Inspection report

Tweedbank Primary School Nursery
Day Care of Children
Cotgreen Road
Tweedbank
Galashiels    TD1 3RR

Inspected by: Susan Donald
(Care Commission Officer)
Type of inspection: Unannounced
Inspection completed on: 26 January 2009
Service Number  |  Service name
---|---
CS2003017384  |  Tweedbank Primary School Nursery

Service address
---
Cotgreen Road
Tweedbank
Galashiels  TD1 3RR

Provider Number  |  Provider Name
---|---
SP2003001976  |  Scottish Borders Council

Inspected By
---
Susan Donald
Care Commission Officer

Inspection Type
---
Unannounced

Inspection Completed
---
26 January 2009

Period since last inspection
---
24 months

Local Office Address
---
Unit 10a Ground Floor
Galabank Business Park
Wilderhaugh
Galashiels
TD1 1PR
Introduction
Tweedbank Primary School Nursery is registered to provide a care service to a maximum of 17 children between the age of 3 years and entry into primary school. The nursery is registered to operate between the hours of 9.00am and 11.30am and between 12.45pm and 3.15pm from Monday to Friday during school term time.

Tweedbank Primary School Nursery was registered with the Care Commission on 1 April 2002. The service is provided by Scottish Borders Council.

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 4 - Good
Quality of Environment - 4 - Good
Quality of Staffing - 4 - Good
Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission’s assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report
This report was written following an unannounced inspection carried out throughout the morning of 26 January 2009.

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

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

Views of service users
The Care Commission issued questionnaires for parents.

Regulation Support Assessment
The inspection plan for this service was decided 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. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.
During the inspection process

Staff at inspection
The inspection was carried out by Susan Donald, Care Commission Officer.

Evidence
During the inspection evidence was sought from a number of sources including:
Discussion with staff
Observation of the environment and activities provided
Observation of practice and staff interaction with children

A review of a range policies, procedures, records and other relevant documents including:
Training certificates
Complaints procedure
Child protection policy
Questionnaires for parents
Improvement Plan

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: http://www.carecommission.com/

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 since last Inspection
The service had three requirements from the Care Commission’s safer recruitment audit of inspection year 2006/7. These related to Disclosure Scotland checks, qualification checks and systems to ascertain the physical/mental fitness of prospective employees. These have now been satisfied.

Comments on Self Assessment
A fully completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave good evidence of service user involvement.

View of Service Users
Children were constructively occupied during the inspection and those spoken to commented positively about their time at nursery.
**View of Carers**

Care Commission questionnaires were completed by two parents who were, overall, happy with the quality of care their children received. Four parents spoken to during the inspection were generally happy with the service.
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

Good opportunities had been provided for parents to participate in assessing and improving the quality of care and support provided. These included informal discussion on a daily basis, parents' evenings, a suggestion box and questionnaires. Children had been included in making decisions about aspects of the nursery, for example, snacks and nursery rules. Parents had been involved in drawing up personal learning plans for children.

Parents spoken to confirmed that they found staff approachable and felt able to raise any concerns relating to their children's care with them. They confirmed that staff were responsive to any issues raise.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

Areas for Development

Parents commented that the lack of space in the nursery changing area prevented them from taking time to talk with staff. See Recommendation 1.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

Appropriate safety measures were in place, for example, a secure entrance and fenced outdoor play area. High visibility jackets were worn on outings. Staff were trained in first aid.

Information about children's individual care needs was held.

Appropriate measures were being taken to control spread of infection. Staff had attended infection control training.

Healthy and varied snacks were provided. Staff had received food hygiene training. The
service participated in the national tooth brushing scheme and received regular visits from a dental health promoter. Helpful information for parents of young children was provided in the changing area.

Physical activity was included in the nursery's daily routine. Regular use was made of available outdoor areas.

The service had accessed specialists from other agencies to support children. Staff had received training to enable them to support individual children.

Evacuation drills were practised regularly.

A child protection policy was in place. Staff had received child protection training.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

Areas for Development

The nursery did not have appropriated nappy changing facilities. See Requirement 1

The playroom lacked space for indoor physical activity.

CCO Grading

4 - Good

Number of Requirements

1

Number of Recommendations

0
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

Comments made under Quality Statement 1.1 also apply to this Statement.

Parents had opportunities to spend time in the nursery on a parent helper rota. Parents were involved in helping on nursery outings. Questionnaires issued to parents had sought their views on activities provided. Parents had been involved in developing aspects of the outdoor play area. Parents' views had been sought on story sacks provided for use at home. Consultation with children had informed planning.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

Areas for Development

As quality Statement 1.1. See Recommendation 1.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The playroom had good natural light and was of a comfortable temperature. The accommodation included cooking facilities, a changing area and toilets. The nursery had access to the school music room.

Children were settled and happy in the nursery. A wide range of activities to meet the developmental needs of the children were available. Children were able to make choices throughout much of the session. They were observed to be constructively occupied.

Healthy lifestyles were promoted in the nursery. The outdoor play area provided good space for energetic physical activity. A range of physical play equipment was available. The nursery had access to the school gym hall one day each week for physical activities.
Outings planned in the local community included a countryside ranger led walk and a visit to a library. Children's awareness of nature and environmental issues was being encouraged.

The nursery had good links with the local playgroup. Children had opportunities to become familiar with the primary school.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

**Areas for Development**

Potential for further use of the outdoor area for planting flowers and vegetables was discussed with staff.

The purchase of new tables had been identified as an area for improvement by the service.

Children were noted to be restless during group time at the start of the session. See Recommendation 2

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Comments made under Quality Statement 1.1 also apply to this Statement.

Parents had the opportunity to meet nursery staff and learn about the nursery curriculum prior to starting. Opportunities to participate in the life of the nursery enabled parents to observe staff practice. Staff stated that they encouraged parents to raise any concerns or issues with them. Questionnaires issued to parents had sought their views in relation to staff in the nursery. Parents spoken with knew the Headteacher and felt able to contact him should they have any concerns.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

Areas for Development

The service should continue to involve parents in assessing and improving the quality of staffing.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

Staff were caring towards children. Positive behaviour was promoted with children encouraged to show consideration towards others and to treat toys and equipment with care. Children were observed to be given encouragement and praise appropriately. During the inspection children spoken to by the Care Commission Officer were noted to be friendly and confident.

There was evidence of effective teamwork by staff. Parents felt that they had positive
working relationships with staff. Staff were aware of the need to respect confidentiality in relation to information provided by parents.

Parents who completed Care Commission questionnaires confirmed that their children appeared happy and confident with the staff. They felt that staff treated their children fairly and with respect.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

**Areas for Development**

Opportunities taken throughout the session to encourage and value children's contributions in discussion were limited. See Recommendation 3.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Comments made under Quality Statement 1.1 also apply to this Statement.

Parents described the Headteacher as regularly present in the nursery. The Headteacher attended parent's evenings. Parents were advised that they could contact the Headteacher should they have concerns or issues to discuss. A programme of informal meetings between the Headteacher and parents was planned.

Parents who completed Care Commission questionnaires felt that the service had involved them in its development, for example by asking for ideas and feedback.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

Areas for Development

Questionnaires issued to parents had not sought their views on the management of the nursery. See Recommendation 4

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

Regular monitoring of the work of the nursery was taking place. Audit of the nursery using the document 'Child at the Centre' had informed the school improvement plan. The views of staff and parents had been taken into account in planning for improvement. Nursery parents were represented on the Parent Council.

The service provider had complied with requirements made in the last inspection report.

Staff had accessed advice from professionals from other agencies and support services.
Staff had opportunities to meet staff from other early year's services. Opportunities for ongoing professional development were provided to staff.

A complaints procedure was available to parents.

The service provider was aware of its responsibility to report staffing issues to the Scottish Social Services Council and Care Commission.

Based on the findings of this inspection the service has been awarded the following grade: 4 Good

Areas for Development

The service had identified that questionnaires should be developed further to promote parental involvement in the audit process.

The service had identified policy review as an area for development.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
None

Requirements
1. Nappy changing facilities must be provided in a hygienic and private area. SSI 114 Regulation 4(1)(a) and (b) - a requirement that a provider shall make proper provision for the health and welfare of service users.
Timescale: 12 weeks from receipt of this report.

Recommendations
1. More information should be provided to parents on the curriculum. National Care Standards for Early Education and Childcare, Standard 7 - A caring environment.

2. The value for children of a group time early in the session should be reviewed. NCS For Early education and Childcare, Standard 5 - Quality of experience.

3. Staff should ensure that sufficient opportunities are taken throughout sessions to listen and respond to children in a manner that builds confidence and encourages and values their contributions. NCS for Early education and Childcare, Standard 4 - Engaging with children.

4. Parent's views on the quality of management should be sought. NCS, Standard 14 - Well managed service.

Susan Donald
Care Commission Officer