

Pennyland Primary School Nursery Day Care of Children

Trostan Road
Thurso
KW14 7NY

Telephone: 01847 892661

Type of inspection: Unannounced
Inspection completed on: 15 November 2017

Service provided by:
Highland Council

Service provider number:
SP2003001693

Care service number:
CS2003017255

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.

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. 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.

Pennyland Primary School Nursery is registered to provide a care service to a maximum of 40 children, from the age of three years to those not yet attending primary school.

The nursery is operated by Highland Council. The head teacher manages the nursery. The nursery operates term time only and offered flexible childcare to families in the area.

The nursery is located in two rooms within Pennyland Primary School in Caithness. The nursery premises consists of two large playrooms, kitchen area, large reception area with cloakroom facilities and notice boards. There is an enclosed outdoor play area and the school grounds and gym hall are also used for energetic physical play.

What people told us

The children present were all observed to be happy and relaxed in the care of the staff. There was an appropriate selection of equipment and resources available for the children. Throughout the inspection we spoke to the children individually and in groups. They were able to tell us what they liked to do. The children all enjoyed spending time outdoors.

Nine Care Standards Questionnaires were completed and returned by parents and carers. Six strongly agreed, two agreed and one disagreed with the statement; 'Overall, I am happy with the quality of care my child receives in this service.' Comments made included:

'I am very pleased with my child's progress and development since starting nursery. He speaks fondly of his teachers.'

'Great trips throughout the year.'

'Very pleased with outdoor play time too.'

'My child is very happy to go to nursery. He enjoys all the activities and trips the nursery provide.'

'The staff inform me if there are ever any issues that day and they are all easy to approach when required.'

'They do a remarkable job under so much pressure with such large numbers of children.'

'As a parent I feel the nursery are often forgotten about and not always seen as part of the school. This is very apparent when looking at the extremely poor outdoor area available for the nursery children. It is far too small an area to accommodate such large numbers which in turn is limiting their opportunities for outdoor play and learning.'

'Communication continues to be very poor.'

'There isn't someone designated to welcome the children as they come in and when leaving, it is so congested there is no opportunity to speak to staff.'

During the inspection, we spoke with six parents and carers. Overall, they were positive in their comments about the service provided. We spoke to several parents and carers who had opted to take advantage of the flexi-care offered. They appreciated having this option available and were surprised that more parents and carers did not make use of this facility.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We make sure that the environment is safe and service users are protected; and Quality Statement 5 - The accommodation and resources are suitable for the needs of the service users. In particular we focussed on what progress the service had made in relation to meeting the requirement, recommendation and areas for improvement identified following the previous inspection.

We found that the service's performance in this area was adequate. We concluded this after:

- inspection of the premises and outdoor play area
- examination of relevant policies and procedures
- examination of relevant written records
- talking with the children
- speaking with parents and carers
- reviewing the comments in the completed Care Standards Questionnaires
- discussion with the manager and early years education support officer
- speaking with staff.

The staff continued to have good relationships with the families they worked with, which allowed for open communication and information sharing. The parents and carers we spoke with were all positive about the approachability and friendliness of the staff. They were of the opinion that staff knew each of the children and had an understanding of their individual needs.

Following previous inspections, a requirement had been made in relation to personal plans:

The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health needs.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 – Regulation 5(1)(2) Personal Plans.

Although some work had been done to develop personal plans, the requirement had not been fully met and will therefore be repeated (see Requirement 1). During the inspection we looked at the personal plans for more than 20 children. The plans only contained basic information. There was no evidence of personal plans being routinely reviewed in consultation with parents and carers to ensure that they were up to date. We discussed with the manager and the staff the importance of recording ongoing discussions with other relevant professionals.

As a result of the findings from previous inspections, a recommendation had been made in relation to the quality of the learning journey folders in place for each child:

Learning journey folders should be further developed to clearly show that:

- staff regularly assess the development and learning of each child
- staff use this assessment information to plan the next steps in the child's development and learning
- parents are given the opportunity to be actively involved in their child's learning and development.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 5 – Quality of experience and Standard 6 – Support and development.

During the inspection we looked at learning journey folders for a number of children. They were extremely limited in their content. The manager and early years education support officer explained that they had prioritised the development of the personal plans and were yet to review learning journey folders. This recommendation had not been actioned and therefore remains outstanding.

As part of the inspection we observed snack. We discussed with the staff how they could make small changes to snack, which would encourage the children to develop their independence skills. One parent we spoke with commented she was unsure whether her child ate snack and whether they had ready access to water to drink throughout the session. The manager and staff acknowledged that there were only drinks available when rolling snack was in progress. The manager stated that they would action this immediately and put in place an appropriate resource to allow children to always have access to water to drink.

The service's main action point identified in their improvement plan was that transitions between the nursery and P1 could be developed. At the time of the inspection, there was only a limited transitions programme in place. We discussed with the manager and the early years education support officer how this could be developed further and take place throughout the year and not limited to a number of weeks prior to the end of the summer term.

Requirements

Number of requirements: 1

1. The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health needs.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 - Regulation 5(1)(2) Personal Plans.

Timescale: 1 March 2018.

Recommendations

Number of recommendations: 1

1. Learning journey folders should be further developed to clearly show that:

- staff regularly assess the development and learning of each child
- staff use this assessment information to plan the next steps in the child's development and learning
- parents are given the opportunity to be actively involved in their child's learning and development.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 5 - Quality of experience and Standard 6 - Support and development.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We make sure that the environment is safe and service users are protected; and Quality Statement 5 - The accommodation and resources are suitable for the needs of

the service users. In particular, we focussed on the opportunities for outdoor play and learning. We also looked at what progress the service had made in relation to meeting the areas for improvement identified following the previous inspection.

We found that the service's performance in this area was good. We concluded this after:

- inspection of the premises and outdoor play area
- examination of relevant policies and procedures
- examination of relevant written records
- talking with the children
- speaking with parents and carers
- reviewing the comments in the completed Care Standards Questionnaires
- discussion with the manager and the early years education support worker
- speaking with staff.

Since the last inspection, further improvements had been made to the layout of the two playrooms. There were designated areas for different activities. Greater use was being made of the smart board throughout the day. During the inspection, we observed the marking table not being used at all during one session. The table was very limited in terms of what was on offer to the children and was not interesting in its layout. We discussed with the early years education support officer and the staff how they could expand the resources available. We also talked about how the story corners/quiet areas could be made more comfortable, cosy and attractive. The staff recognised that with having more children attending for longer days, a welcoming quiet area would be very beneficial. We discussed with staff the introduction of more natural resources within the playroom. We directed them to relevant websites and best practice guidance.

The service continued to make good use of the outdoor play area. The children could access the outdoor area throughout the session. The parents and carers we spoke with were happy with the outdoor play area and the opportunities available to the children to play and learn outdoors. There was a good selection of loose parts and resources which allowed the children to take part in a range of fun and challenging activities. We were able to observe the children having a great deal of fun investigating and exploring the outdoor environment. The manager and the staff recognised how beneficial it was to continue to develop the outdoor area to enrich and encourage the children's learning and imaginative play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We are confident that our staff have been recruited and inducted, in a safe and robust manner to protect service users and staff; and Quality Statement 3 - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice. We found that the service's performance was good. We concluded this after:

- speaking with staff
- discussions with the management team
- observation of staff practice and interaction with the children
- talking with parents and carers
- evaluating responses and comments in the completed Care Standards Questionnaires
- examination of policies and procedures.

Since the last inspection there had been some further changes to the staff team and their working hours. This was in response to the service offering flexible childcare. The manager and staff acknowledged that there may be further changes as more families take up the option of flexible childcare. We noted that there was greater team working throughout the day which was beneficial to the quality of the service provided.

The staff were all friendly and welcoming to the families when they arrived each day. We observed staff being very caring and nurturing towards the children. Staff interacted well with the children and offered praise, encouragement and reassurance when it was required.

As a result of previous inspections, the following requirement was made in relation to induction and staff training:

The provider must ensure that persons employed in the provision of the care service receive training appropriate to the work they are to perform. The provider must ensure that staff receive a thorough induction and are fully supported until they feel confident enough to undertake their responsibilities within the service.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 15(b) Staffing.

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

This requirement had been fully met. During the inspection we spoke with the newest members of staff. They confirmed that they had received a period of induction. They were positive about the induction programme and the level of information they received. All staff were offered a good range of training including in-house training which was being run by the early years education support officer. Staff explained that they had been given the opportunity to go and visit other local nurseries which they had found to be very helpful. Several staff spoke about different ideas they had seen in action which they had introduced in their service.

We discussed with staff the various options available in terms of training including self-directed study. During the inspection we directed staff to various useful websites including; Education Scotland, Scottish Social Services Council and the Care Inspectorate Hub which provide information in relation to professional learning. Staff need to be more proactive in relation to keeping up to date with current best practice and reviewing their own practice to take account of any new guidance.

There were not regular full staff team meetings. We discussed the importance and the benefits of such meetings with the manager and the early years education officer. They were very aware that having regular full staff

meetings to which all staff were invited and supported to attend would be beneficial for the ongoing review and development of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

During the inspection we looked at Quality Statement 2 - We involve our workforce in determining the direction and future objectives of the service; and Quality 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. In particular we focussed on what work had been undertaken to meet the requirement and areas of improvement identified following the previous inspection. We found that the service was performing to an adequate standard. We concluded this after:

- talking with staff
- feedback from parents and carers
- speaking with the temporary head teacher and the early years education support officer
- looking at the service's current improvement plan
- looking at relevant policies and procedures.

Since the last inspection there had been further changes in relation to the management of the nursery. Both the previous head teacher and acting deputy head teacher were no longer in post. There had been no head teacher or deputy head teacher in post for a number of months. The current head teacher was not permanent and had only been in post since the start of the new school year and the deputy head teachers post was still currently vacant. As a temporary measure until a permanent management team was appointed, the early years education support officer with responsibility for the nursery was providing extra support and was completing regular monitoring visits.

Following previous inspections the requirement had been made that:

The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) implement regular effective support and supervision for all staff
- b) involve staff in the systematic evaluation of their work and the work of the service
- c) put clear plans in place for maintaining and improving the service
- d) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

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

Not having a stable and consistent management team resulted in only limited action being taken to develop and implement an effective system of quality assurance. With no permanent management team in post, no monitoring visits took place for several months, there were no regular full staff meetings and there was no clear development plan in place. In an attempt to support the staff team, the early years education support officer had increased the frequency of her visits. The staff team all valued the input they have received from the early years education support officer. The early years education support officer advised us that she anticipated continuing to offer the same level of monitoring and support visits until a more permanent management team are in post.

During the inspection the current head teacher and the early years education support officer recognised the importance of implementing regular full staff team meetings. Such meetings would allow for the whole staff team to be actively involved in the ongoing evaluation of the service and allow for discussion on future objectives and the ongoing development of the service. The manager was yet to put in place a regular timetable of support and supervision meetings with individual staff. These meetings would provide another opportunity for staff to be involved in determining the direction and future objectives of the service.

Due to further changes in the management team, this requirement had not been met and will therefore be repeated. (See Requirement 1)

Requirements

Number of requirements: 1

1. The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) implement regular effective support and supervision for all staff
- b) involve staff in the systematic evaluation of their work and the work of the service
- c) put clear plans in place for maintaining and improving the service
- d) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

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

Timescale: 1 March 2018.

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

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

Previous requirements

Requirement 1

The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health needs.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 – Regulation 5(1)(2) Personal Plans.

This requirement was made on 11 November 2015.

Action taken on previous requirement

This requirement had not been fully met and will therefore be repeated. Please refer to Quality Theme 1 – Care and Support for more detailed information.

Not met

Requirement 2

The provider must ensure that persons employed in the provision of the care service receive training appropriate to the work they are to perform. The provider must ensure that staff receive a thorough induction and are fully supported until they feel confident enough to undertake their responsibilities within the service.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/210 – Regulation 15(b) Staffing.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 12 – Confidence in staff.

Timescale: 1 June 2016.

This requirement was made on 11 November 2015.

Action taken on previous requirement

This requirement had been fully met. Please refer to Quality Theme 3 - Staffing for more detailed information.

Met - within timescales

Requirement 3

The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) implement regular effective support and supervision for all staff
- b) involve staff in the systematic evaluation of their work and the work of the service
- c) put clear plans in place for maintaining and improving the service
- d) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

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

Timescale: 1 June 2016.

This requirement was made on 11 November 2015.

Action taken on previous requirement

This requirement had not been fully met and will therefore be repeated. Please refer to Quality Theme 4 - Management and Leadership for more detailed information.

Not met

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

Previous recommendations

Recommendation 1

Learning journeys should reflect the planning and evaluation of activities for children, as well as monitoring their progress.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 5 - Quality of experience.

This recommendation was made on 11 November 2015.

Action taken on previous recommendation

This recommendation had not been fully actioned and remains outstanding. Please refer to Quality Statement 1 - Care and Support for more detailed information.

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
10 Nov 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
11 Nov 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
29 Aug 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
29 May 2009	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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