

Zetland Nursery (Day Care of Children) Day Care of Children

50'a Bo'ness Road
Grangemouth
FK3 8AF

Telephone: 01324 486031

Type of inspection: Unannounced
Inspection completed on: 13 March 2018

Service provided by:
Ahmed, Sadia

Service provider number:
SP2012983328

Care service number:
CS2012306846

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.

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.

Zetland Nursery is registered to provide a service to a maximum of 37 children from birth until they commence primary school. The nursery is a privately owned service based in the centre of Grangemouth close to local shops and amenities.

The service operates Monday to Friday from 7.00am until 6.00pm.

The aims and objectives of the service are:

- To provide a happy, secure and stimulating environment for children, where parents can feel confident that their offspring are safe and well looked after.
- To provide the highest standard of childcare.
- To encourage self-confidence, independence and language skills.
- To encourage development and creativity within the nursery setting.
- To encourage positive relationships with parents and promote two-way communication.

The service has recently gone into partnership with Falkirk Council to deliver the curriculum for children aged 3 - 5 years.

What people told us

We saw that children were happy and settled within the service and had developed good relationships with staff and each other. Children chose what activities they wanted to do and throughout their play told us;

'I'm washing the animals, they're dirty.'

'I'm eating is all.'

During the inspection, children had the opportunity to play outdoors, join in imaginative games, arts and craft, listen to stories and sing.

We received three completed questionnaires and spoke with four parent/carers at the inspection. From the first contact with the service, parents told us that there was good communication in place. They were shown round the nursery and found staff nice and reassuring. Parents were given updates about how their child had been at pick up times.

Parents told us that their children liked attending the nursery and were happy there. They were supported to form relationships with other children and staff. Parents were satisfied with the range of activities children could participate in and that they went outdoors regularly.

They felt that staff had the skills and knowledge to care for their children. They were satisfied that children's development was regularly assessed.

Parents confirmed they were involved in the development of the service. The current project being the garden area. Comments included;

'The staff are always lovely and pleasant and involving parents where necessary.'

'The nursery space outdoors could be better, but I understand they are going to upgrade it.'

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 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:

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

Quality of care and support

Findings from the inspection

Staff had created a warm and welcoming environment where staff were kind, caring, nurturing and responsive to children's individual needs. We therefore saw that children had developed nice relationships with staff and other children. As children were well settled and supported they happily chose the activities they wanted to do.

All children had personal plans (my journey) which staff used to record observations about children's experiences and development. If they needed support in a particular area, 'focus sheets' were used to outline how this would be done. Through discussion with staff we were satisfied that they knew children well and had a good understanding of their individual needs.

We talked to the manager and staff about further developing the written information they record so it is clear that any strategies or techniques used to support children are included in their personal plan. For example, what routine would be used to support toilet training. Staff also need to record the outcome of any agreed targets so it is clear what progress children are making. We saw in some instances parents had contributed to children's personal plans. Staff need to ensure they are involved in reviewing plans and agreeing new targets. All documents should be signed and dated. (See recommendation 1).

We saw that lunch time was a positive experience for children as it was a relaxed, social occasion where they chatted with staff and each other. We saw that children were able to eat at their own pace and develop their self-help skills as they were encouraged to feed themselves. Although encouraged to try food, if children didn't like it an alternative choice was provided.

Staff used floor books to document children's experiences. We agreed that this system could be further developed to show outcomes for children. Now that the service is in partnership with the local authority we are confident this will be taken forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should further develop children's personal plans to include information about any strategies or techniques that are being used to support children.

National care standards - Early learning and childcare up to the age of 16 - standard 3.1 Health and wellbeing.

Grade: 4 - good

Quality of environment

Findings from the inspection

The spacious environment was well laid out and offered children space to play and develop their activities. New resources had been bought and were arranged so that children could access them freely. Staff had recently started to introduce more natural materials in the nursery and have neutral displays around the room. Children's artwork was attractively displayed as well as information for parents.

To improve children's experiences outdoors, we saw that the garden area was currently being further developed. Following consultation with parents and children a plan for the space had been drawn up which included the following ideas, new mud kitchen, construction area with loose parts, planting area and a seating area. Some of the changes had started and the side area had been cleared which gave a spacious area to be developed.

A range of checks were carried out every day to ensure the area was safe for children. Due to the large space, at times we felt the rooms were cool and heaters were used to heat the areas.

Staff should ensure the temperature is monitored so the environment is comfortable for children. To promote safety, risk assessments for the heaters should be compiled and the temperature recorded to ensure the environment is comfortable for children.

The provider told us that some areas of the nursery had been decorated and would continue with this process, for example the sleep rooms. In some areas attention to detail was needed, such as not using the hand washing sink in the baby room for cleaning paint pots, removing boxes from the sleep room and ensuring children's name tags were securely attached to their trays.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We saw that the staff team worked well together. They had developed positive relationships with children and parents that were respectful, caring and nurturing. Parents told us that the partnership working in place enabled information to be shared about children. Throughout the inspection we saw that staff were kind and caring and clearly enjoyed working with the children. We asked that staff be mindful of the routine in place so that it is not too structured, allowing children uninterrupted free play.

We were able to identify a range of ways that staff were supported in their roles. Team meetings took place along with appraisals, supervision and peer reviews. These opportunities enabled staff to discuss their work and the service they provided for families. The provider gave staff feedback about their practice and agreed targets to work towards. It would be helpful if it was clearly outlined, techniques or strategies staff could use in the areas for their professional development so they understand what is expected of them. Peer reviews could be further developed to include information about children's experiences.

We confirmed that staff had mainly attended mandatory training. As they are now in partnership, this is something that will be developed as the service now has access to a range of courses offered by Falkirk council.

The provider was currently reviewing the roles and responsibilities of staff. This was in response to working in partnership with the local authority and managing staff changes. Once the team is settled, individual members should continue to develop their knowledge and understanding of their role which will improve outcomes for children. A common area for development was staff needing to record the outcomes about the children. Within learning journeys and floor books, it was not always clear how children had benefited from the activities they had been involved in. Working with the peripatetic teacher should help with the development of this. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should continue to support staff to access training that will help develop their skills so they can further develop how they document children's learning and development.

National Care Standards - Early learning and childcare up to the age of 16. Standard 4.4 Engaging with children and 5.6 Quality of experience.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

A temporary manager had been in post for a year. Along with staff changes, we acknowledged the impact this has had on the development of the service. The provider had identified someone who was due to start in a few weeks and would hopefully become the permanent manager. After induction, this will hopefully settle the staff team after a period of transition, support the further development of the service and continue to embed some of the initiatives started.

The service was in the early stages of using best practice guidance to evaluate the service. The provider had produced a report (improvement plan) that outlined how they met the quality indicators from 'how good is our early learning and childcare' and identified areas for development. As a result, they had bought new resources for the playrooms and prioritised the garden area for improvement. It would be helpful if an improvement plan contained information about who was responsible for particular areas of development and what the timescale was for completion. This helps to monitor progress and make adjustments as needed to ensure projects are completed. (See recommendation 1).

The service had recently gone into partnership working with Falkirk council and were enthusiastic about this. Staff had started to attend meetings with them and to work with the peripatetic teacher who would support them to deliver the pre-school curriculum. Although some monitoring of staff practice took place this should be further developed to support staff with the upcoming changes. It should be used to assess staff skills and identify areas where they need to access training or research which will help further develop their knowledge and understanding of current best practice in early years.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The improvement plan should contain information detailing who will be responsible for particular tasks, with timescales attached so that progress can be monitored.

National Care Standards – Early education and childcare up to the age of 16 – standard 14.7 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

The service provider must ensure confidential communication with service users always respects their privacy and dignity and is not shared with other parents/carers.

This is to comply with The Social care and Social Work Improvement Scotland (requirements for care services) Regulations 2011 no. 210 regulation 4 (1)(b). This also takes account of National Care Standards – Early education and childcare up to the age of 16 Standard 14.4 – Management and leadership

This requirement was made on 24 April 2017.

Action taken on previous requirement

The provider stated that any correspondence with service users is done privately whether through conversation or personal email or letter.

Met – within timescales

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

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
26 Apr 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
22 Apr 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 May 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 Oct 2013	Re-grade	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
7 Aug 2013	Unannounced	Care and support 4 - Good Environment 2 - Weak Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
18 Jan 2013	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
10 Oct 2012	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good

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