Halfmerke Community Nursery
Day Care of Children
Logie Park
East Kilbride
Glasgow
G74 4BU
Telephone: 01355 243156

Inspected by: Lynn Clements
Kara Doonan.
Type of inspection: Unannounced
Inspection completed on: 6 December 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>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>4</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>4</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>4</td>
</tr>
</tbody>
</table>

What the service does well

The children were happy, busy, engaged, talkative and content. Children were encouraged to make decisions. Older children access the toilets independently.

A variety of activities, resources and equipment were available for the children.

The service is set in a warm, friendly, environment. In each playroom there was a pleasant atmosphere.

Children knew the daily routine. The routine was varied and included physical and active play.

The staff have a good rapport with the children. Their interaction with the children was appropriate. They were professional, confident and interacted well with the children. Their tone of voice was reassuring and they praised and encouraged the children. The staff worked well together.

The management team had put in place personal plans for children. Initiatives such as ‘21st century families’ are in place and staff and parents work together to progress this.
What the service could do better

The complaints procedure should be updated in accordance with Care Inspectorate timescales.

The self assessment should be updated regularly and demonstrate outcomes for the children using the service. Information in the self assessment should be specific to the quality statements.

Deployment of staff should be improved.

Leaning books and reports to parents should include their comments. Consultation and quality assurance should be robust and demonstrate improved outcomes for people using the service.

Children should be further involved in assessment and improvement of the environments they use, staffing and management and leadership.

What the service has done since the last inspection

Personal plans for the children had been started.

Initiatives such as '21st century families' are in place. Parents and staff told us about the benefits of this initiative and how the children were included.

The Management team and staff were aware of the service strengths. We found they were also aware of where improvements could be made and were eager to work together to develop and move the service forward.

Conclusion

At this inspection we considered eight quality statements in four quality themes. We awarded a grade for each statement.

For the statements considered at this inspection the service is currently performing at a:
- very good level in three quality statements.
- a good level in five quality statements.

The children were happy in the staffs care. The children experienced a range of activities and interacted with each other and the staff. Care of the children is in place. The management and staff team should progress how people who use the service assess care and support, environments they access, staffing and management and leadership and demonstrate improved outcomes.
Who did this inspection
Lynn Clements
Kara Doonan.
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act, or condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the inspectorate.

Halfmerke Community Nursery provides a care service to a maximum of 56 children aged between 0 to those not yet attending primary school. The service operates 5 days a week during the year and is open from 8 am to 6 pm.

The aim of the service is to provide a warm, welcoming establishment where high quality care and education for young children is a priority.

The full aims and objectives statement is available to people who use the service.

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 - Grade 4 - 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.careinspectorate.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
Basis of the report:
This report was written following an unannounced inspection visit carried out by Lynn Clements and Kara Doonan SCSWIS Inspectors on Thursday 6 December 2012 between the times of 8 am and 3:30 pm.

Before the Inspection:
The Annual Return
The service submitted a completed annual return as requested by us.

The Self-Assessment Form
The service submitted a self-assessment form as requested by us.

Views of service users
We issued twenty care standard questionnaires and asked the staff to give these to people who use the service, ten were completed and returned to us before the inspection. The care standard questionnaire provides an opportunity for parents or carers to comment on the quality of the care, staffing, the environment and management and leadership.

Risk Assessment Document
The inspection plan for this service was decided after a Risk Assessment Document (RAD) was carried out to determine the intensity of inspection necessary. The RAD is an assessment undertaken by the Inspector which considers complaints activity, changes in the provision of the service, nature of notifications made to SCSWIS by the service (such as absence of a manager) and action taken upon requirements. The Inspector will also have considered how the service responded to situations and issues as part of the RAD.

This assessment resulted in this service receiving a low RAD score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.
During the inspection process:

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

- policies and procedures
- the self assessment
- registration certificate
- questionnaires to parents
- evaluations from children and parents
- minutes of meetings
- newsletters
- consultations with children and parents
- children’s floor books
- self evaluation monitoring folder
- accident and incident forms
- administration of medication forms.

Discussions with various people, included:
- the Manager
- the Depute Manager
- six early years workers
- children individually and in small groups
- five parents/carers.

The SCSWIS Inspectors also observed practice, the general environment and resources. The inspection also took account of The Social Care and Social Work Improvement Scotland (Requirements to care services) Regulations 2011.

**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

We made no recommendations in the last inspection report.

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

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 completed self assessment document from the manager. The manager identified what they thought they did well and some areas for development. We have made a recommendation about the self assessment in quality theme four, quality statement four.

Taking the views of people using the care service into account

All children were settled and engaged in play. The children chatted to the SCSWIS Inspectors about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment.

Staff cared for the children and allowed them to settle and play.

Taking carers’ views into account

We sent out twenty care standard questionnaires to the service for distribution to people who use the service and ten were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership.

Information, parent’s views and comments from the Care Standard Questionnaires can be found in this report.
Five parents who took part in the inspection told us they were extremely satisfied with the service.
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
We found that the quality of the service provided by Halfmerke Community Nursery for this statement was 4 - good.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the care and support provided. The evidence presented confirmed the service had maintained a good quality performance in this area since their last inspection. The evidence considered included:

The 3 to 5 years old children were given the opportunity to share their views and influence areas within the nursery such as ideas for snacks, learning topics, daily activities and choosing resources within play areas. The staff used different methods from discussions to observations to gather the children’s views. Staff working with children carried out observations. By using these methods staff involved the children in decision making and directed their play experiences.

Parents/carers of the 3 to 5 years children were encouraged to become involved in planning play experiences for example by providing staff with ideas of children’s interests and by making suggestions about possible learning.

Staff were available throughout the nursery day to talk to parents/carers about their children’s care needs. In addition individual meetings were arranged. These provided staff and parent/carers the opportunity to discuss how best to support the children’s development.

In the Care Standard Questionnaires returned to us, everyone agreed that they had
been involved in developing the service.

In the Care Standard Questionnaires parents said:
“I am more than happy with the care my children receive”.
“The nursery works in partnership with parents and the wider community to provide children with a well rounded, nurturing experience”.
“My child has settled in very well and enjoys going to nursery”.
“I am very happy to take my grand child here, interaction with others has improved”.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve.

Staff informed us that they were consulting with children and parents and responding to their views. We discussed how this could be reflected better within the planning. For example: staff including
- why they had chosen certain topics for the children to learn about
- when they had addressed areas identified by parents or children
We would recommend that the service finds a method of planning that demonstrates how staff plan in response to children and parents interests and needs.

Parents were given the opportunity to view and discuss children’s learning. Records presented to us reflected this. A range of questionnaires and evaluations had been completed by parents and carers. Not all were collated or clearly demonstrated how the service had made positive changes as a result of their findings. See the areas of improvement in quality theme four, quality statement four about how quality assurance should be robust and demonstrate improved outcomes.

See the areas of improvement in quality theme two, quality statement one about how children should be further involved in assessment and improvement of the environments they use, staffing and management and leadership.

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 1

Recommendations
1. The planning methods in place should reflect how staff have listened to and responded to children and parents needs and interests. National Care Standards
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
We found that the quality of the service provided by Halfmerke Community Nursery for this statement was 5 - very good.

We considered how children’s health and wellbeing needs are met. We found that staff were confident about the service they provide. Outdoor play, exercise and active play happens daily to promote development, health and well being and raise children’s self esteem. Children have their own outdoor play areas with direct access from indoors. Children were outside during the inspection and enjoyed the winter weather, outdoor suits were provided for them.

We observed children enjoy a variety food at snack time. Staff in the nursery knew the children’s likes and dislikes very well. They also made sure that they provided snacks which were suitable for children who had particular dietary needs. Staff knew about healthy eating and used the guidance available when planning and preparing the nursery menu. Gold health promotion status has been achieved. Tooth brushing occurs.

We heard staff talking to children in a kind and gentle way. Staff used positive language and showed children respect. They encouraged children and they used praise effectively. Children were motivated and keen to learn. Children were well behaved and polite. We found staff very active at encouraging the children. We saw that the staff have a caring, warm manner. The staff were clear of their roles and responsibilities. Staff working with the children were observed to interact appropriately and spoke about the children in their care affectionately. The outcome was that the staff knew the children well and provided a variety of experiences for them. The environment contributed to the children’s health and well being. We saw that a range of activities and equipment was available for the children to support their needs and these were used well.

We found the daily routine provided children with various learning opportunities and the children knew the routine well for example children in the 2-3 room really enjoyed imaginative play. Children were involved and encouraged to make their own decisions. The achievement tree displayed children’s success and contributions. Older children accessed the toilets independently.

The service had put in place systems to work with parents/carers to support individual children’s needs such as challenging behaviours. Profiles for each child were in place. Staff had started to devise personal plans in accordance with
Written aims and objectives reflect how the provision meets the needs of people who use the service.

In the Care Standard Questionnaires returned to us parents said:
"I was surprised how the staff could involve my baby in doing so many things, the staff stimulate my child in every possible way, I did not realise the staff could do so much with a young baby."
"There is a wide selection of toys and outdoors play is very much enjoyed".

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve.

We observed snack time and found that staff made the children’s snack. The older children were able to serve themselves, set up and clear away. We recommend that younger children are also encouraged to make decisions about everyday tasks. We saw that the room was set up for the children in the 2-3 room and snack was made and plated for them.

Personal plans for each child using the service had commenced. We discussed children’s personal plans and guided management and staff to the regulations relating to these. The management agreed to take account of the regulations. We have advised that the staff after consultation ensure within 28 days of using the service that each child has an individual plan that include six monthly reviews with the child and/or parents and carers and include changes in health, welfare or safety needs.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Staff should encourage the children to make their own decisions at snack times including preparing, setting up and clearing away snack. Children should be further involved in everyday tasks including setting up the play room. National care standards for early education and childcare up to the age of 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
We found that the quality of the service provided by Halfmerke Community Nursery for this statement was 4 - good.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the nursery environment. Looking at the evidence presented we established the service had good quality of performance in this area. The evidence considered included:

Children 3 to 5 years children were involved in planning play areas within the nursery and in choosing new resources. For example: when setting up the imaginary area. Throughout the day children could access different resources and make changes.

One staff member had taken on board the role of developing the outside play areas. They had involved the children and parents in this.

The staff planned the younger children’s environment using South Lanarkshire Councils ‘Together We Can’ guidance. This ensured staff created environments to meet the on going needs of the children.

Parents/carers views on the environment and resources had been gathered through questionnaires and ‘two stars and a wish’ forms. Some areas for improvement had been identified to improve the surface in the outdoor area. At the time of the inspection the service were working on this.

We concluded that staff planned and made changes to the playrooms in response to the needs and interests of the children.

Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered when grading this statement.
After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

Although the service is performing well for this statement we found that staff should continue to progress and improve.

A range of questionnaires and evaluations had been completed by parents and carers. Not all were collated or clearly demonstrated how the service had made positive changes as a result of their findings. We have made a recommendation about this under quality theme one, statement one.

We saw that methods were in place to involve parents and have recommended that staff develop methods that encourage the children to assess and improve environments they use, staffing and management and leadership in the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should develop methods that encourage children's assessment and improvement regarding the environments they use, staffing and management and leadership in the service. National care standards for early education and childcare up to the age of 16, Standard 13- Improving the service & Standard 14 - Well managed service.

Statement 2

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

Service strengths

We found that the quality of the service provided by Halfmerke Community Nursery for this statement was 5 - very good.

We considered how safe the environment was for the children and how they are protected.

We found that children had access to secured playrooms, outside areas and toilet facilities. There was a pleasant atmosphere in the play rooms. Children have direct access to outdoor play areas. The furnishings and layout were appropriate for the children. Children access all areas in the premises easily. Play rooms were cosy and comfortable.
There is suitable space to allow the children to take part in physical and active play. A warm, welcoming establishment was found in accordance with the aim of the service.

We considered how the service environment is maintained to ensure the children were kept safe and protected. Entry to the premises is secured and procedures are in place to ensure visitors do not gain unsupervised access. The service is a ‘deaf friendly’ nursery and this is promoted right through the service.

The areas accessed by the children and staff were found to be clean and tidy. The toys available were well maintained and fit for purpose. Children used the areas well.

The children toilets were found to have appropriate hand washing materials such as liquid soap, warm water, disposable hand towels and waste bins.

We saw that areas accessed by the children were hygienic, smoke free and had appropriate heating, lighting and ventilation.

Children were encouraged to tidy up after themselves and care for the premises. Risk assessments were completed regularly by staff. Policies and procedures are in place and applied by staff including emergency procedures, risk assessment and infection control.

In the Care Standard Questionnaires returned to us parents said:
“The nursery is warm and welcoming”.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality statement.

**Areas for improvement**

Although the service is performing well for this statement we found that staff should continue to progress and improve.

We looked at each area in the premises and found that the waste bins did not promote effective infection control. Although some waste bins were appropriate we saw some children and staff open the lids with their hands. Some waste bins did not have lids increasing the risk of cross infection. We recommend that this is improved.

We discussed the room temperature in the 2-3 room and staff re-positioned the temperature gauge. We have advised staff to monitor the temperature during cold weather. We found that most areas in the play rooms were inviting for the children.
and discussed with the management team how the book corner in the 3-5 room could be improved following consultation with the children.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

0. Waste bins should be operated appropriately and reduce the risk of cross infection. National care standards for early education and childcare up to the age of 16, Standard 2 - A safe environment.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
We found that the quality of the service provided by Halfmerke Community for this statement was 4 - good.

Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered when grading this statement.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of staffing within the service. The evidence presented included:

Parents/carers had been given the opportunity to comment on the quality of staffing through the use of questionnaires and verbal discussions. This included if staff made them feel welcome and if they were approachable. All comments viewed were positive.

In the Care Standard Questionnaires returned to us parents said: "I have always been happy with the service provided".

Staff informed us that in evaluating the daily experiences offered they included how they delivered the activities.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve. The service planned to continue to develop methods in this area.

A range of questionnaires and evaluations had been completed by parents and carers.
Not all were collated or clearly demonstrated how the service had made positive changes as a result of their findings. We have made a recommendation about this under quality theme one, statement one.

See the areas of improvement in quality theme two, quality statement one about how children should be further involved in assessment and improvement of the environments they use, staffing and management and leadership.

**Grade awarded for this statement:** 4 - 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**  
We found that the quality of the service provided by Halfmerke Community for this statement was 5 - very good.

We considered how professional, trained and motivated the staff were and observed their practice. We found that staff were helpful and approachable and cared for the children present.  
Staff had a good rapport with children and parents. Their tone of voice was reassuring; they were supportive, friendly and assisted them.

Staffs communication was appropriate; children were busy, talkative and engaged. Staffs intervention, approach and interaction was encouraging and promoted children’s confidence and self esteem. Staff were confident about the service they provide and this is reflected in their practice. We saw that staff promoted a variety of learning experiences for the children in a welcoming, comfortable environment.

We saw that staff had been consulted and attended a variety of training. We found that management and staff were eager to progress the service and the staff team worked well together. Staff took on additional roles and had completed questionnaires about how to make improvements in the service. Their suggestions had been actioned by the management team.

In the Care Standard Questionnaires returned to us parents said: “The staff are excellent, very welcoming and helpful. They are approachable and polite, a real credit to the nursery”. “I fully trust and respect all staff”. “The staff show great care and understanding to families”.

Halfmerke Community Nursery, page 22 of 31
After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality statement.

**Areas for improvement**
Although the service is performing well for this statement we found that staff should continue to progress and improve.

We observed the play rooms at various times in the nursery day. We saw that adult child ratios could have been better maintained in the 3-5 room on one occasion before lunch time. The numbers of children attending during the inspection were low and staff from other rooms should have been deployed in the 3-5 room at this time. We recommend that this is improved.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**
1. Staff should be deployed in play rooms to ensure adult child ratios are maintained.
   National care standards for early education and childcare up to the age of 16, Standard12- Confidence in staff & Standard 14 - Well managed service.
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
We found that the quality of the service provided by Halfmerke Community Nursery for this statement was 4 - good.

We considered how the service had involved the children and parents/carers in making the management and leadership within the service better. The evidence presented included the use of parent’s group meetings, evaluations and use of open door policy.

The parents/carers meetings (parents committee) were given the opportunity to discuss issues related to how the service is managed and led. This included information on:
- new initiatives
- refurbishments
- allocation of funds
- organisation of trips and events

A questionnaire focused on the management and leadership within the service was completed by parents. This gathered feedback on the managers communication skills, professional competence and monitoring of staff work. The results were positive.

The parents/carers involved in the inspection confirmed that they were confident raising any issues with management or staff and that they responded efficiently.

Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered when grading this statement.

In the Care Standard Questionnaires returned to us parents said:
“The nursery is very well run, the staff are all very nice”.
“Overall I am happy with the nursery, the staff are very approachable”.

Halfmerke Community Nursery, page 24 of 31
After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

Although the service is performing well for this statement we found that staff should continue to progress and improve. The service planned to continue to develop methods in this area.

A range of questionnaires and evaluations had been completed by parents and carers. Not all were collated or clearly demonstrated how the service had made positive changes as a result of their findings. We have made a recommendation about this under quality theme one, statement one.

See the areas of improvement in quality theme two, quality statement one about how children should be further involved in assessment and improvement of the environments they use, staffing and management and leadership.

Grade awarded for this statement: 4 - 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

We found that the quality of the service provided by Halfmerke Community Nursery for this statement was 4 - good.

We saw that systems to encourage quality assurance were in place, parents and children were encouraged to give their views, opinions and suggestions both in writing and verbally. Staff demonstrated how the aims, objectives and priorities of the service were met. Systems supported the work of the staff and demonstrated the views of people who use the service.

A range of quality assurance models are in use. We considered how the service involved those using the service, working in partnership with them to make the service better. We found that the management had some systems in place. These included:

- parents groups
- evaluations
- questionnaires
- daily discussions
- meetings
- planning involving children and parents.

Management, parents and staff were aware of the service strengths and aware of where improvements could be made. They were eager to work together to develop and move the service forward.

We found that policies and procedures were applied by staff. Staff were fully aware of new guidance produced by us and made changes to aspects of the service. Staff had been involved in self evaluating the service provided using tools such as Child at The Centre and had roles and responsibilities in achieving the priorities identified within the service improvement plan.

Staff appraisals and supervision were in place to support staff in their continuous personal development.

The service received support and guidance from South Lanarkshire Councils Early years Development Team.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**

Although the service is performing well for this statement we found that staff should continue to progress and improve.

We examined the complaints procedure and found that it did not yet correspond with Care Inspectorate timescales. We recommend that the timescales in the complaints procedure are in accordance with Care Inspectorate guidance.

We reviewed the self assessment returned to us. Although staff had been involved in completing the self assessment, the self assessment had not been updated from the previous inspection and did not clearly demonstrate outcomes for the children using the service. The information in the self assessment was not wholly specific to the quality statements. We recommend that this is improved.

We examined the medication and accident and incident forms in use. We found that parental signatures had yet to be obtained when medication was administered by staff. The medication procedure did not yet demonstrate what would happen if a child refused medication, or that medication would be time limited. The accident forms had parental signatures but these were not dated. We recommend that this is improved.

We found staff were not fully able to demonstrate how outcomes for children, parents
and themselves had improved following use of the quality assurance methods already in place. Quality assurance was not yet robust. We recommend that this is improved.

See the areas of improvement and recommendations in quality themes one two and three about how staff should further involve children in the assessment of the service.

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

**Number of requirements:** 0

**Number of recommendations:** 4

**Recommendations**

1. The timescales in the complaints procedure should be in accordance with timescales recommended by the Care Inspectorate. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.

2. The self assessment should be updated regularly and demonstrate outcomes for the children. Information in the self assessment should be specific to the quality statements. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.

3. The medication procedure should inform of what happens if medication is refused and should demonstrate that administered medication is time limited. Parental signatures should be obtained once medication has been administered by staff. Parents signatures obtained on accident forms should be dated. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.

4. Staff should demonstrate improved outcomes following the use of quality assurance systems in place. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.
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>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 4</td>
</tr>
</tbody>
</table>

6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 Nov 2010</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 Jan 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Dec 2008</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
</tr>
</tbody>
</table>
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.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats
This inspection report is available in other languages and formats on request.

Telephone: 0845 600 9527
Email: enquiries@careinspectorate.com
Web: www.careinspectorate.com