

# Overtown Community Nursery Day Care of Children

Main Street  
Overtown  
Wishaw  
ML2 0QA

Telephone: 01698 374236

**Type of inspection:**

Unannounced

**Completed on:**

7 January 2019

**Service provided by:**

The Committee Of Overtown  
Community Nursery

**Service provider number:**

SP2003000917

**Service no:**

CS2003004493

## 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](http://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 wrote this report following an unannounced inspection which started on Friday 30 November 2018 at 09:00 hours and finished at 13:30 hours. One early years and childcare inspector carried out the inspection. We were unable to contact the manager to provide verbal feedback.

The Committee Of Overtown Community Nursery provides the service by using a manager and playroom staff for day-to-day services.

The current registration states:

- To provide a care service to a maximum of 24 children.
- The age range of the children will be from three years to those not yet attending primary school.
- The care service will operate Monday to Friday between 09:00 and 12:10 hours during term time.
- Accommodation will include main and small hall, toilet facilities and outdoor play area.

We assessed the service using the Care Standards for Health and Social Care, My Support, My Life. We have referenced them in each quality theme in this report.

We are committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI.' Information relating to this can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

## What people told us

Before the inspection, we sent out six questionnaires to the service to distribute to parents on our behalf. All were returned to us, which gave us a useful insight into what they thought about Overtown Community Nursery.

Comments from parents included:

"Overtown Community Nursery is a great place. The staff are friendly and welcoming and embedded in the local community. I am confident that my child is in good hands by attending here".

"This is a well ran local community nursery. It has friendly familiar faces from the local community who work there and my child loves it. They have regular meetings with me re: my child's progress and future development needs. They are also happy to accept feedback and ideas on how they can improve more".

Respondents either 'Strongly Agreed' or 'Agreed' that the nursery provided good quality provision.

Other comments are included in the relevant sections of this report.

We spoke with children and observed them at play. We found them to be happy, content and engaged in play with each other. It was clear that friendships were being formed and staff were supporting them to share and take turns.

They told us:

"I'm super dooper happy!"

"Look at my picture - I made it with my hand" (a child who was creating with paints).

"You need to share" (a child who was explaining the nursery rules).

## Self assessment

Services of this type were not asked to submit a self-assessment this inspecting year. We looked at the plans for improvement the service completed to see their priorities for 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	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

We used the Health and Social Care Standards - My Support, My Life to assess the outcomes for children.

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

1.30 As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling.

1.32 As a child, I play outdoors every day and regularly explore a natural environment.

1.35 I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible.

We found the children present to be happy, settled, confident and engaged in their play. The environment provided by the experienced, capable and hard working staff was nurturing and inclusive. They had access to a good variety of well organised activities and made good use of the available resources which helped to develop skills, imagination, physical development and learning. We could see that staff knew children and their families well. Children's preferences and interests were listened to and respected and taken into account by staff who understood the importance of high quality provision.

Health and wellbeing was promoted through snack, with staff supporting children where needed and helping them to enjoy a sociable experience. We asked staff to consider giving children more opportunities to be independent, such as preparing foods, tidying up and helping with shopping. This would allow children to develop essential skills such as cutting and make use of fine motor skills. Children told us about their planting and growing activities which showed that staff were offering interesting and useful experiences for them.

Staff were trained in child protection, having annual refresher training and good leadership from the designated child protection officer.

We sampled children's personal plans and found them to contain a good range of information which helped staff meet their individual needs. Staff knew the importance of updating these records in partnership with parents and children. We saw a very good example of staff following children's interests using a dinosaur theme. This showed that staff offered the right support at the right time. We asked that staff continue to develop these important documents and offered to return to support staff to improve them.

Staff used positive language to engage with children, manage unwanted behaviour and support children. Parents told us that they were confident in how staff cared for their child and build positive relationships with them. Comments included:

"The nursery provides a community spirit which school/private nurseries can not provide. I want my children to experience and learn social skills and interactions through freedom of choice and play. Overtown Nursery provides this and much more."

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

During this inspection, we considered how well children and their families were included as active participants, were listened to and offered choices. We also considered whether children experienced a high level of positive stimulation and how well children were encouraged to be curious and explore the world around them.

We found that the service was Good in these areas. (Health and Social Care Standards 1.23, 1.25, 1.30, 1.31, 1.32, 2.17, 3.19 and 5.21).

Children were cared for in a safe, secure and clean environment with staff working creatively to use the space and offer an inviting place for children to play.

We saw that the routine of the nursery meant that group times were offered at the start of the day and at times during the session. We spoke with staff about ensuring children had flexibility in their play and that it was appropriately tailored to their interests and needs. Some natural and open-ended resources were available for children. This was still developing and we suggested that better use be made of documents such as 'Loose Part Play-A Toolkit' to provide interesting, challenging and imaginative play (see also Quality of staffing in this report).

As they had use of one single space, staff had planned the hall to ensure children had easy access to toys, games, arts and crafts and library spaces. Limitations with their lease meant that children's art work and creations could not be displayed on the walls of the hall; however, staff had made best use of movable units to overcome this so children could have a sense of pride in their works of art.

Parents' comments included:

"The nursery has everything my child needs and he has lots to keep him interested and learn new things daily".

"Different topics-loved dinosaurs and the garden and park used frequently-he even got to grow flowers and veg".

"Overtown Nursery has a lovely friendly environment-My son (name) loves attending".

Parents also confirmed that the staff ask them for ideas about outings and that there is enough space to play and get involved in activities.

Although there was a secure outdoor space for children adjacent to the hall, the session we found that did not include play in the fresh air. We asked the staff to ensure energetic play in the fresh air is offered every day, following current government good practice advice. Children were encouraged to be aware of the wider world and their own community. Staff told us of regular outings to places of interest which meant they could explore different aspects of life. This included visitors such as the community police.

### Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of staffing

### Findings from the inspection

During this inspection, we considered how well children and their families were supported by staff who understand the importance of high quality play. We also considered whether children experienced a high level of positive stimulation and how well staff were skilled and trained to support children.

We found that the service was good in these areas. (Health and Social Care Standards 1.9, 1.13, 1.29, 2.8, 2.17, 3.7, 3.10, 3.13, 3.14 and 3.20).

We found staff to be friendly, welcoming and engaged with parents and children well. We saw that effective communication was in place, which included chatting on arrival and noting any significant information which may affect children's experience at the nursery. Parents we spoke with during the inspection told us they were made to feel welcome and that they had good opportunities to see what children were learning.

The staff team had a variety of skills and abilities and had taken training courses to support their learning. Some staff were aware of their responsibilities to their professional registration with the Scottish Social Services Council (SSSC) and we asked that they continue to seek appropriate courses to develop their learning.

We could see that training had had a positive effect on the nursery environment. However, we asked that staff continue to develop their understanding of loose parts to provide children with rich, challenging and interesting play. 'Loose Parts Play-A Toolkit' is available on the Care Inspectorate website, 'The HUB' We have made a recommendation about this (see recommendation 1 below).

We discussed the support and supervision staff have available to them with the manager. She confirmed that plans were in place to undertake staff appraisals by committee members.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To ensure children receive high quality care, support and learning experiences, the provider should ensure:

- Staff access targeted training and development opportunities that support them to develop the skills and knowledge needed to deliver high quality play and learning experiences.

This ensures care and support is consistent with the Health and Social Standards: My Support My Life which state:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. 3.14.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

During this inspection, we considered how well the service managed the service, updated their training and made ongoing improvements through self-assessment processes.

We found that the service was good in these areas. (Health and Social Care Standards 1.23, 2.17,3.20, 4.5,4.6, 4.8, 4.11,4.19,4.23).

The manager was a committed and experienced childcare professional. She was regarded highly by both staff and parents and worked well with the management committee to develop the service.

We found that some progress had been made in the recommendations we made at the previous inspection. Although we have repeated the recommendation for personal plans (See Quality of care and support of this report), we were confident that staff had a better understanding of the purpose and use of these important documents.

We sampled some of the records management used to assure quality in the service. They were appropriately updated, which showed that there was some monitoring of practice and procedures. Discussions with the manager and staff, as well as records, showed that monitoring of practice was leading to improved outcomes across the service. We asked the manager to continue to develop her support and review of the service. We have made a recommendation about this (see recommendation 1).

Informal methods were in place to encourage parents and children to give ideas and suggestions to help improve the nursery. We spoke with the staff about how to use creative and easy to use methods to find out their thoughts.

The service had a well written improvement priority document in place. They were working well as a team to put the planned changes into place and staff we spoke with were enthusiastic about working together to develop the nursery.

### Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Quality assurance in the service should be developed. Staff appraisals should be carried out and link clearly with staff training plans and the service improvement plan. Peer monitoring would help ensure children's personal plans were consistently completed and allow staff to share good practice and reflect on their work.

This is to ensure that the service meet the necessary standards of operation as stated in the Health and Social Care Standards - My Support, My Life.

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

4.23 I use a service and organisation that are well led and managed.

**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

Children's personal plans should clearly set out how staff will meet their health, welfare and safety needs. Planning and tracking procedures should be put in place to ensure children's progress was monitored and any further support or challenges provided. Personal plans should link to planning and tracking.

National Care Standards, Early Education and Childcare up to the age of 16, standard 6: Support and development.

**This recommendation was made on 5 December 2017.**

## Action taken on previous recommendation

We found some improvements to the Personal Plans we sampled. However, we have repeated this recommendation to ensure they continue to be developed.

## Recommendation 2

Quality assurance in the service should be developed. Staff appraisals should be carried out and link clearly with staff training plans and the service improvement plan. Peer monitoring would help ensure children's personal plans were consistently completed and allow staff to share good practice and reflect on their work.

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

**This recommendation was made on 5 December 2017.**

## Action taken on previous recommendation

We found some improvement to the monitoring and quality assurance. Staff appraisals had not yet been completed and we have made a further recommendation about this in the report under Quality of management and leadership.

## 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

Date	Type	Gradings
5 Dec 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
9 Nov 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
12 Jan 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
31 Jan 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
15 Jun 2012	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
26 Oct 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
30 Apr 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

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