The Station House Nursery
Day Care of Children
53 Greenlees Road
Cambuslang
Glasgow
G72 8DZ

Inspected by: Jacqueline Clark
Type of inspection: Unannounced
Inspection completed on: 25 April 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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</thead>
<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>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
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What the service does well

We found that the manager and staff had developed very positive relationships with parents and children. The service provided was flexible and responsive to the needs of the individual children attending the service. Children had access to a wide range of resources and learning opportunities.

What the service could do better

To further involve parents and service users in assessing and improving the quality of the service, the management could provide all parents with the opportunity to grade the service through the quality statements and themes.

What the service has done since the last inspection

Since the last inspection the service has increased the opportunities for parental involvement including the setting up of a parent’s committee. Children were further involved in planning through the use of mind mapping and floor books.

Conclusion

We found that the service was performing well in the areas which we inspected. Management and staff were receptive to ideas from parents. The service should implement the recommendations made within this report to further develop and improve the service.
Who did this inspection
Jacqueline Clark
1 About the service we inspected

The Station House Nursery operates from a detached property in the Cambuslang area of South Lanarkshire. The service was registered with the Care Commission in September 2008 then transferred to the Care Inspectorate on 1 April 2011. The nursery can accommodate a maximum of 31 children aged between 6 weeks and those not yet attending primary school. The operating hours are Monday - Friday from 08:00 - 18:00hrs, 52 weeks per year. The nursery is in partnership with South Lanarkshire Council to provide pre school education. There are currently 60 children accessing the service on a mixture of full time and part time places.

Through viewing the mission statement it was noted that the service aimed to "work closely with children, staff and parents to provide the highest standard of childcare."

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 - Grade 5 - Very Good
Quality of Management and Leadership - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

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

What we did during the inspection
This report was written following an unannounced inspection which took place on 25 April 2012 and was undertaken by one Inspector.

As requested by us the care service completed an annual return. A self assessment was also submitted by the service.

We issued twenty questionnaires to parents and carers of people using the service. Seven were completed and returned prior to inspection visit.

During the inspection evidence was gathered from a number of sources including:

Discussion with manager, staff and children
Viewing a range of policies and procedures including mission statement, child protection, security, health & safety, medication, complaints, infection control, risk assessment, parental involvement and confidentiality
Observation of practice
Observation of the environment and resources

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

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

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

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any recommendations we made at our last inspection

There was one recommendation made at last inspection which has been fully addressed by the service.

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. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well and highlighted the areas for future development.

Taking the views of people using the care service into account

The Inspector observed younger children to be settled and happy within the nursery during the inspection visit. They interacted well to staff and took part in a wide range of activities. Some of the older children attending the service were spoken with by the Inspector. They were happy to share their views and talk about their favourite activities. Children’s comments included:

“I like reading books.”
“Playing in the garden is my favourite.”
“I like to draw at nursery.”
“Playing with the animals is my best thing.”

Taking carers’ views into account

Seven parental questionnaires were returned prior to the inspection. Feedback was very positive with comments including:
"I think that it is an excellent nursery with very high quality and committed staff."
"I couldn’t have imagined and asked for a better nursery."
"Excellent staff who are very caring and supportive."
"The staff are always friendly and helpful and my daughter looks forward to going to nursery."
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 actively and regularly offered parents and children the opportunity to participate in assessing and improving the quality of the environment provided. Methods used included:

- Daily diary
- Verbal feedback
- Whiteboard
- Website
- Daily sheet
- Two stars and a wish
- Parent’s committee
- Suggestion box
- Thinking tree
- Mind mapping
- Questionnaires
- Floor books

Written feedback from parents regarding the care and support their child received was very positive with comments including:

"Always give very detailed feedback on my child's day."
"When I tell staff I'm trying to get my child to do things at home they always do it too."
"They always keep parents updated."
"Very child centred nursery."

On the day of the inspection visit the Inspector was provided with evidence that confirmed the service listened to and acted upon ideas from parents.
Feedback from parents was collated by manager and any action planned was communicated to parents.

Parents were provided with information about the service prior to commencement including a range of policies and procedures. The National Care Standards for Early Education and Childcare were displayed for parents to view.

Children were encouraged to share their ideas and feeling through the use of a thinking tree, mind maps and floor books.

All seven parents who responded to our questionnaire “strongly agreed” that they were happy with the quality of care their child received. One parent commented “I couldn’t speak more highly about the level of care my child received at this nursery” with another stating “staff are very supportive of my child and put her happiness at the forefront of what they do.”

Areas for improvement
The service should continue to seek ways to involve parents and children in accessing and improving the quality of care and support offered.

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
Staff and management were caring and committed to the health and wellbeing of the children attending the service. They were aware of the importance of good communication between home and nursery.

Parents discussed with staff their child’s care routine prior to service commencing. Information relating to a child’s medical, dietary and cultural requirements was discussed and recorded. Children’s likes, dislikes, interests and family members were discussed and recorded which providing a starting point for staff in settling the children. A written daily routine was requested for young children prior to them starting at the nursery.

Through observations and discussion with staff they demonstrated that they knew the children well and were meeting their individual needs.

Individual profiles were kept for all children which parents had access to on a regular basis. Older children’s profiles included observations, individual learning sheets next steps and learning goals which were decided by the child. Parents had the opportunity to comment on children’s progress.

When children moved through the nursery transition sheets were completed with parents asked to provide updated information.

Of the seven parents who responded to our questionnaire five “strongly agreed” and two “agreed” that staff shared information about their child’s learning and development with them.

The service had developed and implemented a wide range of policies and procedures which promoted the health and wellbeing of the children attending the nursery. These included nappy changing, child protection, infection control, sickness and food and nutrition.

The service promoted a daily routine which encouraged children to learn about relationships, healthy lifestyles, personal hygiene and safety. Children took part in the Smile Too project.

A satisfactory emergency procedure was in place with most staff trained food hygiene. Three staff were qualified first aiders.

Children’s dietary, medical and cultural requirements were taken into account when planning lunch and snack menus. Food was prepared and cooked on the premises. Menus viewed were evidenced to be healthy, well balanced and varied.
The service had accessed the best practice documents Nutritional Guidance for Early Years and Infection Prevention and Control in Childcare Settings.

**Areas for improvement**

At present the system used to record and share information relating to younger children’s development does not allow parents the opportunity to share their comments on their child’s development. The service is in the process of changing processes which will rectify this and they should implement the new system. The service should develop a system to record and evidence how and when children’s profiles are reviewed in line with new regulations for care plans. (See recommendation 1)

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Develop a system to evidence the frequency that care plans are updated.

   National Care Standards for Early Education and Childcare up to age 16. Standard 6.2 Support and Development.
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 methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Parents were provided with many opportunities to share their views on the quality of the environment offered to their children. Parental comments received by the service included:

"It’s a very friendly, caring and professional learning environment."
"Very welcoming"
"Exceptional atmosphere, I am very happy."
"There is a very good variation of activities."
"I like the way staff welcome children and parents."

Older children were involved in developing and recording "nursery rules" which are displayed for everyone to see. Staff consult children in the purchasing on new resources.

Of the seven parents who responded to our questionnaire six "strongly agreed" and one "agreed" that the service had a suitable range of equipment, toys and materials for the children. One parent commented “They have a good range of activities both inside and out.”

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment provided.

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
The environment provided for children attending the service was noted to be safe, clean and secure. The premises were found to be in a very good state of decoration and repair. An enclosed garden provided children with the opportunity to access fresh air and physical play.

A secure entry system was in operation and monitored by staff at all times. Visitors to the service must sign in and out.

The service had developed and implemented a range of policies and procedures to ensure children’s safety including child protection, health & safety, toilet training, nappy changing, sleeping, infection control and hand washing.

A health and safety checklist was completed by staff on a regular basis with risk assessments carried out prior to outings taking place.

A system was in place to report maintenance issues which were addressed satisfactorily.

The layout of the playrooms provided children with the opportunity to play independently and participate in activities with their peers. Through our questionnaire six parents “strongly agreed” and one “agreed” that the service had a suitable range of equipment, toys and materials for the children. One parent commented “facilities are excellent and the staff do everything possible to make sure the children are safe, stimulated and enjoying there time at nursery.”

On the day of the inspection visit the resources were found to be age and stage appropriate, clean and well maintained.

Children’s photographs and artwork were attractively displayed to acknowledge their interests and achievements.

Areas for improvement
Through their self assessment document the service highlighted that they would continue to monitor the environment and make any necessary changes.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
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
The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

The service offered parents the opportunity to provide written feedback regarding their views on the staff within the nursery. Feedback was of a positive nature with one parent commenting “staff are friendly and approachable with another stating “staff take the time to know every child.”

Of the seven parents who returned our questionnaire six “strongly agreed” and one “agreed” that staff had the skills and experience to care for their child and support their learning and development. One parent commented “the staff are flexible and respond to our requests.”

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and improving the quality of staffing within the service.

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
Staff were observed to be motivated and enthusiastic in their work. They worked well as a staff team supporting each other and sharing good practice.

Staff employed within the nursery had a range of qualification, skills and experience which ensured that children’s individual needs were being met.

Staff confirmed that they had access to a range of training opportunities including pre birth to three.

Staff adhered to the Scottish Social Services Councils Code of Practice. This was reflected in their daily work and evidenced through the monitoring of playroom and curriculum activities and consultation with parents.
An induction programme was in place for new staff which included copies of nursery policies and procedures.

Weekly room meetings and monthly staff meetings allowed staff the opportunity to reflect on their practice and discuss any issues or concerns they had.

Staff took part in a yearly appraisal which identified and monitored their training needs. A written record of all training undertaken by staff was kept.

Areas for improvement
Through their self assessment document the manager stated that she would continue with the training programme to maintain standards set.

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: 5 - Very Good

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

**Service strengths**
The methods of service user consultation and participation reported in Statement 1 remain relevant for this statement.

Written evidence was viewed by the Inspector which confirmed that parents had the opportunity to assess the quality of management within the service. One parent commented “management continually trying to improve and take feedback.”

Six parents who responded to our questionnaire “strongly agreed” and one “agreed” that the service had involved them and their child in developing the nursery. One parent commented “always looking to improve the service and ask the parents input and ideas” with another stating “I have complete faith and confidence in the management at the Station House Nursery.”

**Areas for improvement**
The service should continue to seek ways to involve parents and children in assessing and improving the quality of management and leadership.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service strengths
The service used Child at the Centre and the inspection process to reflect and evaluate their service and implement any recommendations for improvement.

Management were committed to improving and developing the service offered. Staff, parents and children were involved in this process.

Staff confirmed that the management was approachable and supportive and operated an open door policy. They had the opportunity to provide written feedback on the management.

Management and staff had worked together to develop an improvement plan and review their policies and procedures.

The manager held quality meetings and carried out monitoring visits within the playroom with any action to be taken recorded.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

Areas for improvement
The management should continue to develop their quality assurance procedures to ensure all stakeholders are involved.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Ensure that all stakeholders are involved in the quality assurance procedure.
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
None.

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 SCWSIS 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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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<tr>
<td>Statement 1</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 4</td>
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6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>19 Aug 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<td></td>
<td>Management and Leadership 4 - Good</td>
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| 1 Sep 2009    | Unannounced   | Care and support 4 - Good              |
|               |               | Environment                           |
|               |               | Staffing 4 - Good                     |
|               |               | Management and Leadership 3 - Adequate |

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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