

Stirches Primary School Nursery Day Care of Children

Stirches Primary School
Roxburgh Drive
Hawick
TD9 7QP

Telephone: 01450 374389

Type of inspection:

Unannounced

Completed on:

14 November 2018

Service provided by:

Scottish Borders Council

Service provider number:

SP2003001976

Service no:

CS2003016112

About the service

We carried out an unannounced inspection of Stirches Primary School Nursery on Tuesday 13 November 2018, returning on Wednesday 14 November to complete the inspection and provide feedback to the manager and early years teacher. During the inspection we spoke with children attending the service, relatives, staff, management and early years support staff. We observed practice, and checked relevant documentation.

The service is accommodated within Stirches Primary School. The nursery has two dedicated playrooms and outdoor play space. Stirches Primary School Nursery is registered to provide a care service to a maximum of 20 children between the ages of three years and entry into primary school. The nursery also makes use of the music room, gym, dinner hall, and surrounding playground and hill just outside the school grounds.

The service supports families, in providing 'wrap around care' by means of a 'lunch club', operating from 11.40 until 12.40 on a daily basis.

The aims of the service include:

"To provide a safe, stimulating and child centred learning environment where children learn through play and develop their present and future potential."

We check services are meeting the principles of Getting it Right for Every Child (also known as 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. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We spoke to, and observed all children attending the service on the days of inspection. Children were generally happy and relaxed in the nursery settings. Most children were confident in expressing their wishes to the staff and some of them chatted to us about their experience of the service. They told us they enjoyed attending the nursery, most expressing that they liked the art and craft area. One told us they were there to: "get ready for school", they also said they "loved the books". Children were happy to share and include us in their role play, showing us they were confident in their surroundings.

We spoke to many parents and also took account of Care Standards Questionnaires they had completed. They told us that most of the time their children were happy to come to nursery. Some told us on occasions they felt there was some tension within the nursery, but some said this was happening less often and they did not feel it was having a detrimental effect on the children.

The parents also said they had seen some improvement in what children were doing, stating that children were speaking positively to them about art and craft activities and brought more of their art creations home. They saw areas such as the house corner improving and extended play opportunities such as the loose parts for children.

Parents felt communication in general could be better. They would like to see more regular parent meetings to discuss their child's progress and felt chats with staff at the beginning and end of the day should be concentrated on the children. They also commented that following the last inspection they would have liked to see more about what was being done to address the requirements and recommendations.

Parents spoke positively about the relief staff who cover main staff absences, however they also felt that staffing consistency could be better. Parents told us they would like to see their children outside more often, as well as having more opportunities to get out within the local community.

Self assessment

The service was not required to submit a self assessment for this inspection. We did look at the service's improvement plan and monitoring systems in place.

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

Children were happy and settled within the service. Staff welcomed them and their parents into the nursery and provided time for parents to share any relevant information about their children to them. Most staff, including relief staff knew the care needs of the children well and were able to meet these. Registration information and care plans were in place and staff knew any strategies necessary to provide consistent care for the children.

Children were provided with a selection of activities and resources which could interest them. We saw staff build on children's learning opportunities when they arose, for example providing hospital kits when children's play moved in that direction. Children were willing and keen to try new things, however, at times staff were rushing in quickly to assist them or to settle disagreements. Staff could help to increase children's learning and confidence by not stepping in too quickly and asking open questions which help children to problem solve for themselves. **See recommendation 1.**

Planning had recently been changed within the service and was at an early stage. We could see through the displayed planning sheet that staff were considering children's stages and recording next steps which would support their development. However, there was little evidence within the playrooms that identified materials or resources which would support children's next steps were provided.

To further support children's development, action should be taken to help children contribute more to their own learning programme. Consideration should also be given on how children's progress can be shared more regularly with parents. **See recommendation 2.**

Children enjoyed nutritious and healthy range of snacks provided by the service. Children's independence was promoted to an extent as children were encouraged to serve themselves and pour their own drinks. This could be further promoted with children being more involved in preparation and setting up of snack area. Consideration should also be made as to how they could incorporate numeracy and literacy within this activity. This would further contribute to children's learning, promote independence and confidence.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff should help children explore and investigate their own learning and ideas through 'open-ended- (deeper learning) questioning, and assisting children to manage conflict in a thoughtful and kind manner.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states:

'As a child I have fun as I develop my skills in understanding, thinking, investigation and problem solving.' (HSCS 1.30) and 'I am enabled to resolve conflict, agree rules and build positive relationships with other people as much as I can.' (HSCS 2.15)

2. To support children's learning and development as well as understand and develop their interests they should be encouraged to contribute and review their learning plans.

This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I can maintain and develop my interests, activities and what matters to me in the way that I like'. (HSCS 2.22)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The nursery was situated within Stirches Primary School. The accommodation consisted of adjoining play areas (one playroom and an area which formed part of the corridor for youngest school children). Children were kept safe whilst in the nursery as staff were vigilant as to their whereabouts. However, nursery children's flow of play and learning could be disrupted as older children moved through the area or were located there as they waited to leave the school building. **See recommendation.**

Improvements in the selection and presentation of resources since the last inspection had contributed to children being able to be more creative and inquisitive in their play. The home corner area had a good representation of a home, allowing children to identify with the adult world, and role play their understanding. Improvements in the art and craft area, and the introduction of loose parts was helping develop children's creativity and problem solving.

Children's health and wellbeing, as well as their activity level could be improved with more and better use of the outdoor area. Children were only out for a very short time, with some children being unable to access outdoors during our time in the nursery. At times children waited a considerable amount of time whilst others were preparing to go outdoors. On one occasion children were not able to go outdoors; as better planning and organisation needs to be in place to ensure that children access outdoor play for some of their time at the service. Parents also felt their children would benefit from trips out within the local community. **See recommendation.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To allow and encourage deeper play and learning experiences, interruptions to children's flow of play and learning should be kept to a minimum. Consideration should be made to reducing interruptions and disturbances within the area used by children.

This is to ensure care and support and wellbeing is consistent with the Health and Social Care Standards which states 'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells.'(HSCS 5.18) and ' I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11).

2. To improve children's opportunities for being outdoors and getting active the service ensure regular and better planned time outside.

This is to ensure care and support and wellbeing is promoted, and consistent with the Health and Social Care Standards which states: 'As a child, I play outdoors every day and regularly explore a natural environment'. (HSCS 1.32).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Where required staff were working together with other agencies to ensure that children's needs were known to staff and appropriate measures and approaches put into place. This contributed to children's care needs being met in a clear and consistent manner.

Children appeared to have some good relationships with staff. They were familiar with them and were comfortable to go to them to request any help or assistance. The regular nursery staff were familiar with the children and their needs, and the manager tried to use a regular pool of staff to cover in permanent staff absence.

Parents raised concern regarding the inconsistency of staff due to absences, but felt confident the regular relief staff (which were normally from within the school) were familiar with their children and their needs. Parents suggested at times when new people were around there could be better communication to inform them who they are and introducing them. **See recommendation.**

Parenting groups presented by school staff provided good opportunities for parents and staff to engage and share ideas which contributed to children's achievements. Parents spoke highly of the sessions, saying that they found the current sessions to be non-judgemental and helpful, and it gave them confidence to let their children try new things at home.

We were told that at times discussions with parents could be negative and lacked information about their children. In order to promote dignity and respect for all involved communication with parents should be monitored to ensure this is consistent and focussed on appropriate and relevant topics. See recommendation.

Following the last inspection there had been improvements in staff communication and relationships. Training, learning and support had been put in place to develop practice and improve team working. However, there was still further work required, with parents stating that although they had seen improvements they were concerned that this was not consistent. **See recommendation.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To reassure children and parents and promote confidence in the service new staff members should be identified and introduced whenever possible.

This is to ensure care and support, and compassion is consistent with Health and Social Care Standard which states : 'I feel at ease because I am greeted warmly by people and they introduce themselves' (HSCS 3.6).

2. In order to promote dignity and respect for all involved communication with parents should be monitored to ensure this is consistent and focussed on appropriate and relevant topics.

This is to ensure care and support is consistent with Health and Social Care Standard which states: 'I experience people speaking and listening to me in a way which is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1).

3. To ensure children and parents feel compassion, welcomed, reassurance and confidence about using the service, improvements made with staff and team relationships should continue and be regularly monitored and supported where necessary. Children should feel an atmosphere of warmth, care and compassion at all times.

This is to ensure care and support, is consistent with Health and Social Care Standards which state: 'I experience a warm atmosphere because people have good working relationships (HSCS 3.7) and 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Management had provided and supported staff to undertake learning and other activities which were improving working relationships within the staff group and therefore improve outcomes for children. However, there is still a need to continue to provide, monitor and support staff and their learning to ensure all necessary improvements are made as identified within this report.

Support from the Scottish Borders Council Early Years Teacher was helping to promote and create better learning environments for children and improve planning and therefore children's experiences. There was still work to be done to consolidate staff's learning and help all them understand and develop play, but there was a commitment from the teacher and manager to support this.

Monitoring and evaluating the service was now better considered and was helping to make changes. Manager and senior staff should continue to support changes and monitor the impact on outcomes for children to ensure continued improvements. The service had a clear improvement plan which should be used to monitor progress and development to ensure they are on target.

Parents felt some consultation processes used within the service (particularly the open jar and pebble method) could be improved to ensure confidentiality and an opportunity to provide more meaningful feedback. Parents also stated they would like to be better informed of changes and development within the service.

Improved consultation and information giving would help parents share their opinion, as well as build confidence in the service. They particularly mentioned that better communication following the last Care Inspectorate inspection, may have been reassuring. **See recommendation.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Improved consultation methods, feedback opportunities and information sharing would help parents share their opinion, as well as build confidence in the service.

This would contribute to care and support being consistent with the Health and Social Care Standards which state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and 'I use a service and organisation which is well led and managed' (HSCS 4.23).

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 provider must develop and implement an effective system to ensure the quality assurance of the service. This should include a detailed action plan, direct monitoring of all aspects of provision and staff involvement in ongoing self evaluation.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 3 - Principles and Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: Within three months of receipt of this report.

This requirement was made on 20 September 2017.

Action taken on previous requirement

Quality assurance systems in place, including regular meetings with the senior from the nursery to consider the stage and action within the improvement plans. In relation to assuring the quality of the service the management were using challenge questions from: 'How Good is our Early Learning and Childcare' document'.

Regular reviews of all areas including the environment and learning, was making some improvements within the service. The early years support team were helping to make some positive changes within the environment and with planning.

Met - within timescales

Requirement 2

It is required that the provider ensures that each member of the nursery team receives the training and support they need in order to carry out their role effectively. The management team must develop effective systems to oversee the service, to observe staff practice and to ensure positive outcomes for all of the children and families using the service.

This is in order to comply with SSI 2011/210 3:

a provider of a care service shall provide the service in a manner which promotes quality and safety and respects independence of service users, and affords them choice in the way in which the service is provided to them and 15(a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

Timescale : Within 12 months of this report.

This requirement was made on 20 September 2017.

Action taken on previous requirement

Staff were undertaking appropriate training and learning activities which was supporting some improvement within the service. Systems were in place to allow nursery staff to take time out to undertake own learning and be more involved in the development of the service and we were seeing some changes as a result.

In order to ensure consistent and continual improvement management should continue to support and encourage this.

Met - within timescales

Requirement 3

The provider must ensure that appropriately detailed accidents are recorded and signed by the parents or carers to ensure that the information has been shared with parents and signed by staff. Staff should also ensure that they use the child's full name and that all relevant information about the accident is included when completing accident reports. The provider must ensure that the accident forms are audited.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of users.

Timescale for implementation: with immediate effect on receipt of this report.

This requirement was made on 20 September 2017.

Action taken on previous requirement

Accidents were now appropriately recorded and shared keeping parents and carers aware of any incidents.

Met - within timescales

Requirement 4

The provider must ensure that the children receive warm, responsive care from staff. Staff must have an understanding of children's emotional needs, which includes a clear knowledge and understanding of responsive care, relationships and respect for children attending the nursery. The provider must monitor staff practice to ensure that they deliver a positive and nurturing experience for all children attending the nursery.

This is in order to comply with:
The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) - Welfare of users.

Timescale for implementation: With immediate effect on receipt of this report

This requirement was made on 20 September 2017.

Action taken on previous requirement

We saw children and parents being welcomed into the nursery in a warm caring manner. Children's emotional needs were met throughout our time in the service, and the manager informed us that they were monitoring the nursery ethos, and supporting staff to make positive changes. Following the last inspection the service had created an 'ethos statement' which provided clear expectations for staff. Staff had been supported to build better relationships with each other, although some parents felt at times there was still tension, this had improved since the last inspection.

The manager told us there were further plans to support staff and improve the ethos through the development and implementation of a nursery charter. We consider this requirement to be met at this time, however, will recommend regular monitoring to ensure improvements are consistent and ongoing.

Met - within timescales

Requirement 5

The provider is required to take action to ensure the toilet facilities are suitable for all the children attending the nursery. Children should be able to reach the sinks and soap dispensers.

This is in order to comply with: SSI 2011/210 Regulation 10 (2) (a) Fitness of premises and SSI 2011/210 Regulation 4 (1) Welfare of users.

Timescale for completion: Within two weeks of receipt of this report.

This requirement was made on 20 September 2017.

Action taken on previous requirement

Adjustments were made within the toilet facilities which ensured children were able to reach and use sinks and soap dispensers.

Met - within timescales

Requirement 6

The provider must demonstrate to the reasonable satisfaction of the Social Care and Social Work Improvement Scotland that they are implementing appropriate procedures for the control of infection in the care service.

In particular they must: ensure there are appropriate nappy changing facilities for children attending the nursery. This must include: the changing mat must be clean and intact, the mat used by staff to kneel on must be clean and the steps used for children to reach the WC, sinks and the urinal must be clean

This is in order to comply with Regulation 4 (1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care services) Regulations 2011 (SSI 2011/210).

Timescale: Within three months of receipt of this report

This requirement was made on 20 September 2017.

Action taken on previous requirement

All necessary action had been taken with regards to this requirement. A changing area has been created and a clear cleaning schedule followed which contributed to improved infection control.

Met - within timescales

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

Previous recommendations

Recommendation 1

It is recommended that the manager takes steps to ensure that all staff are involved in creating the future development plans for the service and that they all take joint responsibility for the development of the service.

National Care Standards: 14 Well Managed Service.

This recommendation was made on 20 September 2017.

Action taken on previous recommendation

Staff had been included in planning and undertaking development within the service. This had included the development of the art and craft area, and the house corner within the nursery, which provided the children in improved learning opportunities. In order to keep all affected informed the manager should continue to involve the team as well as parents and children in any future development plans for the service.

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	
20 Sep 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
6 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
5 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Sep 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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