Inspection report

Heathery Knowe Primary School Nursery Class
Day Care of Children
Whitehills Terrace
Murray
East Kilbride    G75 0NG

Inspected by:           Kara Doonan
(Care Commission Officer)

Type of inspection:     Unannounced

Inspection completed on: 5 March 2009
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<tr>
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<td>Princes Gate</td>
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<td>60 Castle Street</td>
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**Introduction**

Heathery Knowe primary School Nursery Class is situated in Heathery Knowe Primary School in East Kilbride. This service was registered with the Care Commission on 1st April 2002. The service operates 09:00am to 15:30 pm Monday to Friday, term time only for up to 40 children aged from three years to those not yet attending primary school. The nursery had direct access to outdoor play facilities.

The services aims states they are committed to providing a safe, secure and stimulating environment for all children. Parents are central to their children's overall development and they believe that working in partnership with parents is essential. The full statement of aims and objectives is available to service users in the nursery handbook.

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 - 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 a unannounced inspection by Care Commission Officers Kara Doonan which took place on 5 March between 9:00am and 5:50pm 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**
  Fifteen Care Standards Questionnaires had been issued and ten were returned. Care Standard questionnaires provide the opportunity for carers to comment on the quality of the service.

- **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

Evidence
During the inspection evidence was gathered from a number of sources.

The Officer spoke with the Acting Head Teacher, Acting Depute Head Teacher, Nursery Teacher, Early Years Worker, three parents and a small group of children.

A Review of a range of policies, procedures, records and other documentation, included:
- Child Protection Policy and local child protection guidelines
- Consultation with children resources
- Consultation with parents and carers
- Children’s records
- Planning
- Notice boards
- Staff training
- Improvement plan
- Information documents and leaflets
- Registration certificate

The Officer also spent time in the service observing care practice.

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

Focus Area:
- Protecting People - Quality Theme 1 'Quality of Care and Support'
  Quality Statement 1.3

Notifications – Quality Theme 4 ‘Quality of Management and Leadership’ Quality Statement 4.4

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
Action taken on requirements since last Inspection
There has been no enforcement action against this service since the last inspection.

Comments on Self Assessment
A self assessment was completed to a satisfactory standard and gave relevant information for each of the quality Themes and Statements. The service identified its strengths and areas for future development.

View of Service Users
The children were observed taking part in a range of activities and playing purposefully. The children that spoke with the Officer enjoyed coming to nursery and liked the staff.

A small group of children discussed their daily routine and looked over their talking and thinking floor books with the Officer.

View of Carers
Ten Care Standards Questionnaires had been returned. These gave parents the opportunity to comment on the quality of the service provided.

Six parents agreed that staff worked with them and their child in developing an individual education programme, two parents disagreed and two did not know.

Eight parents agreed and one parent didn’t know that they were involved in developing the service and they were all happy with the care their child received.
Three parents agreed that staff ask for their children’s views when planning activities, seven parents did not know.

Comments included:

‘The service provided by Heathery Knowe is stimulating and positive for my child and I am very satisfied with both the capability and attitude/approach of all the staff there.’

‘I am very happy with how my child settled in immediately and how positive my child is about the activities they have experienced.’

‘Overall a very friendly, safe and happy environment.’

‘I would like more informal updates about my child’s learning and development.’

‘I strongly believe that the staffing at the nursery is the key resource.’

‘Would be better if each child had their own educational development plan and worked towards goals i.e. writing own name, identifying numbers.’
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 service had very good evidence that the parents and children had been involved in assessing and improving the quality of the care and support provided.

The service had collated feedback from parents using a variety of mediums. Parental questionnaires, focus groups and parental meetings.

Through the improvement plan the service had completed a detailed audit on transitions between home to nursery. Parents views from the initial questionnaire had lead to the setting up of parental focus groups looking at how new parents and children were welcomed into the nursery.

Parents had assessed current transition practices, identified areas for improvement and the staff and parents were working on developing these. An improved welcome pack, pictorial introduction and an improved introductory programme leaflet had been introduced. Parents and staff were currently working on developing a separation/anxiety leaflet to help parents through the transition of their child starting nursery.

Parents had been invited to attend induction days focusing on storytelling, outdoor activities and the importance of social and emotional development to help support their children’s development. The evaluation of these days had been positive and feedback reflected parent's awareness of the importance of spending time with their children. Having a good response to these days the nursery had decided to continue with this approach and improve the transition from home to nursery.

Open evenings and twice yearly parents appointments provided opportunity for parents to discuss their child's learning and development with staff.

Children were involved in planning their own learning through Big Book planning, mind mapping and regular discussions with staff. The children had the opportunities to select which areas and activities they wish to participate in throughout their session.

The parents had been involved within the Health promoting committee and supported the nursery in gaining their gold award. The nursery had developed how the care and support offered reflected healthy living. Children had been involved in projects as snack choices, outdoor activities and eco projects.

Areas for Development

The service should continue to develop their very good work in this area.

CCO Grading
5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

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

**Service Strengths**

The service had achieved their gold award in health promotion and were active in continuing with their three year maintenance plan. The service had been developing their home to nursery transition, active learning opportunities and protective behaviours.

A pre school drug workshop had taken place to raise children and families knowledge in this area. The parents and children that spoke with the Officer gave positive feedback on this and had continued with the awareness at home.

A Be Safe workshop had taken place to raise awareness of child safety with families.

The children were observed to be taking part in tooth brushing, good hand washing practices and following good safety practices within the playroom. These were supported by visits from the oral health team and germ busters.

Staff had received training in oral health, food hygiene, child protection and health and medical support.

The nursery promoted a buddy system each year to support the children's transition to primary one.

The children had regular access to outdoor and indoor physical activity and had regular access to the gym hall for larger physical play.

Home sacks had been introduced to link the learning between home and nursery.

The home to nursery transition programme had provided improved visits and parental support ensuring the child's health and well being needs are met.

The service had good links with other professional agencies to support individual learning programmes. The staff planned accordingly to meet the emotional, personal and social development of the children. Staff had good knowledge of the children in their care.

The service followed the South Lanarkshire Child Protection Committee Guidelines and Care and Welfare policy. The service had displayed the child protection and charter within the entrance, in the handbook and staff induction pack. The staff demonstrated good knowledge of the procedures they should follow.

**Areas for Development**
The services accident/incident forms did not contain all relevant information. (see recommendation 1)

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

1
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

The service had very good evidence to support that parents and children had been involved in the assessment and improvement of the quality of the environment.

The health promoting committee had focused on improving the outdoor play facilities for the nursery children. Through organising fundraising events the health promoting committee had purchased outdoor resources, clothing and wellingtons. The children had been involved in the purchasing of the new equipment.

The children had an area where they could display their own art work and were consulted on the play areas within the playrooms.

The nursery parents were represented on the parent council and P.T.A and had been involved in the secure entry walkway being developed.

A parent had decorated the children's toilet areas with bright and attractive murals.

Areas for Development

The service should continue to develop their very good work in this area.

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 service utilised two adjoining classrooms and had a designated secure outdoor play area. A secure walkway had provided access to the nursery and parents entered through a secure entrance.

The nursery playroom had two doorways that were both alarmed and the door handles were out of reach of the children. The playrooms had direct emergency access to outdoors.
The service had risk assessments in place and staff carried out daily assessments of the playrooms to reduce hazards.

The playroom layout provided staff and children a well organised and safe environment for a wide range of activities.

The service had policies and procedures in place promoting safety and security of the children in their care. Systems promoting good hygiene and infection control were in place. Medications were stored in a secure cupboard.

Children were signed in and out of the nursery. The number of children in attendance was clearly displayed for staff.

Maintenance records were in place and repairs had been reported and addressed.

**Areas for Development**

The service should continue to develop their very good work in this area.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0
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

The service had good evidence to support that the children and parents and been involved in the assessment and improvement of the quality of staffing.

The service questionnaires had provided parents with the opportunity to comment on staffs skills and abilities. Parents’ comments had been positive and their feedback reflected that they felt staff were approachable and supportive.

Evaluation forms had been completed on the workshops staff had delivered. From the feedback staff had become more aware of the importance of their interpersonal skills and relationships with parents and children.

Staff had undergone training and sourced guidance to improve their knowledge and skills in meeting the needs of the children.

Areas for Development

The service should continue to develop their good work in this area.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

All staff members were qualified and registered with the SSSC or GTC. Staff had been encouraged to develop their skills and abilities during regular reviews and planning their continuous professional development. An on going training programme was in place and staff had attended a range of training during in service days.

Staff had been consulted during the audit of the transition programme and had identified areas for further training and support and had made suggestions to improve the service. Through this staff had received training on attachment theory, additional support needs and
were working together to improve their skills and knowledge in transition periods.

The staff that spoke with the Officer were positive about their team members and indicated that they worked well together. Staff meetings provided staff the opportunity to share information.

All parents indicated they were confident about the staffs skills and abilities in supporting their child within the Care Standard questionnaires returned

**Areas for Development**

The service should continue to develop their very good work in this area.

**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: 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

The parents and children had been involved in assessing and improving the quality of management and leadership of the service.

Parents had been involved through the health promoting committee, P.T.A, parent's council and focus groups. Parents' views had been collated, discussed and taken on board. The service had been active in sourcing the views of the parents and had been successful including them in leading the service forward and managing projects.

The improved transition to nursery programme incorporated the parents' views in the support materials and how the service introduced new families.

The children had been involved in their playroom management and in managing their own learning.

Areas for Development

The service should continue to develop their good work in this area.

CCO Grading

4 - 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

The Head Teacher, Acting Head Teacher, Acting Depute Head Teacher and the nursery staff were fully involved in the nursery improvement plan which reflected involvement with the children, parents and stakeholders. The nursery's improvement plan included the aims and values of local and national priorities.

Parents had been involved through questionnaires, meetings, focus groups and had been involved in sourcing the information and evidence for the service self assessment.
Staff involvement had been through evaluation of practices, skills and abilities during in-service days and their continuous professional development. Staff met regularly to discuss the service provided and share views.

The ethos within the nursery reflected positive and embedded systems to improve the quality of the service provided that took account of all service users, carers staff and stakeholders.

The service had taken on board views from other agencies and had utilised other professions to develop and improve systems.

The service manager was aware of their responsibilities with regards to notification reporting to the SSSC and the Care Commission.

**Areas for Development**

The service should continue to develop their very good work in this area.

**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 taken since the last inspection.

Other Information
The Care Commission carried out a sampling exercise of South Lanarkshire Council’s recruitment practices on 12 June 2007, to follow up on the four recommendations made last year.

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

2. Two references including one from previous employer 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 – Employers.

3. Records should indicate whether Disclosure Scotland checks were at enhanced level. National Care Standard, 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.

These recommendations have been met and were assessed at the provider’s headquarters.

5. Parents should be provided with information on child protection in the nursery handbook. Nation Care Standard, Early Education and Childcare up to age 16: Standard 3:2 Health and Wellbeing.
Action: This had been added to handbook and child protection guidelines were displayed on notice boards.
Outcome: this recommendation had been met.

Requirements

Recommendations
1. the service should review their accident incident form to contain:
   - date and time
   - place of accident/incident
   - treatment and outcome
National Care Standards for Early Education and Childcare up to the age of 16, Standard 3 - Health and well-being.
The service has since reviewed their accident incident form and has made amendments.
This recommendation has been met.

Kara Doonan
Care Commission Officer