Hectors House Nursery
Day Care of Children
Centre 1, Queensway House
Stewartfield Way
East Kilbride    G79 1AA

Inspected by: Linda Hanlin
(Care Commission Officer)
Type of inspection: Unannounced
Inspection completed on: 24 January 2008
<table>
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<tr>
<th><strong>Service Number</strong></th>
<th><strong>Service name</strong></th>
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<tr>
<td>CS2003006689</td>
<td>Hectors House Nursery</td>
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**Service address**

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Stewartfield Way  
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<tr>
<th><strong>Provider Number</strong></th>
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<tr>
<td>SP2003000319</td>
<td>Bright Horizons Family Solutions Ltd</td>
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**Inspected By**

Linda Hanlin  
Care Commission Officer

**Inspection Type**

Unannounced

**Inspection Completed**

24 January 2008

**Period since last inspection**

15 months

**Local Office Address**

Princes Gate  
60 Castle Street  
Hamilton ML3 6BU
Introduction
Hectors House Nursery has been registered with the Care Commission since 01 April 2002 to provide a sessional and full daycare service for 59 children aged from birth to those not yet attending primary school. During the inspection there were 53 children attending.

The nursery is located within the Tax Office in East Kilbride and has three playrooms, an office, kitchen, staffroom and suitable toilet facilities for children and adults. There is a secure entry system in place together with a safe enclosed play area which provides outdoor play opportunities for the children. The nursery is well maintained, hygienic and safe throughout.

The service aims include to:
Nurture each child's unique qualities and potential.
Support families through strong partnerships.
Collaborate with employers to build family-friendly workplaces.

Basis of Report

Before the Inspection

The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Evaluation Form
The service submitted a self-evaluation form as requested by the Care Commission.

Views of service users

Regulation Support Assessment
This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant inspection focus area(s) and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

"This service was included in the sample of 25% of services with a low RSA score for which the inspection was also based on the focus areas Infection Control and Active Play."

The following Inspection Focus Areas and associated National Care Standards were the basis of this inspection:

- Active Play : Standard 5 (Quality of experience)
- Infection Control : Standard 3 (Health and wellbeing)
- Protecting People: Standard 3 (Health and wellbeing)
- Staff Training: Standard 12 (Confidence in staff)
During the inspection process, the Care Commission Officer viewed the environment, equipment and resources and observed staff caring for the children.

Evidence was also gathered from a number of sources including the following:

- Child protection Policy
- Behaviour Management policy and procedure
- Infection Control Policy
- Health and safety Policy
- Record of Risk Assessments
- Staff training records
- Planning records
- Insurance Certificate
- Registration Certificate

The CCO discussed the service with the Manager, observed practices and spoke with staff members and children during the visit.

This report was written by Linda Hanlin, Care Commission Officer following an unannounced inspection visit on 24 January 2008 between the hours of 11.00am and 5.00pm.

Fire Safety Issues
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report
There were no requirements made in the last inspection report.
Since the last inspection there have been four requirements and two recommendations made. These are detailed under other issues.

Information about complaints that have been upheld or partially upheld can be found on the Care Commission website.

Comments on Self-Evaluation
A self-evaluation document was submitted which identified the strengths of the service and areas for future development. This gave a range of relevant information against each of the standards associated with the inspection focus areas.

View of Service Users
The children were observed to be settled, happy and enjoyed the activities provided. A small group of children aged between 2 years 6 months and 4 years were spoken with during the visit. They spoke confidently with the officer about their favourite snacks and activities. Two
of the children talked about the teddy bears which they were to take home for a few days and complete a diary about what they did with them and where they took them.

The babies were observed to be happy, well settled and familiar with the environment. The range of play materials and resources provided them with stimulating play experiences and the opportunity to play together or on their own.

Staff in all areas of the nursery were consistent in their approach and were knowledgeable about the individual needs and interests of the children in their care.

**View of Carers**
Eleven parents completed the Care Standards Questionnaire giving them the opportunity to comment on how the service provided privacy, dignity, choice, safety, equality, diversity and realising potential.

Overall, parents were very happy with the service provided. They were "happy" or "very happy" with the activities and resources provided. They were "very happy" that their children were well cared for in a safe, secure and hygienic environment. Parents were "very happy" that staff knew their child as an individual and interacted well with them. Staff informed them daily on their children's progress. Parents indicated that they were "happy" with the healthy food snacks provided. Most parents were aware of the Complaints and Child Protection Procedure.

Some parents included written comments in the questionnaires stating that "the nursery operates to a high standard" "staff were very supportive" and "the service is excellent".
National Care Standards

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

The service had developed a policy on child protection which details the procedures to be taken if there were concerns. The Manager and some staff members had attended Child Protection training over the last year. Child protection procedures were revisited at the start of term and were discussed regularly at staff meetings. Staff spoken with during the inspection visit were aware of their roles in respect of safeguarding children. Information on South Lanarkshire Council’s Area Child Protection Guidelines were displayed for parents and staff. The service had introduced procedures for monitoring children's absence.

The nursery had a range of information on infectious illnesses and exclusion periods. Staff were made aware of any changes in practice through discussion at staff meetings. Information relating to childhood illnesses and exclusion periods were available for parents.

Infection control procedures had been developed with a range of suitable equipment, resources and cleaning materials including disposable gloves and aprons in use. Nappy changing procedures were displayed and staff were observed to follow these during the visit. Nappies were disposed of hygienically and staff followed good hygiene practices for children using potties. A wide range of procedures were in place to ensure a clean and healthy environment was provided and staff encouraged children to develop good hygiene practices. Toilet facilities were clean with liquid soap and paper towels provided. The service had installed hand sanitizers at the entrance of the nursery and baby room. Cleaning records were maintained for all areas of the nursery. Twelve members of staff who are involved in the preparation of snacks are trained in food hygiene.

Risk assessments of the premises and outdoor play area were carried out and recorded. Emergency procedures and contingency arrangements had been developed for the service. Named first aiders had been identified and the majority of staff had attended appropriate first aid training.

This report does not include comments on elements 4 & 6 as they did not apply to the service at this visit.

Areas for Development

Disposable gloves in use were not appropriate (see recommendation 1) The Manager advised that Child Protection training had been identified as an area for development for all staff and that this had been organised with South Lanarkshire Council.

National Care Standard Number 5: Early Education and Childcare up to the age of 16 - Quality of Experience

Strengths
During the inspection visit the children in all areas of the nursery had opportunities to choose from a range of planned activities which took account of their age and individual needs. The children were encouraged to make decisions, had time to practice skills and participate in individual or group activities. Staff responded sensitively to children’s needs, participating in activities and provided encouragement and support. An effective keyworker system was in place. The parents who responded to the Care Commission questionnaire indicated that they were "happy" or "very happy" with the activities provided.

The nursery provided a good range of resources and equipment for the children which included water, sand, balancing, climbing, sensory and environmental play experiences. Indoor space was used effectively to provide energetic play which included music and movement. The outdoor area was easily accessed from the main playroom. This provided a safe surface and was equipped with a wide range of outdoor play equipment. The nursery provided outdoor clothing for children to ensure they could access outdoor play. Staff had accessed training in active and energetic play.

Children's development profiles were in place and followed the children's progress. These provided parents with details of their child's achievements.

Parents and children had been included in evaluating the service through the use of questionnaires issued by the service. Staff kept parents informed of their children's progress through informal daily discussions.

Parents were issued with newsletters advising of forthcoming events. The service had a selection of photographic evidence of children at play and special events.

Areas for Development

The service is maintaining current good practice against this standard.

National Care Standard Number 12: Early Education and Childcare up to the age of 16 - Confidence in Staff

Strengths

The service provided a wide range of information for service users including the Children’s Charter and the associated Framework Standards published by the Scottish Executive. Parents were issued with a handbook which included the service aims and objectives as well as range of relevant information and copies of some policies and procedures.

On the day of the inspection staffing levels were appropriate. Records of enrolments, permission for administering medication and accidents and incidents were maintained. In compliance with the Regulations, the Certificate of Registration was displayed. Current public liability insurance was in place.

The nursery development plan included a training programme for staff and training records
for each member of staff were available at the inspection. Staff training needs were identified at induction and during appraisals. Staff had attended various training events over the last year.

Staff had copies of the Scottish Social Services Council codes of practice and were aware of the qualifications required to register with that body. Most staff were qualified or were presently undertaking a qualification in Childcare and Education.

This report does not include comments on element 1 of this standard as this did not apply to the service at this visit.

Areas for Development

There were no areas for development identified.
Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information
The following four requirements and two recommendations have been made since the last inspection. The service has submitted an action plan as to how these will be addressed.

Requirements:

1. The Provider must ensure that staff attend appropriate up-to-date training in behaviour management.
   This is in order to comply with Scottish Statutory Instrument 2002/114 Regulation 13 (c)(i) Staffing.

2. The Provider must keep a record of any incident which is detrimental to the health or welfare of a service user. Information must be shared with parents/carers.
   This is in order to comply with Scottish Statutory Instrument 2002/114 Regulation 19(3)(d) Records.

3. The Provider must ensure that sufficient staff are available to meet the needs of service users.
   This is in order to comply with Scottish Statutory Instrument 2002/114 Regulation 13(a) Staffing.

4. The Providers must ensure that the service develop a support plan for any child exhibiting challenging behaviour.
   This is in order to comply with Scottish Statutory Instrument 2002/114 Regulation 4(1)(a) Welfare of users.

Recommendations:

1. The Provider should ensure the service review its behaviour management policy to include that food should never be withdrawn from a child as a sanction for behaviour issues.
   National Care Standards Early Education and Childcare up to the age of 16, Standard 7 A Caring Environment.

2. The Provider should ensure the service work in partnership with parents and carers to promote positive behaviour and address challenging behaviour.
   National Care Standards Early Education and Childcare up to the age of 16, Standard 7.5 A Caring Environment.

Requirements
None

Recommendations
1. The service should ensure that disposable non seamed synthetic gloves are provided for nappy change and when assisting children with the use of potties. National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.