Hopscotch Nurseries Limited
Day Care of Children
4 / 8 Morgan Street
HAMILTON
ML3 6RJ
Telephone: 01698 426800

Inspected by: Kara Doonan
Isabella Semple-Lawson
Type of inspection: Unannounced
Inspection completed on: 2 February 2012
Contents

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Service provided by:
Hopscotch Nurseries Limited

Service provider number:
SP2003001428

Care service number:
CS2003006314

Contact details for the inspector who inspected this service:
Kara Doonan
Telephone 01294 323920
Email enquiries@scswis.com
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>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>N/A</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>N/A</td>
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</tbody>
</table>

What the service does well

The outcome is that parents/carers had been involved in the planning and development of the care and support being provided by the service. And the children in the 3 to 5 years room were routinely involved in evaluating the daily activities and staff used these to help plan future experiences.

Staff encouraged spontaneous learning and supported children in developing their ideas and progress these onto the next step. Staff stated that they have provided additional support to specific children for health and wellbeing needs. Staff spoken to had good knowledge of the children in their care.

Children were able to be involved in a variety of activities both indoors and outdoors such as painting, role play, reading and physical activities. The nursery playroom and outdoor area had been risk assessed for the children using the service. Resources were appropriate to children’s needs. Healthy lifestyles were promoted and snack menu’s reflected healthy choices.

The playrooms were observed to be clean, tidy and well organised. There was a detailed cleaning regime in place.

What the service could do better

We would recommend that the service:
- review the lunchtime routine to consider how the children could be involved more at
lunch time
- monitors’ and records room temperatures to ensure they are heated appropriately
- ensures staff are aware of and follow good hygiene and infection control measures as detailed in the service policies and procedures

What the service has done since the last inspection
Since the last inspection the service had introduced new care plans for every child and had updated policies and procedures.

Conclusion
Overall, the service were consulting with those using the service and were providing a good quality of care. The staff team were working well and were committed to developing a service that was child centred.

Who did this inspection
Kara Doonan
Isabella Semple-Lawson
1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS), regulates care services in Scotland. It awards grades to services based on the findings of inspections. These grades, including any that services were previously awarded by the care commission, are available on www.scswis.com

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 (SCSWIS), 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, SCSWIS.

The service is registered to care for a maximum of 180 children aged birth to school age children. The service operates all year round between 7:00am and 9:00pm Monday to Friday. The service operates from two separate premises in Hamilton, in Tuphall Road and Morgan Street.

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

Quality of Care and Support - Grade 4 - Good
Quality of Environment - Grade 4 - 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
This report was written following an unannounced inspection by Social Care and Social Work Improvement Scotland Inspector’s Kara Doonan and Isabella Semple-Lawson on 2 February 2012 between 9:35am and 5:00pm. As requested by us the service sent us a self assessment form.

We issued 40 questionnaires to relatives or carers of children who use the service. 17 questionnaires had been returned before the inspection.

In this service we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:
* service evaluation
* improvement plan
* minutes of meetings
* planning
* child profiles
* newsletters and notices
* registration certificate
* insurance certificate

The SCSWIS Inspector’s spoke with the Service Manager, Depute Manager and Early Years Practitioners. Further evidence was gathered through the Inspector’s observing care practice and talking to the 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
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 children were observed taking part in a range of activities. The children that spoke with the SCSWIS Inspector indicated they enjoyed attending the nursery.

Taking the views of people using the care service into account
The children were observed taking part in a range of activities. The children that spoke with the SCSWIS Inspector indicated they enjoyed attending the nursery.

Taking carers' views into account
We sent out 40 questionnaires and 17 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

* 8 people indicated they strongly agreed and 5 people indicated they agreed, 3 people indicated they disagreed and one person did not know that they had been involved in developing the service
* 13 people indicated they strongly agreed and 4 people indicated that they agreed they were happy with the quality of the service.
* 10 people indicated they strongly agreed and 7 people indicated they agreed the environment is safe, secure, smoke free, pleasant and stimulating.
* 4 people indicated that they strongly agreed, 9 people indicated that they agreed, 3 people indicated they did not know that staff asked their child’s views about activities and planning.
* 9 people indicated that they strongly agreed and 8 people indicated they agreed they had confidence in staffs skills and experience.
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: 4 - 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 used different methods to involve the parents in their child’s care and support. These included:

- The staff speaking to parents and carers every day about their child and passing on information about the service. They advised that they gathered information about the children needs during enrolment and followed the child’s routine from home as this helped settle the younger children and provided continuity of care.

- Parents of younger children were given a daily report sheet on what their child had been enjoying in nursery and how well they had eaten and slept.

- Children’s development meetings were held approximately every 3 months and parents were able to speak with staff about how their child was progressing at nursery and this enabled parents to contribute to their child’s learning by continuing the learning from nursery to home.

- Evaluations of child development meetings. These informed the service if parents/carers felt the staff discussed their child’s development and the opportunity to rate their performance.

The outcome is that parents/carers had been involved in the planning and development of the care and support being provided by the service.

The children in the 3 to 5 years room were routinely involved in evaluating the daily activities and staff used these to help plan future experiences.

After a review of the evidence presented and talking to children, staff and management we have found the service to be performing well in this area.
Areas for improvement
Parent’s meeting evaluation forms did not provide space for parents to indicate if they were unsatisfied with the service.

The service had given out formal surveys to parents and carers. We discussed how the service could improve how the service informs parents/carers of the outcomes of the surveys and the impacts their views and suggestions have had.

The children were able to move freely between the play areas that were open. On the day of the inspection not all areas were open in the over three’s nursery. This limited the activities on offer for the children to choose from.

Grade awarded for this statement: 4 - 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
A wide range of information about the service and other relevant information is displayed in the entrance area. They use a key worker system to provide continuity of care and structure for the children. Staff advised that when children move to another room that if appropriate a member of staff from their old room moves with them.

Staff encouraged spontaneous learning and supported children in developing their ideas and progressing these onto the next step. Staff stated that they have provided additional support to specific children for health and wellbeing needs. Staff spoken to had good knowledge of the children in their care.

Children were able to be involved in a variety of activities both indoors and outdoors such as painting, role play, reading and physical activities. The nursery playroom and outdoor area had been risk assessed for the children using the service. Resources were appropriate to children’s needs. Healthy lifestyles were promoted and snack menu’s reflected healthy choices.

Children brushed their teeth on a daily basis and the staff encouraged children to brush their teeth by singing a ‘brush your teeth song’.

All staff kept their skill up to date through attending training such as first aid, food hygiene and oral health.

After a review of the evidence presented and observing practice we have found the service to be performing well in this area.
Areas for improvement

The 3 to 5 years children’s lunch time was a very sociable activity and the children stated that they liked the foods provided. The lunchtime routine did not encourage children or involve them in the setting up, serving or cleaning up. We would recommend that the service review the lunchtime routine to consider how the children could be involved more at lunch time (See recommendation one).

The younger children in the 3 to 5 room wore full aprons during lunch. Staff advised this was to protect their clothing. We discussed that the service should review the use of these aprons taking account of the children individual needs and feelings.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should review the lunchtime routine to consider how the children could be involved more at lunch time. National Care Standards for Early Education and Childcare up to age 16; Standard 3 - Health and wellbeing
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
The service had provided parents and children with the opportunities to share their views and make comments on the quality of the service environment. This was mainly through regular discussion.

The staff in the 3 to 5 years playroom had introduced methods to further involve the children in creating their playrooms. At the beginning of each session children choose their preferred areas of play and were involved in choosing what toys they wanted out.

There were evaluation sheets around the playrooms and displays for parents/carers to make written comments. Comments included ‘colourful and informative display - well done’. Staff stated they used these to improve displays’ and how they presented children’s learning.

After reviewing the evidence present and speaking to staff, children and management we have found the service to be performing well in this area.

Areas for improvement
The service should continue to develop methods to gather the views of those using the service on the quality of the service environment.

Grade awarded for this statement: 4 - 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 had a secure door entry system in place. Toilet facilities were accessible and appropriate to the children attending. Procedures were in place to address food allergies and medical conditions. Children were able to move freely around their room and were able to access resources independently and safely. The resources were age appropriate and in a good state of repair. The presentation of the environment was
stimulating and had an appropriate balance of children’s work, printed text and photographs displayed.

The playrooms were observed to be clean, tidy and well organised. There was a detailed cleaning regime in place.

**Areas for improvement**

Staff advised that they did not monitor the temperature of the rooms. There were no records of any monitoring. The lower 2 room and toilets in the under three’s nursery were very cold on the day of the inspection. We would recommend that the service monitor’s and records room’s temperatures to ensure they are heated appropriately. (See recommendation one)

Staff in the baby room did not wash the children’s hands before lunch and the trays used for highchairs were not washed before lunch. We would recommend that the service ensures staff are aware of and follow good hygiene and infection control measures. (See recommendation two).

The some radiators were found to be hot to touch and could cause harm. We discussed this with the management team and we have recommended that the radiators are made safe either by covering or being cool to touch. (See recommendation three)

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

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. The service should monitor and record room and toilet area temperatures to ensure they are heated appropriately. National Care Standards for Early Education and Childcare up to age 16; Standard 2- a safe environment

2. The service should ensure staff are aware of and follow good hygiene and infection control measures at all times. National Care Standards for Early Education and Childcare up to age 16; Standard 2- a safe environment

3. The radiators should be made safe either by covering or being cool to touch. National Care Standards for Early Education and Childcare up to age 16; Standard 2- a safe environment
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

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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Environment - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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| Quality of Staffing - Not Assessed   |

| Quality of Management and Leadership - Not Assessed |

6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>26 Jan 2011</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>31 Mar 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>12 Aug 2008</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<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.
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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Translations and alternative formats
This inspection report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

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