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

Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 26 January 2012
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015300

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>
<th>Notes</th>
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<tbody>
<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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</tbody>
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What the service does well

The service had continued to involve those using the service in the self evaluation and improvement of the service being provided. To do this they had used a variety of methods, these included:

- Parents forum meetings
- Key worker meetings
- Heathery Knowe Happenings newsletter

The outcomes of consultations were shared with parents/carers through newsletters and the ‘You asked/We responded’ notice board. As a result of these consultations improvements had been made to the nursery to primary one transition programme, the welcome booklet for all new children starting nursery and entrance arrangement creating a safer more efficient start to the nursery sessions.

Staff included children’s ideas and suggestions when planning activities. They did this through learning what children already know, would like to learn and have learned. Staff evaluated activities to find out if children had achieved their own learning goals.

Staff interacted well with the children and created an environment in which children received support but also space to try new things independently. The playroom and resources encouraged children to choose what activities they wanted to do and also space to explore and investigate how they can use the resources.
What the service could do better
We discussed children’s personal plans and guided the manager to the regulations relating to these. The manager agreed to take account of the new regulations and will now develop personal plans for this service.

In the service self assessment they plan to involve those using the service in the move to the new school building and encourage more parents to get involved through the Parent Teacher Council (PTC) and increase parents involvement within the playroom.

What the service has done since the last inspection
Since the last inspection the service had addressed the 7 recommendations made at the last inspection.

Conclusion
Overall, the service had made improvements to the service environment and staff had created a more child led environment.

Who did this inspection
Kara Doonan
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 40 children aged three years to those not yet attending primary school. The service operates school term between 9:00am and 3:30pm.

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

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
This report was written following an unannounced inspection by Social Care and Social Work Improvement Scotland Inspector’s Kara Doonan 26 January 2012 between 9:00am and 3:30pm as requested by us the service sent us a self assessment form and submitted the annual return.

We issued 20 questionnaires to relatives or carers of children who use the service. 13 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
* floor books
* newsletters and notices
* registration certificate

The SCSWIS Inspector spoke with the Head Teacher, Depute Head Teacher, Nursery Teacher, Early Years Practitioners and small group of Parents/carers. Further evidence was gathered through the Inspector 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
What the service has done to meet any recommendations we made at our last inspection

1. Staff should have opportunities to update Food Hygiene certificates gained in 2004 to ensure practice complies with current best practice. This will enhance service in respect of health and wellbeing of children attending.
Outcome: All staff had attended training in Food Hygiene updating the skills and knowledge in this area. Good hygiene practices were observed being carried out by staff throughout the inspection visit. This recommendation has been addressed.

2. Allergy information should be stored appropriately so that only those adults involved in the care of the child have access.
Outcome: The service store information on children’s allergies confidentially with the kitchen area at a designated area (Only accessible by staff). This recommendation has been addressed.

3. The service should explore other opportunities and further develop their methods of involving children and parents in assessing and improving the quality of the environment.
Outcome: the service use a variety of method to involve parents/carers and children in the in improving the quality of the service environment. For further detail please refer to quality them two, quality statement two. This recommendation has been addressed.

4. The service should reassess the playroom layout to provide better access to play equipment to support self directed learning opportunities for the children and review the turn taking methods for some activities that do not require limits for safety.
Outcome: the service had made positive changes to the layout of the playrooms, the resources were more accessible to the children and less barriers in place to encourage self directed learning. The service had risk assessed areas of play and unless necessary no restrictions were on numbers of children using resources and taking part in activities. This recommendation has been addressed.

5. The provider should ensure that the surroundings are in good state of repair and decoration.
Outcome: the service had undergone some decoration including new flooring creating a brighter and cleaner environment. This recommendation has been addressed.

6. To enhance parent and carer confidence in staff, the service should provide further opportunities for staff development and training to staff who require support in order to meet their training needs.
Outcome: Staff Personal Develop Reviews (PDRs) were completed annually, the service had a permanent staff team in place and staff were supported my...
management and had attended training to support their development needs. The parents gave positive comments about staffing and their skills and abilities. This recommendation has been addressed.

### 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 fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

### 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.

One child talked through their learning log informing the inspector of the learning and activities they had taken part in at nursery. They spoke confidently about their experiences and said they enjoyed nursery and playing with friends.

A group of children informed the officer about how they get to choose the toys from the cupboards and decide what they want to play with. On the day of the inspection they had chosen to play with construction bricks and toy dinosaurs. The children showed the inspector the folder containing photographs of the toys available and discussed they use this to choose.

### Taking carers' views into account

We sent out 20 questionnaires and 13 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:
* 3 people indicated they strongly agreed and 6 people indicated they agreed, 2 people disagreed and 1 person did not know that they had been involved in developing the service.

* 6 people indicated they strongly agreed and 6 people indicated that they agreed they were happy with the quality of the service.

* 4 people indicated they strongly agreed, 8 people indicated they agreed and one person disagreed the environment is safe, secure, smoke free, pleasant and stimulating.

* 2 people indicated that they strongly agreed, 3 people indicated that they agreed, 8 people indicated they did not know that staffs ask their child’s views about activities and planning.

* 6 people indicated that they strongly agreed and 7 people indicated they agreed they had confidence in staffs skills and experience.

Comments included:

'We were happy with the way the staff provided a safe environment where my child is happy to go to! We have notice a huge increase in my child confidence and social skills! I have high praise for the staff who I find approachable, friendly and helpful! I am happy with the service provided to my child and family! I have also received a good impression from the new Head Teacher whom we have already had a consultation with to look at how the nursery can progress positively!'

'I was nervous about my child starting nursery but the teachers have helped them settle in so well and they now enjoy going. I have notice a big improvement on my child’s confidence which is great.'

'When asked about the environment I ticked ‘disagree’. The building is old and this is not the staffs fault. I do feel though the staff could put up more stimulating wall displays.'

'I am very happy with the nursery and staff, my child loves attending every day and meeting their new friends.'

'I gave permission on the enrolment form when my child started for little local visits/ outings but the children have only had on larger trip to Calderglen Park. I feel they could use resources within the local community a lot more and be more involved in the local community.'

'Snack seems very expensive for the types, quantity and quality of food the children get.'

'My child’s confidence has developed greatly since starting nursery and they look forward to going and seeing their ‘new friend’ everyday. I think the nursery do a good
job to ensure my child’s safety at all time.'

A small group of parents/carers spoke with the SCSWIS inspector during the inspection. They gave positive comments about staff and the improvements made on the snack provided. One parents confirmed involvement in consultations taken place such as the improvements to the snack menu promoting variety and healthier choices. They did raise that little or no knowledge of outdoor play taking place recently.
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
The service had continued to involve those using the service in the self evaluation and improvement of the service being provided. To do this they had used a variety of methods, these included:-

- Parents’ forum meetings to discuss a variety of issues with parents in relation to the service provided including the opportunity to get involved in making decisions on how the service could improve. The outcome of these were parents had been involved in making changes to the communications on children development, the enrolment methods for children starting nursery and the snack options available to children.

- Key worker meetings to discuss children’s development and progress. These gave parents a more formal route to discuss their individual children’s learning and agree their child’s next steps in learning.

- Heathery Knowe Happenings newsletter which informed parents of useful information about the service being provided and the opportunity to give feedback and suggestions.

One parent confirmed involvement in consultations taken place such as the improvements to the snack menu promoting variety and healthier choices.

The outcomes of consultations were shared with parents/carers through newsletters and the ‘You asked/We responded’ notice board. As a result of these consultations improvements had been made to the nursery to primary one transition programme, the welcome booklet for all new children starting nursery and entrance arrangement creating a safer more efficient start to the nursery sessions.

To gather the views and opinions of the children using the service staff had made
changes to the way they planned children’s learning and daily experiences. The planning responded to the needs of the children and allowed for individual needs and interests to be included. The planning had become more responsive and child led.

Children were involved the evaluation of the play offered and daily activities. Children were encouraged to record their own learning experiences within their learning logs.

After reviewing the evidence presented, observing practice, speaking to staff, children and parents we have found the service to be performing well in this area.

**Areas for improvement**

We discussed children’s personal plans and guided the manager to the regulations relating to these. The manager agreed to take account of the new regulations and will now develop personal plans for this service.

In the service self assessment they plan to involve those using the service in the move to the new school building and encourage more parents to get involved through the Parent Teacher Council (PTC) and increase parents involvement within the playroom.

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

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 2**

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

**Service strengths**

The staff working with the children on a daily basis had a good understanding of the children individual needs and interests. To achieve this staff gathered information in a variety of ways this included: during the nursery enrolments, observations of children at play and discussions with children and their families. Staff used this information to plan and offer a range of daily play experiences that challenged children learning, helping them reach their potential.

Staff included children’s ideas and suggestions when planning activities. They did this through learning what children already know, would like to learn and have learned. Staff evaluated activities to find out if children had achieved their own learning goals.

Systems were in place to monitor and assess children needs, work with parents/carers and access support from other agencies for example speech and language therapy if needed.

Staff interacted well with the children and created an environment in which children received support but also space to try new things independently. The playroom and
resources encouraged children to choose what activities they wanted to do and also space to explore and investigate how they can use the resources.

After observing the children at play and staffs interactions we have found the service to be performing well in this area.

**Areas for improvement**

The staff indicated in the self assessment that they are continuing to improve how children’s next steps were identified and used to inform planning. They were also reviewing how children set their own learning targets and how these are reflected in the children learning logs.

**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: 5 - Very Good

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

Service strengths
The service had methods in place to involve those using the service in assessing and improving the quality of the service environment. These included the parent’s forum meeting and curriculum planning. Please see more detail under quality theme one, quality statement one.

The main changes that have create a more positive environment for the children has been how staff listen to and respond to the needs of the children. The children were involved in making decisions about the playroom layout and resources. A group of children informed the officer about how they get to choose the toys from the cupboards and decide what they want to play with. On the day of the inspection they had chosen to play with construction bricks and toy dinosaurs. The children showed the inspector the folder containing photographs of the toys available and discussed they use this to choose.

The staff demonstrated an awareness and importance of creating an environment that was responsive to the children needs. They had made changes in relation to how many children can play in areas by removing number restrictions and encouraging children to risk assess areas of play themselves.

The children had been involved in a consultation about the new nursery building. This involved children drawing pictures of how they would like the school to look and what they would like in it.

Parents and children are involved in fundraising and the purchasing of new resources and in the redecoration of the playroom. The children voted on the new colour of the new flooring.

After reviewing the evidence presented we have found the service to be performing well in this area. The service has shown improvements in how the involve those using the service in improving the quality of the service environment.

Areas for improvement
The service should continue with there plans to involve all those using the service in the plans and arrangements for the new school and nursery buildings.
Statement 5
The accommodation and resources are suitable for the needs of the service users.

Service strengths
The nursery is provided from two adjoining classrooms with own kitchen and toilet facilities. The nursery has a designated outdoor play area that is in the centre of the school.

The notice boards in the entrance hall are used to display children pictures and also to keep parents/carers informed of all nursery events.

Since the last inspection the nursery playrooms had been redecorated creating a fresher, brighter and more welcoming environment. Changes had been made to how children and families enter the premises creating a safer and more efficient start to the session.

The children can move freely between the two classrooms, which are laid out with a variety of resources and activities. The layout provided children with the opportunity to play individually or as part of a group.

The children were involved in selecting the resources and activities on offer and gave positive feedback about the range and choice of toys available to them.

The outcome is the service had improved the nursery accommodation and how they used the resources to encourage children to play more independently.

Areas for improvement
At the time of inspection the children had no access to the garden; this was due to a maintenance issue. A discussion took place in relation to children accessing regular outdoor play and fresh air. It was agreed the service would review the outdoor play opportunities being provided on a daily basis.
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 - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 5</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - Not Assessed</th>
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<tbody>
<tr>
<td>Quality of Management and Leadership - Not Assessed</td>
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6  Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>10 Jun 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
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<td>Environment 4 - 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>
</tr>
<tr>
<td>30 Mar 2010</td>
<td>Re-grade</td>
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<td></td>
<td></td>
<td>Environment Not Assessed</td>
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<td></td>
<td></td>
<td>Staffing 2 - Weak</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
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<tr>
<td>5 Mar 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
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<td>Environment 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
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</table>

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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