

Care service inspection report

Little Angels Nursery - Dingwall

Day Care of Children

Suite B - Halliday House
Druimchat View
Dingwall Business Park
Dingwall
IV15 9XL

Inspected by: Jill Macdonald

Type of inspection: Announced (Short Notice)

Inspection completed on: 15 July 2011



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Service provided by:

Lianne Anderson trading as Little Angels Nursery

Service provider number:

SP2005007301

Care service number:

CS2005088505

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership	5	Very Good

What the service does well

The service offers a very safe and stimulating environment for children. Staff work well as a team and are aware of the importance of encouraging parents and children to be fully involved in the work of the nursery. The Manager works hard to lead the staff, and sets high standards for the nursery provision. The children have regular access to the garden for energetic play.

What the service could do better

The service is to:

Continue to develop ways in which parents and children can be involved in assessing the quality of the service

To work with parents/carers to develop written plans detailing how their children's care and learning needs are to be met

To continue to work towards the Investors in People Award

To look at various methods of involving other professionals in auditing the work of the nursery.

What the service has done since the last inspection

Improvements have been made to the garden and children enjoy being outside and experiencing outdoor play. This work continues to create an area where children can be involved in growing vegetables and fruit

The Manager and staff have been working towards the Investors in People Award.

Conclusion

The quality of the service provided by all staff is of a very good standard. Parents and children are happy with the service that is provided. Staff work well as a team and the Manager has provided appropriate support in leading improvements.

Who did this inspection

Jill Macdonald

1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections.

Little Angels Nursery - Dingwall was registered with Social Care and Social Work Improvement Scotland (SCSWIS) on 1 April 2011 to provide a care service to a maximum of 50 children aged from 6 weeks to 8 years old. The roll at the time of the inspection was 90 children, with an average of 45 to 50 children attending each morning.

The nursery is a pre-school partner centre and is operated by a private provider, who also manages the service. There are dedicated staff for the three activity rooms within the nursery and Supervisors who lead these staff. The nursery provides nursery education for children aged 3 - 5 Years during the morning sessions and assisted places are available for these sessions. The nursery is part of a cluster group of Nurseries and is linked with the Cluster Teacher based at a local Primary School. The nursery also receives support from Care and Learning Alliance (CALA).

The service operates Monday to Friday 7.30am to 6pm throughout the year and is closed for two weeks at Christmas.

The nursery is located on a business park on the outskirts of Dingwall, in one half of a large building which has been refurbished to provide an appropriate day care facility. The accommodation provides ground floor facilities for child-care and office/ storage and staff facilities. There are separate spacious play rooms for babies under two years, toddlers up to the age of three years and pre-school nursery children. There are also kitchen facilities, suitable toilet and changing areas, soft play/sensory room and sleeping areas for young children and babies. There is a large safe, enclosed garden to the side, where children can be outside and experience outdoor play. Access is through a dedicated secure entrance area and there is adequate car parking available.

Little Angels Nursery - Dingwall aims to:

'Provide a safe, stimulating and happy environment in which staff can encourage every child to be safe, healthy, achieving, nurtured, active, respected, responsible and involved

Provide a child centred environment to encourage positive attitudes and develop their self-esteem and confidence to help children to develop positive co-operation with peers and adults

Ensure an equal opportunity environment for staff, children and families

Respect and involve parents in the care and education of their child

Identify and provide relevant training for staff, including that required to meet the Scottish Social Services Council (SSSC) registration requirements
Provide a broad range of appropriate pre-school experiences in line with 3-5 Curriculum Framework and The Curriculum for Excellence
Provide a high level of childcare using the National Care Standards and the Child at the Centre 2 as guidelines for implementing new procedures, policies and to further improve the standard of care provided via monitoring and self-evaluation.'

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - N/A

Quality of Staffing - N/A

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written following a short notice announced inspection which took place on 15 July 2011. The inspection was carried out by Inspector Jill Macdonald. At the end of the inspection the findings were reported back to the Manager of the service.

Before the inspection we contacted the Manager by telephone to arrange the date of the inspection.

We asked the Manager to give 15 Care Standards Questionnaires (CSQ) to some parents/carers, on behalf of Social Care and Social Work Improvement Scotland (SCSWIS); nine were completed and returned.

The Manager sent us Annual Return and Self Assessment Forms before the inspection, as requested.

During the inspection

In this inspection we gathered evidence from a number of sources including:

Policies and procedures relevant to the Quality Statements being considered

Aims and Objectives of the service

Parents Information Pack

Children's information

Registration certificate

Newsletters

Discussion with the Manager and staff

Observation of staff working with children

Examination of the environment and resources

Discussion with children using the service

Information from parents who completed Care Standards Questionnaires (CSQ) and the service questionnaires

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

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

There were no requirements or recommendations in the last inspection report.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a comprehensively completed self assessment document from the service. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the statements that we grade them under. This contained information on what they thought they did well and how they thought things could be improved.

Taking the views of people using the care service into account

The babies and children were observed to be taking part in a range of activities in the play rooms and outside in the garden; they were happy, relaxed and settled in their environment. Children were able to choose from the different age-appropriate activities available, including energetic play outside and re-potting sunflower plants. All children were enjoying their nursery experience and the interaction between the staff and children was observed to be very caring and staff encouraged children to be independent.

Taking carers' views into account

The parents/carers who completed the Care Standards Questionnaires (CSQ) were very happy or happy with the care being provided. Comments included: 'Very happy with the overall care and support provided for my child.' 'My child loves the nursery - he gets excited at going, loves all the staff who are excellent. They get lots to do in and outside.' 'They have worked hard to ensure my child settles and enjoys her time at nursery. They chart her progress and inform me about how she is doing; this is very reassuring for me. The staff are excellent.' Other comments will be included in the report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 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

We found the service gave children and their parents/carers very good opportunities to give their views and make suggestions about the care and support they received. The service was continuing to make improvements in this area.

The nursery had effective systems for involving parents/carers in their child's care and support, which included formal and informal methods. A Parents Information Starter Pack was provided to all parents/carers, this included information about the nursery and other useful information and emphasised the importance of partnership with parents. A 'Parent Involvement Policy' and 'Information Sharing and Communication Policy' detailed how parents were encouraged to be involved in the nursery. Parents met with the Manager or the Play Room Supervisors prior to their child commencing nursery, when they were able to discuss issues relating to the care provided and ask any questions. Information regarding the children and their needs was obtained from parents and recorded on 'This is Me' sheets; this assisted staff in providing continuity of care between home and nursery. Parents were invited to stay with their child to support them in settling in. Parents were also asked to complete a questionnaire about the induction process. One parent commented in the CSQ about how staff had supported her child to settle and provided her with information about her progress.

Policies and procedures relevant to the care and support for children were available to parents. Parents were able to share in the reviewing of nursery policies and were encouraged to comment on the 'Policy of the Month', which was displayed on the notice board in the entrance area.

Parents and staff shared information about children at drop off and pick up or at other times and there was a very welcoming atmosphere. Daily diaries were also used for younger children, to record information about their day, which parents were

encouraged to use to share information with nursery staff. Communication Books were used for pre-school children and Parent Contact Sheets encouraged parents to be involved in sharing skills and supporting the nursery.

Monthly newsletters were available to parents and meetings where parents could discuss their child's progress were offered every three months, as well as a written report at the end of the academic year. Questionnaires were used with parents, to provide opportunities for them to comment on the quality of care provided. These had been evaluated and discussed at Staff meetings and information about the feedback and actions taken had been displayed in the entrance area. 'Kizzy Koala' and Bear were used with older children, as a further link between nursery and home and parents were able to provide feedback on these. Children were also able to borrow library books from the nursery.

Parents/carers were encouraged to visit nursery both informally and formally, to see their child at play and look at the art work on display and their own child's profile. Parents were encouraged to take part in activities and trips and to share a skill with the children, if they were able. Annual trips were organised for the Summer and Christmas Concerts, Graduation ceremonies and Open Days were held throughout the year.

Notice boards provided useful information for parents, including the plans of activities and snack menus, other nursery information and information about the local community. The previous inspection report was also available for parents to read and there was a suggestion box and flip chart for comments or suggestions from parents/carers. A photo board provided information on staff within the nursery and photos were displayed showing children at play. A website was in the process of being developed, giving general nursery information and it was hoped that the site could be interactive and parents would be able to access a secure area to look at photos of their child and make comments.

The nursery had recently introduced a hot meals service at lunchtime, where parents could purchase a meal for their child instead of bringing a packed lunch. This was proving to be very popular with parents and children.

Appropriate systems were also in place for sharing information between parents, staff and the Manager.

Nursery staff consulted with children through discussions and observing their reactions to play areas and activities; their ideas and interests formed the basis of future planning sessions. Staff used mind maps and child friendly questionnaires to record pre-school children's ideas and interests. Picture cards were used with younger children to assist them in making choices.

The service had distributed CSQ to parents/carers. The service had a Complaints

Policy and information was available to children and parents/carers in the Nursery Information Pack and in the Policy Folder.

Care Standards Questionnaires (CSQ) were very positive and parents felt that they were kept informed about what was happening in the service.

Areas for improvement

The Manager told us during the inspection visit that they were in the process of making a number of improvements, including the development of Song Books and Book Bags as a further link between home and nursery and the setting up of an Eco Schools Committee with parent representatives

The Manager and staff are to consider further developing Parental Questionnaires specific to each of the Play Rooms, linking them more closely with the Quality Themes and Statements. Consideration is also to be given to the development of a system for collating ad-hoc comments from parents and the responses given.

The service is to continue to offer varied opportunities for children and parents/carers to be involved in assessing the quality of care and support.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

We respond to service users' care and support needs using person centered values.

Service strengths

We found the service made very good provision to ensure that the needs of children using the service were met using person centred values.

Staff knew the children very well and made best use of the facilities to meet their needs. Parents met with the Manager or the Play Room Supervisors for induction, prior to their child commencing nursery, when they were able to discuss issues relating to the care provided and ask any questions. Information regarding the children and their needs was obtained from parents and recorded on 'This is Me' sheets; this assisted staff in providing continuity of care between home and nursery. Individual care routines were developed, especially for younger children, and daily diaries were used to record information about their day. Parents were encouraged to use the diaries as another way of sharing information with nursery staff.

The nursery used a key worker system as the main point of contact for each child and for the recording of information within children's profiles. The evidence within the profiles enabled staff to evaluate children's learning and to plan the next steps. Individual educational plans and programmes of care and support for children and the

provision of support staff, if needed, were used for children with identified additional support needs.

Staff used assessment information and children's interests to plan and extend activities for children and the nursery promoted an ethos of achievement for all children. Records were kept of children's development needs and their achievements and this was shared with parents through meetings and annual reports. Professionals visited the nursery e.g. Oral Health Educator, Speech and Language Therapist and Health Visitor, to support individual children and to provide information on good practice. The nursery had effective links with other agencies involved with children and within the local community. Effective arrangements were in place to support children in moving play rooms, nurseries or to school.

Younger children were encouraged to use photographs and pictures to assist them in making choices. The nursery had achieved accreditation in the Early Talk scheme, which assessed the way in which the nursery environment and staff supported children with communication. Staff used the 'Birth to Three' document to create suitable environments to support young children's play and learning and some staff had attended courses relating to this. Staff had received training in the Curriculum for Excellence and took account of the experiences and outcomes contained within this in their planning of activities for pre-school children. Mind maps were also used to record children's interests and ideas.

A wide range of indoor and outdoor play equipment was available and children were able to choose their own toys from clearly labelled boxes and resources were rotated to ensure variety for children.

Areas for improvement

The service identified within the self assessment form that more opportunities for staff supervision would be created, to ensure that staff had high quality interactions with children throughout the day.

Following the implementation of the new regulations association with The Public Service Reform (Scotland) Act 2010; all children should have a written plan detailing how their care and learning needs are to be met. These plans are to be developed with parents and should be reviewed every six months.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment - NOT ASSESSED

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 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

We found the service provided very good opportunities for children and their parents/carers to be involved in giving their views and making suggestions about the quality of management and leadership within the service.

The previous comments in this report about the ways information is provided and the how the children and their parents' /carers' views are sought are also relevant to this particular quality statement. (See Quality Statement 1.1)

The service was commitment to working in partnership with parents/carers and the service welcomed feedback and was keen to address any issues raised. The nursery encouraged parents/carers to give their views through questionnaires, suggestion box, flip chart board, meetings and informal discussions.

Parents/carers had been very involved in planning for the improvements in the garden and this now provided a safe and interesting area for children to enjoy energetic play outside.

There was a clear and well-publicised complaints procedure, which encouraged those with any concerns to discuss these with the Manager. The policy also gave contact details for Social Care and Social Work Improvement Scotland (SCSWIS).

The Care Standards Questionnaires completed by parents/carers confirmed the service had involved them in developing the service, for example asking for ideas and feedback.

Areas for improvement

Further improvements were planned to the garden, including developing an area for growing fruit and vegetables and the building of a greenhouse as part of the Eco-Schools Project. Other improvements to the appearance of the fencing were also planned and chalk boards and mirrors had been ordered.

Grade awarded for this statement: 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

We found there was very good use of quality assurance systems and processes which involved children, parents/carers, stakeholders and staff in assessing the quality of the service provided.

The service used external and internal quality assurance systems to assess and review the quality of the service provided. The nursery was a pre-school partner centre and was inspected by the HM Inspectorate of Education as well as SCSWIS. The nursery also received quality assurance visits from CALA and Highland Council.

The Manager and staff were currently completing the actions developed from the initial visit from the Investors in People Assessor and they were due to return on 28 July 2011 to examine the progress made. The Manager told us that this had been a very useful process in helping her to develop managerial systems to support the work of the nursery.

Quality Assurance Procedures included evaluation of nursery plans, observation of staff's performance and auditing the work of the nursery. The Manager and staff undertook self evaluation of nursery provision, using the National Care Standards, Birth to Three and the Child at the Centre 2 documents. Questionnaires provided opportunities for parents/carers to be involved in the assessment of the quality of nursery provision and suggestions were evaluated and ideas taken forward.

An annual Improvement Plan was developed and staff and the Manager used evaluation information to identify areas for action. Staff were involved in Social Care and Social Work Improvement (SCSWIS) and HM Inspectorate of Education inspections and also in producing and implementing action plans resulting from these. Professionals visited the nursery e.g. Oral Health Educator and Health Visitor to provide information on good practice.

Staff attended regular staff meetings and their views were valued and actioned where and when possible and praise and encouragement given. All staff were involved in making improvements within the nursery and in reviewing the policies and procedures of the service. Annual appraisals and staff support and supervision were also undertaken.

Areas for improvement

Following discussion during the inspection visit, the Manager agreed to develop a questionnaire, which could be used to gain the views of outside agencies and CALA Bank Staff about the nursery provision.

The Manager and staff are to continue to develop and implement robust procedures which will allow careful, planned examination of service delivery. Ways of gaining greater involvement of parents/carers and other agencies in evaluating the service are also to be explored. Quality Assurance Models based on the National Care Standards and the Quality Themes and other best practice guidance are to be used to support these evaluations.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
27 May 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing Not Assessed Management and Leadership Not Assessed
14 Jul 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
11 Sep 2008		Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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