Inspection report

Mount Cameron Primary School Nursery
Day Care of Children
Blacklaw Drive
St Leonards
East Kilbride G74 2EX

Inspected by: Linda Hanlin
(Care Commission Officer)
Type of inspection: Unannounced
Inspection completed on: 11 March 2009
Service Number  | Service name
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CS2003015313    | Mount Cameron Primary School Nursery

Service address
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Blacklaw Drive
St Leonards
East Kilbride  G74 2EX

Provider Number  | Provider Name
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SP2003003481     | South Lanarkshire Council

Inspected By
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Linda Hanlin
Care Commission Officer

Inspection Completed
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11 March 2009

Period since last inspection
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25 months

Local Office Address
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Princes Gate
60 Castle Street
Hamilton
ML3 6BU
Introduction
Mount Cameron Primary School Nursery Class was registered with the Care Commission on 01 April 2002. The nursery is based within Mount Cameron Primary school and provides two nursery sessions which operate from the same classroom. The Gaelic Nursery offers five morning sessions and the Mainstream Nursery offers five afternoon sessions for the children. The service operates daily sessions from 9.00am to 12.00 and 1.00pm to 4.00pm Monday to Friday throughout the school term. The service is registered to care for 20 children aged 3 to those not yet attending primary school.

Accommodation consists of one playroom, cloakroom and toilet facilities. All accommodation is on ground level and children have direct access from their playroom to an enclosed outdoor play area which is safe and well equipped. The nursery has its own separate entrance which has been fitted with a secure entry system.

The nursery aims to provide a high quality education in a safe, stimulating environment in which every child feels happy and secure. The statement of Aims and Objectives is shared with service users.

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 5 - Very Good
Quality of Environment - 5 - Very Good
Quality of Staffing - 5 - Very Good
Quality of Management and Leadership - 5 - Very 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
The report was written following an unannounced inspection by Linda Hanlin and Pat Gallacher Care Commission Officers, on Tuesday 16 December 2008 between the hours of 10.30am and 2.30pm. On arrival children who attend the morning and afternoon sessions had taken part in a Christmas Concert and were leaving the nursery with their parents. A further visit was made by Linda Hanlin on Friday 23 January 2009 between the hours of 2.00pm to 3.30pm to carry out observations within the playroom and speak to children.

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
Fifteen Care Standard Questionnaires were issued and twelve were returned before the inspection visit. Three parents were also consulted as part of the inspection process.
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.

LOW
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 Linda Hanlin and Pat Gallacher Care Commission Officers (C.C.O’s). A second visit was carried out by Linda Hanlin.

Evidence
Evidence was gathered from a number of sources.
The following policies, procedures, records and other documentation were sampled.

- Aims and objectives of service
- Child protection information
- Complaints policy
- Working in partnership with parents information
- Risk assessment procedures
- Accident and incident records
- Service information
- Certificate of registration

Discussion took place with the Head Teacher, Nursery Teachers and informally with the Early Years worker. The CCO’s also spoke with a small group of children and three parents.

All of the above information was taken into account during the inspection process and was reported on.

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

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**

There were no requirements made during or since the last inspection. The four recommendations made have been addressed by South Lanarkshire Council and are detailed under other issues and the end of this report.

**Comments on Self Assessment**

A fully completed self-assessment document was submitted by the nursery. This was completed to a satisfactory standard and provided a wide range of 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 and future development plans.

**View of Service Users**

A small group of children aged between three and four years of age spoke confidently with the CCO about their time at the nursery and their favourite activities. One child was happy to show the officer around the playroom and explain the different areas where they could play. The children were taking part in a “My Family” topic. The children had made folders which contained photographs of their family members and pets. Two of the children sat with the officer and spoke about the photographs of their family.

A wide range of suitable resources and activities were available to the children. Children were observed to be happy and settled. Staff responded to the children’s needs in a consistent and caring manner throughout the visit.

**View of Carers**

Twelve completed Care Standards Questionnaires were received by the Care Commission. These provided parents with the opportunity to assess and comment on the quality of care and support, the quality of the environment, the quality of staffing and the quality of management and leadership. Parents either ‘agreed’ or ‘strongly agreed’ with the overall quality of the service provided.

Comments from parents who completed the Care Standards Questionnaires included:

- “I am very pleased with the care my child receives” He has come on leaps and bounds since attending”
- “There are always a good variety of activities available”
- “Mount Cameron Gaelic nursery is a fantastic unit”
- “The dedicated staff have excelled with my child’s development and keep me informed of every stage of the progress that is being made”
- “My child’s social and academic skills and personal confidence has increased since attending the nursery. Staff are always available to discuss any issues or ideas we may have”
Parents spoken with stated that they were highly satisfied with the service provided. Comments included:

- “The Parents Workshop was enjoyable and interesting. I enjoyed being in the nursery with my child”
- “My child’s confidence has grown, staff are excellent”
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very 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

The nursery offered a wide range of opportunities for parents and carers to participate in assessing and improving the quality of care and support provided. Staff provided opportunities for parents to participate and influence nursery life in a variety of ways which included questionnaires, parents' interviews, consultation evening, involvement in the parent Information pack for existing and new parents, health promotion and ECO award.

Touch screen evaluations (referred to as Quizdom) had been used as a further information gathering tool for parents, carers and children to seek their views and opinions on the Quality of Care and Support, Quality of the Environment, Quality of Staffing and Quality of Leadership.

Parents' and children's views and responses were audited and outcomes influenced change and further development of the service. An example of this was where children had been consulted on their choice of focus work. Further consultation took place with parents with one of the two most popular choices "My Family" being planned and introduced. This had a direct impact on the children's learning opportunities and resulted in the Nursery Improvement Plan being adapted following the consultation.

Children were consulted on a daily basis through the mind mapping process, floor books, circle time, consultation trees and daily discussions. Touch screen evaluations (Quizdom) were used by the children giving them the opportunity to identify their likes and dislikes in all areas of their learning and care in the nursery. These were evaluated by staff and resulted in the children being provided with alternative snack choices which were based on the outcome of the information provided by the children.

A system of planned observation sessions and responsive planning ensured that staff took account of children's views and individual learning needs. This information was recorded in children's progress files and shared with parents. There was evidence that the nursery had taken account of this in their programme of activities.

The Welcome Area provided parents and visitors of both the Gaelic and Mainstream nursery with a wide range of information including monthly newsletters, a variety of useful information leaflets, curriculum planning, weekly activities, planned events child protection and complaints procedures.

The nursery email system was used to communicate with parents and carers who were unable to have direct contact with the service.

Effective use of photographs and displays of children's work was made throughout all areas. This informed parents and visitors of the work undertaken by the children and staff within the nursery.

Parents spoken with and those who completed the Care Commission questionnaires either
agreed or strongly agreed that the service had involved both them and their child in developing the service.

Following discussion with the Head Teacher, Nursery Teacher, Early Years worker and parents, observation of childcare practices and a review of documentation relating to service users and carers participation in assessing and improving the quality of care and support provided, the service was found to have an excellent performance in relation to this statement.

Areas for Development

The service should continue with the excellent provision as identified in this Quality Statement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

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

Service Strengths

Elements of this statement relating to Child Protection, Physical and Active Play, Food and Nutrition were selected for this inspection.

The nursery was a health promoting nursery and had achieved the Gold award in June 2006. The healthy eating plan was nutritionally balanced and took account of cultural and dietary requirements. Cold drinks were available throughout the day and posters on healthy eating were displayed within the nursery. Examples of children involved the preparation of snacks and various foods were provided. Children spoken with described their favourite snacks. Children were provided with varied opportunities to learn about healthy lifestyles through topic work. All members of staff were trained in Food Hygiene.

Parents spoken with and completed Care Standard Questionnaires confirmed that parents and carers were very happy with the healthy food choices offered to their children.

The nursery had a child protection policy and staff demonstrated their understanding of child protection procedures. The Head Teacher was the child protection officer for the service and had a clear understanding of her role in the protection of children and was fully aware of current legislation. Child Protection procedures were revisited at the start of term and discussed regularly at staff meetings. Staff had been provided with individual copies of South Lanarkshire Council's Area Child Protection Guidelines. Staff had been provided with the opportunity to attend Protective Behaviour training. The service had introduced procedures for monitoring children’s absence.
Staff were familiar with the Children's Charter and Framework Standards for Child Protection. A range of leaflets and information was displayed within the entrance area. The nursery had introduced a range of resources for example the 'Big Bag of Worries' which gave staff the opportunity to have regular discussion with the children about their feelings, going out and keeping safe.

The service promoted physical and active play and sufficient outdoor space, including the school courtyard offered children opportunities for a variety of physical activities. Children could access the outdoor play area directly from the playroom. Children could engage in daily exercise and outdoor and physical play was planned within the nursery curriculum. The range of outdoor equipment was varied and well planned. Equipment and resources offered children a variety of experiences, opportunities to explore the environment and access fresh air and exercise within a safe and secure environment. Outdoor play clothing was provided by the nursery.

Following discussion with the Head Teacher, Nursery Teachers, Early Years worker and parents, observation of childcare practices and a review of documentation relating to Child Protection and Physical and Active Play, and Food and Nutrition the service was found to have a very good performance in relation to this statement.

Areas for Development

The nursery should continue to maintain and develop the standards currently provided for children and families using the service.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very 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

Please refer to Quality Statement 1.1

Parents and carers had been provided with the opportunity to attend consultation meetings prior to the building of the new school and nursery.

Children were consulted through Circle Time about what they would like in their new nursery. Examples of them choosing resources and outdoor equipment were provided. They were also provided with the opportunity to take part in environmental activities such as tree and flower planting. A parent spoken with described how they had assisted the children with landscaping the garden area.

Parents who completed the Care Commission questionnaires indicated that they were highly satisfied with the cleanliness and security of the premises. Written comments included, “The facilities are always clean, and there are plenty of toys and activities available for the children”. “The children have access to a lovely, secure outdoor play area”

Following discussion with the Head Teacher, Nursery Teachers, Early Years worker and parents, observation of childcare practices and a review of documentation relating to service users and carers participate in assessing and improving the quality of the environment within the service the service was found to have a very good performance in relation to this statement.

Areas for Development

The service is maintaining a very good performance against this quality statement and should continue to develop opportunities for parents and children to participate in assessing and improving the quality of the environment within the service.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We make sure that the environment is safe and service users are protected
Service Strengths

The nursery environment was bright and welcoming and the available space was used effectively. In all areas of the nursery resources were well organised which allowed children to move freely and safely around the playroom and have easy access to the wide range of play materials.

Very good procedures were in place to ensure a safe and hygienic environment was provided. The premises were well maintained throughout. The secure entry system to the nursery and enclosed outdoor play area ensured children were cared for in a safe environment.

Records of risk assessments of the premises and outdoor play area were in place. The service had fully developed a health and safety policy, emergency evacuation and contingency procedures.

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. Cleaning materials were safely stored and high standards of cleanliness were evident throughout all areas of the nursery.

Following discussion with the Head Teacher, Nursery Teachers, Early Years worker and parents, observation of childcare practices and a review of documentation relating to a safe environment the service was found to have a very good performance in relation to this statement.

Areas for Development

The nursery should continue to maintain and develop the standards currently provided for children and families using the service.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

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

Service Strengths

Please refer to Quality Statement 1.1

The views of parents and carers were sought on the quality of staffing using the touch screen evaluation (Quizdom). Twenty eight parents/carers took part in the evaluation. The outcome of the audit was 56% of the parents/carers indicated that the quality of staffing was excellent.

Parents spoken with confirmed that they were very happy with the opportunities already in place to allow them to comment on the quality of the staffing in the service. Comments from parents and carers included "staff were fantastic" "staff always have time to discuss any worries or problems", "my child loves attending nursery and her pre-school teachers".

Parents were encouraged to speak to staff at the start and end of each session and these informal discussions had promoted positive relationships between staff and parents.

Following discussion with the Head Teacher, Nursery Teachers, Early Years worker and parents, observation of childcare practices and a review of documentation relating to service users and carers participation in assessing and improving the quality of staffing in the service, the service was found to have a very good performance in relation to this statement.

Areas for Development

The service is maintaining a very good performance against this quality statement and should continue to develop opportunities for parents and children to participate in assessing and improving the quality of staffing within the service.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

Staff spoken with demonstrated a good awareness of the National Care Standards, S.S.S.C.
Codes of Practice and the regulatory role of the Care Commission. They spoke knowledgeably about their role in implementing key policies including whistle blowing. The staff group had a wide range of experience and all held qualifications relevant to their role in the nursery. Staff had completed their registration with the Scottish Social Services Council (S.S.S.C.) or General Teaching Council.

Nursery staff had access to a range of training opportunities through South Lanarkshire Council's annual training programme. Through annual Professional Review and Development procedures, staff training needs were identified and supported. Training records were maintained and the effectiveness of training evaluated. Training was linked to the nursery's Improvement Plan, current opportunities and to the needs of individual staff members.

Monthly staff meetings took place and minutes of meetings were recorded. Staff were involved in meetings with other agencies and support groups.

Staff demonstrated good awareness of the needs of individual children and their responsibilities for ensuring continuity of care. Staff were observed by the C.C.O. to be caring and professional in their approach to each other, children and parents. They worked well as a team and displayed commitment to developing the service further.

Following discussion with the Head Teacher, Nursery Teachers, Early Years worker and parents, observation of childcare practices and a review of documentation relating to professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice the service was found to have a very good performance in relation to this statement.

**Areas for Development**

The service is maintaining a very good standard of performance against this quality statement and should continue to maintain and develop the standards currently provided for staff, children and families using the service.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very 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

The nursery had developed a range of systems to ensure that parents, carers and children could participate in assessing and improving the quality of the management and leadership of the service.

Parents and carers who had completed Care Standards questionnaires indicated that the service had involved them and their child in developing the service and expressed overall satisfaction with all aspects relating to the quality of management and leadership in the service.

The Head Teacher had developed a questionnaire for staff which gave them the opportunity to comment on their role and leadership of the service. Regular discussion took place with management and staff as to how the quality of management and leadership of the service could be further improved.

The staff team was effectively monitored and supported by the Head Teacher.

Following discussion with the Head Teacher, Nursery Teachers, Early Years worker and parents, observation of childcare practices and a review of documentation relating to assessing and improving the quality of the management and leadership of the service, the service was found to have a very good performance in relation to this statement.

Areas for Development

The service is maintaining a very good performance against this quality statement and should continue to develop opportunities for parents and children to participate in assessing and improving the quality of management and leadership within the service.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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
Parents meetings, newsletters, questionnaires and audits all supported the quality assurance systems within the service. Information on children's learning and development was maintained and evaluated within children's folios and transition reports.

The service had planned and developed systematic procedures for monitoring and evaluating their provision. Child at the Centre 2, the nursery's Improvement Plan 2008-2009, Care Commission inspections, National Care Standards, Quality Assurance indicators and the Curriculum for Excellence supported the planning, implementation and assessment procedures for children's learning and development.

The nursery had received very positive feedback from external stakeholders and had achieved the Health Promoting Nursery Gold Award and Eco Schools Award.

The Head Teacher and staff demonstrated awareness of the Care Commission's Notifications procedures and responsibility for reporting matters to S.S.S.C. in relation to staff misconduct and dismissal from the service.

Following discussion with the Head Teacher, Nursery Teachers, Early Years worker and parents, observation of childcare practices and a review of documentation relating to quality assurance systems and processes which involves service users, carers, staff and stakeholders to assess the quality of service provided, the service was found to have a very good performance in relation to this statement.

**Areas for Development**

Management and staff should continue with the very good provision as identified in this Quality Statement.

**CCO Grading**

5 - Very 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
The audit of South Lanarkshire Council's safer recruitment policies and procedures carried out by the Care Commission resulted in the four undernoted recommendations being made in the last inspection report. These have been addressed by South Lanarkshire Council.

1. A copy of the memo from the Occupational Nurse confirming fitness should always be placed in files. National Care Standards, SSSC – Employer.

2. Two references including one from previous employers should be on file for all new Council employees. The acceptability of the practice of taking up only one reference for internal appointments should be clarified in written procedures. National Care Standards, SSSC – Employer.

3. Records should indicate whether Disclosure Scotland checks were at enhanced level. National Care Standards, SSSC – Employer.

4. Where applicable copies of certificates should be kept on file to verify any qualifications listed on the application form. National Care Standards, SSSC – Employer.

Requirements
No requirements were made during this inspection.

Recommendations
No recommendations were made during this inspection.

Linda Hanlin
Care Commission Officer