Care service inspection report

Danderhall Primary School Nursery
Day Care of Children
59 Edmonstone Road
Danderhall
EH22 1QL
Telephone: 0131 663 2400

Inspected by: Niki Cooney
Type of inspection: Unannounced
Inspection completed on: 21 February 2012
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>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
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<tr>
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What the service does well

We found that Danderhall Primary School Nursery Class provided a strong child centred ethos which resulted in very good practice. The environment was stimulating and caring where children learn and develop through well chosen play experiences. Very good relationships had been formed with parents, carers and children who are genuinely involved in meaningful consultation.

What the service could do better

We recognised that the nursery staff were committed to continuous improvement of the service. As part of the nursery Standard and Quality Improvement Plan, a number of areas were identified and the service was in the process of implementing these. The nursery should now address the requirement and recommendations made from this inspection visit.

What the service has done since the last inspection

The nursery have given parents the opportunity to make comments on the service through the whole school questionnaires. Staff had recently completed training on Child Protection through the school in service day.
Conclusion
We concluded that the nursery staff provided very good quality care and support for the children who attended the nursery. With a strong child centred ethos, staff valued the individual child proving a warm and caring environment in which children were given a range of opportunities to reach their potential.

Who did this inspection
Niki Cooney
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 on the findings of inspections. The history of grades that services were previously awarded by the Care Commission are also available on the SCSWIS website.

Before 01 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body Social Care and Social Work Improvement Scotland (SCSWIS) took over the work of the Care Commission, including the registration of care services. This means that from 01 April 2011 this service continues it’s registration under the new body, SCSWIS.

Danderhall Primary School Nursery Class is situated in a residential area of Midlothian. The service was first registered with the previous regulatory body the Care Commission in April 2002. It is registered to provide a daycare service to a maximum of: 30 children aged 3 to primary school age in the nursery provision.

On the day of the inspection there were 28 children and three staff present.

The stated aims of the nursery are:
"In Danderhall Nursery Class we aim to:

- provide a secure, happy and stimulating environment for learning
- to create the opportunity for each child to develop and learn at their full potential through well balanced play activities
- to promote effective communication between home, nursery and the wider community to ensure continuity of care."

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 4 - Good**
**Quality of Staffing - Grade 5 - Very Good**
**Quality of Management and Leadership - Grade 4 - 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
We wrote this report after an unannounced inspection that took place between the hours of 9.00am and 13.10pm on Tuesday 21 February 2012 by Care Inspectorate inspector Niki Cooney.

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 high standards of care.
As requested by us, the service sent us an annual return. They also sent us a self assessment form.

We sent 25 questionnaires to the service to give to parents who used the service. 10 completed questionnaires were returned to us before the inspection.

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

- Evidence from the service’s most recent self assessment
- Certificate of Registration
- Certificate of Liability Insurance
- Parent/Carer questionnaires
- School Newsletters
- Children’s folio’s
- Infection Control Policy
- Health and Safety Policy
- Accident and incident reports
- Complaints procedure for parents and carers
- Standards Quality and Improvement plan
- Photographic evidence
- Notice boards
- Examination of equipment, resources and environment
- Discussion with a number of people including the head teacher of the school, the nursery teacher and two childcare and development workers
  A number of the children aged three to five years and three of their parents/carers
• We observed the interactions between the staff and children

**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

The provider must ensure that, where staff 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 to comply with SSI 2002/114 Regulation 9 2(c) Fitness of employees and Regulation 19 (2)(d) Records. It also takes into account the SSSC Codes of Practice for Employers of Social Service Workers 1.2 Checking relevant registers.

What the service did to meet the requirement

This has now been met.

The requirement is: Met

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.

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 nursery returned a self assessment document to us before the date of the inspection. They had identified areas of strengths and other issues. The document reflected the findings on the day of the inspection visit.

Taking the views of people using the care service into account

During the inspection visit the children were observed to be happy and relaxed in the care of the staff. They were encouraged to continue with tasks by staff who responded to the them in a warm and caring manner.
Taking carers' views into account

25 Care Inspectorate questionnaires were issued to the nursery to give to parents and carers using the service. We received 10 completed questionnaires back. Parent/carer strongly agreed, four parent/carer agreed and one disagreed with the statement: 'Overall, I am happy with the quality care my child receives in this service.' Comments made are contained within 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
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 that Danderhall Primary School Nursery Class had very good systems in place to ensure that service users and carers were involved in the assessing and improving the quality of care and support provided by the service.

Parents and carers were given a useful ‘Information Book’ before their child started at the nursery. This helped them to know what they should expect from the service, and outlined the ways that parents and carers could become involved. The handbook also detailed the nursery’s welcome policies to all parents and carers, and the ways that they could find out about their child’s progress.

Parents were also kept updated through the school newsletter which they were given on a regular basis.

Parents and carers were invited to join the Parent/Carer Forum which met regularly to discuss nursery and school issues.

Parents and carers were invited to join in to the nursery class to share specific skills they may have to benefit the children. A nursery open day gave parents the opportunity to share both written and verbal information with staff about their child’s care and support needs.

Photographic displays showed how the children were involved in a variety of activities and how they their care and support needs were being met. We saw that staff were knowledgeable about each child’s needs, likes and preferences and they took on board what the children wanted and needed. We saw that the children were very comfortable in approaching staff to ask for help or support.
We examined the children’s ‘Folio Folder’s’. Effective use of these folders had brought parents, carers, children and nursery together to support the child’s learning and development. Forward plans were displayed and reflected on the children’s learning through photographs, art work and staff observations.

Out of the 10 SCSWIS Questionnaires three parent/carers strongly agreed six agreed and one disagreed with the statement: “Staff share information about my child’s learning and development with me and where appropriate, my child.” This was discussed with the head teacher and staff team during feedback who told us they were in the process of updating the children’s folios to involve parents more in taking these home on a more regular basis. They also told us they would look at other ways of ensuring information is shared with parents/carers on a more regular basis.

Four parent/carers strongly agreed, three agreed, two disagreed and one didn’t know if the service makes good use of resources in the community, for example the library and parks. We found evidence through photographs, and other activities we observed during the inspection showed the nursery using the local community and attending the ‘Bookbug’ sessions at the library.

Areas for improvement
The service should maintain the very good standards in relation to this quality statement.

In their self assessment document the service identified the following area for development: “Update parent communication/participation statement.”

Grade awarded for this statement: 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
We found that Danderhall Primary School Nursery Class had very good systems in place to ensure service users health and wellbeing needs were met.

An appropriate child protection policy was in place. This was made available to parents should they wish to view it. Staff had recently undertaken child protection training and could describe how they would follow procedures.

We observed that the nursery provided healthy snacks for children and a menu was displayed. Staff confirmed they followed the Nutritional Guidance For Early Years when providing snack and all staff were trained in Food Hygiene. The ‘Children’s
Folio’s included information on children taking part in looking after their health and wellbeing which reflected the use of the Curriculum For Excellence. Hand washing posters in the toilet area were displayed showing children how to wash their hands properly. An appropriate Infection Control policy was in place and shared with staff.

Parents were asked to complete registration forms and ‘All About me’ sheets prior to their child starting. These included the likes and dislikes of children, emergency contact details and any medical requirements they may have. Any children with special allergies were known to each staff member to ensure staff could meet these children’s needs appropriately.

During the inspection children in the had access to the outdoor play area and there was photographic evidence of this being used on a regular basis.

In the SCSWIS questionnaire a parent made the following comment: “My child is growing in confidence everyday and loves the time and the staff at nursery. I feel she is respected as an individual and given new opportunities, helping her to develop.”

Areas for improvement

The service should maintain the very good standards in relation to this quality statement.

In their self assessment document the service identified the following area for development: “Maintain annual Continuous Professional Development training procedures.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

Service strengths
Evidence which we discussed in Quality Theme 1, Statement 1 also applied to this statement.

We found that Danderhall Primary School Nursery Class had good systems in place to make sure that service users and carers were involved in the assessing and improving the quality of the environment.

Parents were able to view and make comment on the environment during the settling in visits. Parents were routinely encouraged to spend time in the nursery if they wished to. We saw evidence of children’s involvement in environmental projects such as planting, Eco Schools and staff told us children were involved in choosing the paint for the kitchen.

Out of the 10 parents and carers who completed the SCSWIS questionnaires, two parent/carers strongly agreed, three agreed and four didn’t know if the service asks for their child’s views about the activities and outings, and use them to plan their future activities.

We discussed this with the head teacher and staff team during feedback who confirmed the nursery would always involve the children in the weekly and playroom planning and their views are sought in every area of the nursery through using mind maps, circle time and floor plans.

Areas for improvement
A refurbishment/extension to the nursery has been announced. The decision was taken by the Council in direct response to pressure, over a number of years, from parents to increase nursery capacity in the Danderhall Nursery. At the time of inspection funding had been allocated to refurbish and extend the nursery. The nursery plan to inform, consult and involve parents/carers and pupils in the refurbishment/extension.

We made a recommendation about this. See recommendation 1.

In their self assessment document the service identified the following areas for improvement:
“Due to waiting list numbers, there are plans in place to extend the facilities to accommodate more children”.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that the nursery should involve the children, parents and carers in the development of the nursery environment.

   National Care Standards Early Education and Childcare up to the age of 16 Standard: 13 Improving the Service.

**Statement 2**

We make sure that the environment is safe and service users are protected.

**Service strengths**

The nursery had good systems in place to ensure the environment was safe and secure for the children in their care.

There were written evidence of risk assessments being carried out when children were taken to places of interest out with the nursery.

There was a secure lock system in place to the main nursery door, which included a system of signing in and out for visitors and staff overview of all entry and exit.

Parents and carers were expected to sign their children in and out to ensure their safety and attendance registers were completed. Staff kept a running total of the numbers of children actually present which was displayed. Effective procedures were in place for instances when children did not arrive for a session when they were expected.

There were sufficient toilets and hand washing sinks for the children attending.

Posters were displayed to show children how to follow good hand washing procedures.

A Medication Policy was in place. Medicines were appropriately stored and parents/carers permission were given for administering these.

Accidents were recorded and parents or carers signatures obtained. All staff were trained in First Aid.

Out of the 10 parents and carers who completed the SCSWIS questionnaires, five parent/carers strongly agreed, four agreed and one disagreed with the statement:
The service is a safe secure, hygienic, smoke free, pleasant and stimulating environment.

**Areas for improvement**

No risk assessments of the nursery environment indoors or outdoors were carried out or recorded.
We made a recommendation about this. See recommendation 1.

No written records were kept when staff cleaned toys and equipment. We made a recommendation about this. See recommendation 2.

Basins were being used for when children washed their hands. We made a requirement about this. See requirement 1.

In the SCSWIS questionnaire one parents/carer made the following comment:

"Although I agree that the nursery is safe, secure, smoke free etc I do feel some of the furniture/equipment could do with updating. It could on a whole do with updating carpets, decor as it does feel quite a dark room. If updated it would probably feel brighter and more pleasant. To be honest on appearance alone I wouldn’t send my child but the staff are great and make up for it."

When we discussed this with the Head teacher and the Nursery Teacher they told us that this would hopefully be addressed when the new refurbishment was carried out.

In their self assessment document the service identified the following areas for improvement:

“The playground would benefit from being resurfaced."

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 1

**Number of recommendations:** 2

**Requirements**

1. It is required that the nursery ensures all staff are made aware of the importance that all children must wash their hands under running water prior to handling food. This is in order to comply with: SSI 2011 Regulation 210: (4)(1)(d) - Welfare of service users, a provider must where necessary, have appropriate procedures for the prevention and control of infection.

   **Timescale:** This was required at the time of the inspection.

**Recommendations**

1. It is recommended that the service should carry out written risk assessments on the indoor and outdoor nursery environment. This should include a checklist to show that outdoor areas are checked prior to children entering.
2. It is recommended that the service should keep records when toys and equipment are cleaned.
Quality Theme 3: Quality of Staffing

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 staffing in the service.

Service strengths
Comments made in Quality Statement 1.1 and 2.1 also apply to this Quality Statement.

We found that Danderhall Primary School Nursery Class had very good systems in place to make sure that service users and carers were involved in assessing and improving the quality of staffing in the service.

School newsletters and daily one to one feedback kept parents and carers informed of changes to staffing within the school. Outside the playroom door staff photos were displayed to show staff members working in the room.

Parents were encouraged to spend time in the nursery as helpers and to share any specific skill they may have. This made it easier for parents to see how staff interacted with the children and encouraged them to pass on suggestions.

Out of the 10 parents and carers who completed the SCSWIS questionnaires seven parent/carers strongly agreed, two agreed and one disagreed with the statement: "I am confident that staff have the skills and experience to care for my child and support their learning and development."

Areas for improvement
The service should maintain the very good standards in relation to this quality statement.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

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

Service strengths
The Inspector observed that the staff displayed a caring, professional approach to the children and their parents and carers. Through discussion and practice they
demonstrated their knowledge and experience about the Curriculum For Excellence, relevant legislation and good practice.

The service had relevant policies in place, including whistle blowing, recruitment and child protection and had an induction process in place to ensure new staff were aware of the policies. Supervision and appraisals were in place and staff confirmed they were given the opportunity to attend further training and development needs.

All staff held a relevant childcare qualification and were registered with either the Scottish Social Services Council or the General Teaching Council. There was a genuine commitment to continuous professional development. Weekly staff meetings were held which gave staff the opportunity to plan activities. In additional in service day sessions were in place and provided by management to support further learning and development and for staff to share good practice.

Staff we spoke with during the inspection told us they enjoyed working at the nursery and were supported both informally and formally by each other, and senior staff in the service.

One parents/carer who completed the SCSWIS questionnaires made the following comments: "Facilities and some staff good, however lack of communication from staff re: development and not all staff approachable."

We discussed this with the Head teacher and Nursery Teacher during feedback who told us they would hope parents and carers could discuss any issues they may have with them. It was evident that they were disappointed with this comment and they told us they would look into different ways in which they could further communicate with parents and carers.

**Areas for improvement**

Two parents/carers who completed the SCSWIS questionnaires made the following comments: "Facilities and some staff good, however lack of communication from staff re: development and not all staff approachable."

We discussed this with the Head teacher and Nursery Teacher during feedback who told us they would hope parents and carers could discuss any issues they may have with them. It was evident that they were disappointed with this comment and they told us they would look into different ways in which they could further communicate with parents and carers.

"The nursery staff provide a good balance of care, education and discipline. Whilst the staff/child ratios are always met on many occasions there has been supply staff in the nursery, which I can only imagine to be quite unsettling for some children. I feel that the children and indeed the staff would benefit from an additional permanent
member of staff. Having said that thanks to the nursery staff my child has been extremely happy there.” This issue is out of the control of the nursery.

The service in their self assessment document identified the following areas for improvement:
“Probable implementation of Midlothian Council appraisal scheme for Child Care Development workers.”

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

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

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

Service strengths
Comments made in Quality Statements 1.1, 2.1 and 3.1 also apply to this Quality Statement.

We found that Danderhall Primary School Nursery Class had good systems in place to make sure that service users and carers participate in assessing and improving the quality of the management and leadership in the service.

We observed staff opening the door to parents and welcoming them in when collecting their child. Parents and carers we spoke with confirmed that they knew who to go to if they had any issues.

A participation strategy was place and included in the service policies. The School Standards and Quality Improvement Plan was displayed and shared with parents. This detailed the areas which had been identified where the nursery planned to make improvements.

Staff were responsible for keeping their own Continuous Professional Development records. Training opportunities through Midlothian Council were advertised so that staff could apply for relevant courses.

We saw that there was a suggestions box which parents and carers could use to put any feedback or suggestions in.

Out of the 10 parents/carers who returned the SCWiS questionnaires three parent/carers strongly agreed, five agreed and two disagreed with the statement: ‘The service has involved me and my child in developing the service, for example asking for ideas and feedback’.

Areas for improvement
Information about the Care Inspectorate displayed on the nursery notice board was out of date. We made a recommendation about this. See recommendation 1.

The Public Liability Insurance displayed on the nursery notice board was out of date. We made a recommendation about this. See recommendation 2.
The nursery policies had not been updated for a number of years. We made a recommendation about this. See recommendation 3.

In their self assessment document the service identified the following areas for improvement:
“Review current parental involvement guidelines.”

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. It is recommended that the service should ensure that the correct information is displayed to reflect the new regulatory body the Social Care Social Work Improvement Scotland. National Care Standards Early Education and Childcare up to the age of 16 Standards: 14 Well-managed service.

2. It is recommended that the service should ensure their Public Liability Insurance is in date and displayed. National Care Standards Early Education and Childcare up to the age of 16 Standards: 14 Well-managed service.

3. It is recommended that the service should ensure their policies and procedures were up to date. National Care Standards Early Education and Childcare up to the age of 16 Standards: 14 Well-managed service.

**Statement 2**

We involve our workforce in determining the direction and future objectives of the service.

**Service strengths**

We found very good systems in place to involve the workforce in determining the direction and future objectives of the service.

Staff were involved in the future direction of the service through:

- Weekly and daily staff meetings used to plan and evaluate playroom activities
- Outside training, staff were encouraged to share this training with other staff
- Policy making
- Staff confirmed they were involved in the self evaluation process for the Care Inspectorate
From discussion with staff and the management team it was evident that the head teacher provided clear leadership and guidance for staff and shared their vision for the future development of the service. Staff told us they were encouraged to put forward ideas, share responsibilities and were fully involved in the planning for the nursery.

**Areas for improvement**

The service should maintain the very good standards in relation to this quality statement.

In their self assessment document the service identified the following area for improvement:

"Maintain staff confidence in contributing to school self evaluation and improvement."

**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
No 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

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6  Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
Read our leaflet ‘How we inspect’. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

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