Duns Primary School Nursery
Day Care of Children
Langtongate
Duns
TD11 3AG
Telephone: 01361 883797

Inspected by: Sally Gellatly
Type of inspection: Unannounced
Inspection completed on: 29 November 2011
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**Service provided by:**  
Scottish Borders Council

**Service provider number:**  
SP2003001976

**Care service number:**  
CS2003016103

**Contact details for the inspector who inspected this service:**  
Sally Gellatly  
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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

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Grade</th>
<th>Description</th>
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<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>N/A</td>
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What the service does well

We found that Duns primary school nursery provided very good opportunities for the children to be involved in the planning of the nursery day. The nursery provided a wide range of opportunities for the children to learn and develop through play.

What the service could do better

We suggested to staff that they share the evaluation of the questionnaires with parents and let them know what action they have taken on their feedback.

What the service has done since the last inspection

Since the last inspection the staff have invited parent helpers in more regularly to help with activities.

They have made a small office area where staff could work in some privacy. The carpet in the nursery room has been replaced with laminate flooring throughout.

Conclusion

We found that Duns primary school nursery provided a happy, safe and secure environment where children could learn and develop through play. The staff worked well together as a team and showed a commitment to involving parents and children in the service.
Who did this inspection
Sally Gellatly
1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (known as the Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

Duns Primary School Nursery is registered to provide a care service to a maximum of 30 children aged between 3 years and entry into primary school. The care service operates between the hours of 9.00am and 11.30am and 1.00pm and 3.30pm Monday to Friday during term time only.

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 - Grade 5 - Very Good
- Quality of Staffing - N/A
- Quality of Management and Leadership - N/A

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

The inspection was carried out by Sally Gellatly, Inspector.

We wrote this report after an unannounced inspection that took place between 10.30am and 16.15pm on 29 November 2011.

We sent the service six questionnaires to give to parents and carers of children who used the service. Six were returned before the inspection. We spoke with the children during the inspection visit. We also spoke to three parents.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- The nursery handbook
- Policies and procedures
- The self assessment
- The annual return
- Questionnaires for parents
- Floorbooks
- Observation of toys and equipment
- Complaints policy
- Child protection policy
- Children’s personal learning books
- Discussion with staff and observation of them with the children
- Discussion and interaction with the children
- Discussion with parents
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 requirements we made at our last inspection

The requirement

Requirement 1
The provider must ensure that, where staff to be employed are required by law to be registered with an appropriate professional body, checks on the validity of such registrations are carried out, and results clearly evidenced.
This is in order to comply with SSI 2002/114 Regulation 9 2 (c) Fitness of employees, and Regulation 19 (2)(d) Records. and SSI 2002/114 regulation 13(b) Care homes providing nursing. It also takes into account Scottish Social Services Council Code of Practice for Employers of Social Service Workers, Section 1.2. Timescale for Implementation: Within 2 weeks of receipt of the Safer Recruitment Audit letter.

What the service did to meet the requirement
This had been actioned through Scottish Borders Council Recruitment and Selection policy.

The requirement is: Met

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

Recommendation 1
The headteacher and staff should enquire whether it would be possible to meet with the Quality Improvement Officer for the service to discuss some practice issues on the keeping of developmental information and the development of curriculum for excellence.
National Care Standards for Early Education and Childcare up to the age of 16. Standard 10 - Involving other services.

Progress: Staff told us that a new support teacher had just been appointed and they hoped to meet with them in the near future.
Recommendation 2
The service provider should ensure that nursery staff have a private area either outwith the nursery class or sectioned off from the class where administrative and child related information can be appropriately stored and staff can work in some privacy.
National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.4 - A safe environment.
Progress: An office area has been made within the nursery where staff could work in privacy.

Recommendation 3
The service provider should consider the replacement of the carpet in the area where snack is provided. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.4 - A safe environment.
Progress: We found that the carpet had been replaced. Laminate flooring had been laid throughout the whole nursery room.

Recommendation 4
The provider should seek two references for all candidates, one of which is from the immediate previous employer. Scottish Social Services Council Code of Practice for Employers Section 1.1, Safer Recruitment Through Better Recruitment-Scottish Executive (2007).
Progress: This has been addressed through Scottish Borders Council.

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.
The service completed a self-assessment form online before the inspection. They identified their strengths and some areas for improvement.
Taking the views of people using the care service into account

We spoke to most of the children at the inspection. They told us things they enjoyed doing at nursery, such as drawing, painting pictures and playing outside. They chatted happily to us and included us in their play. They seemed happy and relaxed in the nursery and played well together.

Taking carers’ views into account

We spoke to five parents at the inspection. It was clear that they thought a great deal of the staff and were very happy with the level of care their children received.

Parents who completed both the service questionnaires and our questionnaires gave very positive feedback about the nursery and the staff. Comments are included in the body of this 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
The nursery provided very good opportunities for children and parents to participate in assessing and improving the quality of the care and support provided by the service. These included:

- Children’s learning books
- An open door policy
- Parent questionnaires
- Parent ‘surgeries’
- Photographs
- Parents meetings

We found that the topic books were very good. Staff told us they discussed the topic each week to get the children’s views on ‘What do we know’ and ‘What do we want to find out’. They had recorded the comments and suggestions in the topic books.

The nursery operated a key worker system. The key worker was responsible for carrying out observations and recording them in the child’s learning books. These were shared with parents. Parents we spoke to told us that they liked the learning books. They said it gave them the opportunity to comment on what their child had been learning at nursery.

The questionnaires for parents were good. They gave parents the opportunity to give suggestions and ideas about the nursery, and about how they could be more involved. Comments included:

‘I already feel actively involved. There are lots of opportunities for parents to get involved and I know I would be welcomed by nursery staff should I want to be involved in other areas’.
'As a parent I would like to be more involved with helping with the topics or maybe the wall display within the nursery'.

It was clear that staff had taken these suggestions on board. One parent had come into the nursery to help with wall displays. The evaluation of the questionnaires was good. It reflected comments and suggestions from parents that staff had acted upon, for example, getting the children to sit together at snack time. We saw this at the inspection.

It was clear that parents were welcome to come and help in the nursery. There was a parent helper list displayed where parents could record when they would like to come in and help. On the day of the inspection one parent was in the nursery.

The children’s personal plans were very good. These were updated regularly by each child’s key worker. Staff told us that the observations were recorded and shared with parents. They were used to plan the child’s next steps in their development. Parents we spoke to told us that they liked sharing the personal plans as they could work with their child at home on things they were doing in the nursery.

Staff told us that the planning was very much child led. Circle time was used to gain their ideas, what they wanted to do and any suggestions for new topics. We saw this at the inspection. There was a very good level of adult/child interaction throughout the inspection. We saw the children play in small groups, involving the adults in a craft activity. It was clear that staff knew the children well. They gave us very good examples of the children’s different developmental stages, and how the key workers worked with the children in helping them achieve their goals.

Parents who completed the service questionnaire gave positive comments about the nursery, such as:

"I feel on the whole the nursery is fantastic. The staff are friendly and helpful and all my children have enjoyed their time at nursery. Keep up the good work".

"We think that you do a fantastic job. You run a top nursery with fantastic staff".

Parents who completed our questionnaires also gave very positive comments, such as:

"I have very high praise for Duns Primary School Nursery. The staff are warm and welcoming and provide an excellent preparation for school. The atmosphere is 'playful' with an underlying educational emphasis".

"All my children have been to Duns Primary Nursery - I’m now in my 4th year as a parent there and I’ve been extremely happy with the standard of care and learning there".
Parents also strongly agreed that the service has involved them and their child in developing the service, for example asking for ideas and feedback.

**Areas for improvement**

We suggested to staff that they share the evaluation of the questionnaires with parents and let them know what action they have taken on their feedback.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
**Statement 4**
We use a range of communication methods to ensure we meet the needs of service users.

**Service strengths**
We found that the nursery had a range of communication methods in place to ensure that they met the needs of the service users. These included:

A parents group - Friends of Duns Primary School, including nursery parents
A website
E-mails
Newsletters
Regular meetings with key workers
Observation records which are shared with parents
Communication diaries for children with additional needs
Daily informal discussion

Two parents who completed the service questionnaire said they thought the plp’s were a very good way of communicating with them about what their child had been doing and how they were progressing at nursery.

Parents we spoke to told us that they always had the opportunity to talk to staff and attend meetings to discuss their children’s learning. One parent gave us very good examples of how staff had worked with them and other professionals to meet their child’s individual care needs.

It was clear that staff had very good relationships with the children and parents. They gave us very good examples of this. We also saw this at the inspection. Throughout the inspection we saw that staff spoke to children in a warm, caring manner. They helped children with their activities and gave them praise and encouragement in their efforts.

There was a complaints procedure in place. There was also a confidentiality policy in place.

Parents who completed our questionnaires clearly valued the service. Comments included:

“They (the staff) provide an excellent service, I have absolutely no concerns”.

“All the nursery staff work well together to create a friendly, approachable and supportive atmosphere for the children and their families. Parents are encouraged in a variety of ways throughout the year to be involved in their children’s time at nursery”.
“The staff are excellent and the nursery provides everything that I would want for my children. I can’t sing it’s praises enough”.

**Areas for improvement**

We found that the complaints policy had not been updated to reflect the name and address of the Care Inspectorate. 
(See recommendation 1).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The complaints procedure should be reviewed and updated to include the name and contact details of the Care Inspectorate.

   National Care Standards for Early Education and Childcare up to the age of 16: Standard 14 - A well-managed service.
Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths
Comments made in Quality Statement 1.1 also apply to this Quality Statement.

Staff told us that the ‘open door’ policy encouraged parents to come into the nursery, and to comment or share their ideas with staff. They also told us that children were given the opportunity to express their ideas on some aspects of the layout and resourcing of the nursery, for example, making a corner of the room available for the large building blocks.

It was clear that parents suggestions and ideas had been taken on board by staff. On the service questionnaires one parent had suggested doing gardening activities with the children. The nursery have now started a small gardening club and parents were invited to help.

Parents had been involved in fundraising events to purchase new play equipment for the outdoor area.

The children had been on outings to a wooded area near the nursery. Staff told us that this had been a great success and that the children had enjoyed exploring the woods. We saw this in photos of the ‘Woodland Adventures’. The children had asked to build dens on their next visit and staff had planned to do this.

Parents who completed our questionnaires said that the staff asked for their child’s views about the activities and outings and used them to plan future activities.

Areas for improvement
The service should continue to maintain current very good standards.

Grade awarded for this statement: 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**
We found that the entrance to the nursery was safe and secure. There was a buzzer entry system in place. The school cleaner was responsible for cleaning the nursery room. Staff told us that the janitor carried out the maintenance work.

The toilets were clean and well maintained. There was a supply of liquid soap and paper towels.

The nursery room was bright, warm and welcoming. Displays reflected the current theme of ‘Space’. The children had contributed to ‘Our Gallery’. It was nice to see the children’s own work displayed, with their comments about their pictures underneath. The interest table also reflected the theme. We saw the children taking an interest in this and playing with rockets and space objects that were displayed.

Staff had made good use of the space available. The room was set out in a way that allowed the children to move freely between their chosen activities. The home corner had been changed to reflect the theme. There was a very good variety of toys, equipment and activities available for the children at the inspection. These included:

- Junk modelling
- Gluing
- Drawing
- Painting
- Large building blocks
- A home corner
- Sand play
- Threading reels
- The Smart board

We found that the story corner had a good variety of books on display. We saw the children help themselves to them. The children invited us to join in their play. We read a story to them and joined in with the gluing activity.

The outdoor play area was safe and secure. Staff told us that this had been extended since the last inspection. We saw the children being independent, putting their outdoor wet suits and wellies on. We saw them enjoying outdoor play using the slide and balancing bars. There was also a playhouse for them.

The nursery followed the Scottish Borders Council child protection procedures. All staff had recently updated their training on child protection.
All parents who completed our questionnaires strongly agreed that the service is a safe, secure, hygienic, pleasant and stimulating environment.

**Areas for improvement**
The service identified the following areas for improvement:

- Replace fridge thermometer annually
- Formalise the checking of play equipment for safety
- Formalise the checking of locks and childproof catches

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 3: Quality of Staffing - NOT ASSESSED
Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED
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
The service gave us an appropriate action plan identifying how the requirement and recommendations would be met.

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

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<thead>
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<th>Quality of Care and Support - 5 - Very Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 4</td>
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<th>Quality of Environment - 5 - Very Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<tr>
<th>Quality of Staffing - Not Assessed</th>
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| Quality of Management and Leadership - Not Assessed |

6 Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>8 Oct 2009</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment: 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing: 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership: 4 - Good</td>
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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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