

Frances Wright Nursery School Day Care of Children

28 Ann Street
Dundee
DD3 7DG

Telephone: 01382 436406

Type of inspection:

Unannounced

Completed on:

22 May 2019

Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Service no:

CS2003015792

About the service

Frances Wright Nursery School registered with the Care Commission in 2002 and transferred its registration to the Care Inspectorate in 2011 and provides a care service to a maximum of 130 children from age three until they are of an age to attend primary school.

The nursery is provided by Dundee City Council, and moved to new premises in 2018. The new premises offer purpose-built facilities, part of a wider school campus. The nursery provides care to mainstream pre-school children as well as enhanced provision to children with additional support needs, including complex needs. The building offers one main large playroom, as well as eight smaller rooms to cater for children's individual needs. All rooms have direct access to secure outdoor play spaces.

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. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

Children were observed to be confident and content in their surroundings, with strong relationships established with staff. Children led on their play and choice of activities within the setting. Staff supported children extremely well where they were anxious or unsure. Some of the older children were happy to speak to inspectors. Comments included:

'I like riding on the bikes.'

'Look at my hands.'

'This is our pictures, it's actually wallpaper!'

'Now sit and wait for my teacher.'

'This banana is making me strong!'

'I done this all by myself.'

'I can see you, you're all blue!'

'I like the soft play!'

'I want orange.'

'I've got breadsticks!'

'I'll show you how fast I can go!'

We received six completed Care Standards Questionnaires (CSQs) from parents and carers prior to inspection, and spoke to several parents during the inspection. All parents spoke very highly of the staff and the service, highlighting the strong relationships with staff and the impact this had on not only their child's experience but also the wider family. Comments included:

'Frances Wright Nursery has gone above and beyond to support my daughter. They supported myself and my daughter when she regressed in her toilet training after an infection. Communication is fantastic and Twitter is a great tool for discussing activities my daughter has taken part in... I feel content and happy that my daughter is extremely well cared for while I go to work. Staff are all so approachable and friendly.'

'Child well supported in enhanced provision small room. Always staff available to speak about my child's day/ progress in certain area. Child's journal available to look at and updated regularly.'

'The nursery staff in my sons' room are great, [name] is autistic and has sensory issues and they are always very patient and calm when the children are having a tough time. They seem very in tune with what he will like and dislike and are trying to introduce [him] to new things which is difficult. They are always friendly and I get daily feedback on his day. They go on lots of walks and outings to local parks and the library. Although [he] doesn't talk he seems very happy going to the nursery everyday on the bus.'

'I cannot be happier with Frances Wright, amazing staff and my [children] love being there. How they have come on is so evident, I could not say a bigger thank you!'

'We love it, his staff are amazing!'

'Very nurturing, can't praise them enough.'

Self assessment

The service was not asked to submit a self assessment prior to inspection. We reviewed their quality assurance systems and improvement plans and found these to reflect the service extremely well, with direct links to the nursery vision, values and aims. More details can be found under the management and leadership section of the report.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Children received individualised and responsive care from a staff team who were nurturing and compassionate in approach. Individual goals and aspirations were at the centre of practice, and staff passionately supported children to achieve these. Close partnership working with parents ensured they were central to the process, reviewing children's goals and supporting transitions within and outwith nursery.

Families were respected and embraced within the service, reflecting the nursery values and aims. Parents were given ownership of their 'parent room' and could attend formal training sessions to learn and develop their own skills, as well as groups alongside their child. In addition, parents were welcomed at any time if they needed somewhere quiet to rest, or wished to chat informally to staff. This inclusive ethos resulted in excellent, holistic support for the entire family, impacting positively on outcomes for children.

Addressing Barriers To Learning (ABLE) plans were in place to support specific goals and targets for children with additional support needs. The depth of information underpinned staff practice, providing excellent outcomes for children and families. Information was reviewed regularly in genuine partnership with parents, demonstrating the respectful, compassionate and nurturing ethos of the nursery.

Children were observed to lead on their own learning, and were thoroughly engaged in their play. Staff were skilled in identifying when support or input was needed, and naturally extended children's learning through discussion and exploration. Positive language was consistently used and role modelled, resulting in children being respectful and kind to their peers. For example, staff would encourage children to 'show their friends' what they had chosen or discovered. Children showed genuine concern for others when they were upset, and kind behaviours were embedded throughout.

Children's choice was extremely well supported, with access to resources supporting and encouraging high levels of independence. Staff followed children's lead, and were responsive in their approach. Children's interests were evident in displays and resources, and we observed children to be engaged in revisiting their learning through their personal journals. Children attending for extended hours at the end of the day chose which areas they wished to spend their time, and were supported in sharing with others their favourite play space.

Lunch and snack was a nurturing and positive social experience for all children. The main playroom offered a dining style approach, which encouraged children to sit with their friends and enjoy their experience without being rushed. Smaller playrooms provided a structured support for children, which incorporated engaging conversation and opportunities to extend children's learning and vocabulary. Additional food choices were available for children with sensory needs, which supported their overall health and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The nursery had moved to a new purpose-built building, as part of a wider school campus last year. This offered extensive space to accommodate the varying needs of children attending the service. All nursery rooms had direct access to a secure outdoor space, and toileting and personal care facilities were accessed from each room. Secure entrances to the building contributed to children's safety.

The large main playroom provided an extensive range of resources for children, contributing positively to their experience and outcomes. Natural and open-ended resources offered endless opportunities for children's creativity and imaginative play. Staff had an excellent understanding of these resources and the impact of these on children's experiences and learning. Children's choice was extremely well supported, with children observed to lead on their learning for the entirety of their session.

Eight smaller playrooms provided enhanced provision, and were tailored to the individual needs of the children attending, from social communication difficulties through to complex needs. These rooms provided nurturing, and engaging spaces for children to play. Staff were extremely skilled and knowledgeable about the children, tailoring the environment in line with needs and current goals. Some of these rooms were more structured in approach to meet children's needs, and again staff had an excellent understanding of the impact of the environment on children's experiences.

The outdoor areas were also tailored to the needs of the children. The main playroom had access to a large, open outdoor play space which offered children pace and challenge, resulting in purposeful play. Staff supported children where necessary and we observed excellent practice in relation to supporting children to achieve their personal goals.

The outdoor areas for the smaller rooms provided a safe space in which children could play and explore. Staff reflected regularly on the impact of this, and spoke to us about changes they had made in response to children's interests and needs. Increased support and direction was provided from staff in these areas, in line with children's needs. Children's choice was respected with regards to outdoor play, and staff recognised the opportunity this provided for more intense work or support with those children who chose to stay indoors.

Children were very familiar with hand washing routines, and consistently followed best practice throughout the inspection. Accidents and incidents were recorded and shared appropriately with parents. Risk assessments were in place and we observed excellent risk benefit approach from staff, supporting children to learn how to keep themselves safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

Findings from the inspection

The nursery team had expanded significantly due to the increase in service offered at the new premises. Staff were recruited following Local Authority recruitment procedures, and all staff were appropriately registered with the Scottish Social Services Council (SSSC).

We reviewed the induction experience for new staff, and found this to have been good in relation to covering the core, immediate areas for staff to be familiar with the building. Staff told us they felt extremely well supported by their colleagues, and particularly staff who had no previous experience of children with additional support needs. Staff teams worked extremely well together to share knowledge and expertise, resulting in positive outcomes for children. We discussed additional detail to be included in the induction record, and the continuation of the team approach to embed standards of practice across the team.

Staff were reflective practitioners, who were professional in their approach and committed to delivering the best possible standard of care to children and families. Staff showed a genuine respect and compassion in their approach, as well as having high aspirations for all children. The engaging, nurturing and caring approach of staff was apparent across the nursery and was commented on positively by several parents we spoke to.

The staff team were committed to their overall professional development, with regular training courses taking place, including first aid. Staff spoke passionately about courses they had attended and the impact of this on the environment and their practice. Several staff were in the process of applying to undertake their degrees to further develop their knowledge and practice.

Staff naturally extended children's learning and were confident about their role in this, consistently using positive language to praise and encourage children in their achievements. They knew children extremely well, and worked closely with parents to review and develop their personal plans, with an excellent level of detail particularly for those children with additional or complex needs. Parents opinions and experience of their child was respected and always at the centre of discussions and plans for any transitions across or outwith the nursery. This resulted in individualised and responsive care for all families attending.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Parents were central to the ethos of the nursery, and therefore informal consultation was embedded into practice. Formal consultations also took place, with feedback to parents on findings and any impact on the nursery as a result. Parents were very much included in the life of the nursery, with regular parenting groups as well as stay and play sessions being offered.

Children's consultation was naturally embedded into staff practice, with consistent and regular discussion around wishes and thoughts. Children's choice was respected consistently in the nursery, resulting in a strong presence of the child's voice throughout.

Policies and procedures were in place and reflected the new setting. We closely examined the transport procedures and observed the practice across the three-day inspection. We found procedures to be robust, and staff to be clear on roles and responsibilities. We also discussed at length with the Local Authority Education Officer wider steps taken by the Local Authority to quality assure the transport team and procedures to ensure children had a positive experience. We were satisfied with the steps which had been taken and the further plans to monitor and quality assure the transport experience for children.

The service improvement plan was well-considered and reflected the core vision, values and aims of the service. An overview of this was displayed at the entrance for parents information, with further detail and evidence relating to this being captured and reflected with staff during in-service training days. Quality assurance systems were robust, and ensured that the excellent practice observed across the nursery was monitored and maintained. We discussed the audits in place and how this data was used to impact positively on changes.

Self-evaluation was being carried out with challenge questions being considered by staff. The evaluation was an inclusive process for the whole team, reflecting on practice and providing a depth to any identified areas for improvement.

The nursery had undergone some significant changes within the last year. The nursery now offered increased hours, as well as additional spaces at nursery. This had resulted in an increased staff team, made up of a mix of experienced and newer staff. We recognised this had been managed extremely well by the head teacher in a short space of time. Delegated leadership had been introduced which was working well across the nursery, and we discussed the continued implementation of this to support the staff, children and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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

There are no outstanding recommendations.

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
17 Nov 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Nov 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Nov 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
10 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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