead and take the centre forward.

Parents and carers told us that they felt involved in the life of the centre and that they appreciated the opportunity to come along to Bookbug sessions and to the mother’s day tea. We saw evidence that the manager had tried to involve parents/carers in a parents’ committee. To date there had been a poor response to this, however the manager planned to promote this again in the new term in order to get parents/carers more involved in the centre. Parents told us that they got good information from staff on a daily basis and that information about the centre and what was happening was shared regularly.

The manager had introduced the new self evaluation framework How Good Is Our Early Learning and Childcare? We looked at big books of self evaluation that showed how staff had been consulted and involved in assessing and evaluating the quality of the service. The manager and staff had highlighted quality indicators which they felt were priorities to address and measure the impact of the improvements made. The manager planned to work with staff using the outcomes of their self evaluation and the outcome of our inspection to inform the centre’s improvement plan for the year 2017/18.

All 21 parents/carers who returned Care Inspectorate questionnaires strongly agreed or agreed that overall they were happy with the quality of care their child received at the service.
Requirements
Number of requirements: 0

Recommendations
Number of recommendations: 0

Grade: 4 - good

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

Previous requirements
There are no outstanding requirements.

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

Previous recommendations

Recommendation 1
The service should develop and implement a robust policy which informs parents and protects children. They should ensure that all staff clearly understand the policy and confidently implement it.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 25 May 2016.

Action taken on previous recommendation
The new manager had reviewed and update the centre’s child protection policy. Staff had received training and were confident in their role in protecting and safeguarding children. This recommendation had been met.

Recommendation 2
The service should introduce and develop effective methods of planning, tracking, monitoring and the use of assessment. Staff need to put plans in place for planning for progression in children’s learning.
National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support and Development.

This recommendation was made on 25 May 2016.

Action taken on previous recommendation
Limited progress had been made to address this recommendation. This recommendation had not been met. A similar recommendation has been made under Quality of care and support.

Recommendation 3
The service should develop and use personal plans effectively to support children’s progress and development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing and Standard 6 - Support and Development.

This recommendation was made on 25 May 2016.

Action taken on previous recommendation
Limited progress had been made to address this recommendation. This recommendation had not been met. A similar recommendation has been made under Quality of care and support.

Recommendation 4
The provider should ensure that staff access training on Building the Ambition. The management team should monitor the impact training has on children who use the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff.

This recommendation was made on 25 May 2016.

Action taken on previous recommendation
Staff had been involved in Building the Ambition training, as a result of this improvements had been made to the environment which had impacted positively on the quality of the service offered to children and families.

Recommendation 5
The management team should develop and implement a more robust approach to the monitoring and evaluation of the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service and Standard 14 - Well-managed Service.

This recommendation was made on 25 May 2016.

Action taken on previous recommendation
The new manager had introduced the new self evaluation framework How good is our early learning and childcare? and was working closely with staff to audit and measure the success of the improvements made. This recommendation had been met.
Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

Enforcement

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

Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>20 Apr 2016</td>
<td>Unannounced</td>
<td>Care and support 3 - Adequate, Environment 4 - Good, Staffing 4 - Good, Management and leadership 3 - Adequate</td>
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<tr>
<td>8 May 2013</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good, Environment 5 - Very good, Staffing 5 - Very good, Management and leadership 5 - Very good</td>
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<tr>
<td>24 May 2010</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good, Environment Not assessed, Staffing 4 - Good, Management and leadership Not assessed</td>
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