First Step Community Nursery
Day Care of Children
Fleming Way
Hillhouse
Hamilton
ML3 9PQ
Telephone: 01698 712643

Inspected by: Lynn Clements
Kara Doonan.
Type of inspection: Unannounced
Inspection completed on: 25 January 2013
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015293

Contact details for the inspector who inspected this service:
Lynn Clements
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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

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What the service does well

Staff continue to work with parents and children to involve them in the service.

Systems were in place to identify and support children’s’ learning and development needs.

Staff and management had a very good awareness of parental needs.

The children were happy and content; staff cared for the children very well.

What the service could do better

The self assessment form requested by us was not submitted.

Deployment of staff should be further reviewed to ensure adult child ratios are maintained.

The first aid supplies viewed were out of date and had not been checked since June 2012.

The medication consent forms viewed included wording such as ‘when required’. Dosage and directions did not give clear instructions for example if a child self medicates or uses a spacer to administer an inhaler.
Infection control should be improved.

Staff should further consider children’s privacy and dignity while they are being changed.

Some radiators had appropriate guards other radiators had cloth covers.

**What the service has done since the last inspection**

The additional Depute Manager is committed to supporting staff and improving the service in partnership with the existing management team.

Care plans for each child had started to be developed.

**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 four quality statements
- an adequate level in one quality statement.

Overall, the service provided child care from a safe and secure environment. The staff and children planned care and support that meet the needs of the children and families using the service.

The service had developed and implemented good systems and processes to achieve their aims and objectives.

**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.careinspectorate.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.

First Step Community Nursery provides a daycare service to a maximum of eighty children aged zero to those not yet attending primary school. The provider is South Lanarkshire Council. The nursery operates on a year round basis, five days a week, is open from 8 am to 5:45 pm and is based in Hillhouse, Hamilton, close to local amenities, and bus routes. The accommodation is on one level and has a secured entry system.

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 5 - Very Good
Quality of Environment - Grade 3 - Adequate
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
We wrote this report following an unannounced inspection. This was carried out by Inspectors Lynn Clements and Kara Doonan. The inspection took place on Friday 25 January 2013 from 8 am to 3 pm.

As part of the inspection we took account of the completed annual return that we asked the provider to complete and submit to us.

The service failed to submit the self assessment form that we had requested.

We gave twenty care standard questionnaires to the service to distribute to parents and carers. Eighteen parents/carers sent us completed questionnaires.

During the inspection process, we gathered evidence from various sources, including the following:
We spoke with:
- the depute manager
- the additional depute manager
- fourteen children
- ten staff
- five parents/carers.

We looked at:
- training folders
- risk assessments
- medication
- care plans
- photographs
- accidents and incidents
- children's suggestions box
- newsletters
- floor books
- evaluations
- the handbook
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
No recommendations were made at the last inspection.

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 did not receive a self assessment document from the service. We have made a recommendation about this in quality theme four, quality statement four.

Taking the views of people using the care service into account
All children were settled and content in their surroundings and happily engaged in play. The children chatted to the Inspectors about their chosen activities and what they enjoyed doing. We spoke with the children as they played and during meal times. They were proud of their achievements and clearly enjoyed the environment, resources and equipment. Staff cared for the children and allowed them to settle and play at their own pace. Younger children were settled and comfortable in the staffs care.

Taking carers' views into account
We sent out 20 care standard questionnaires to the service for distribution to parents and carers and eighteen 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 sections of this report.

Five parents took part in the inspection, all were extremely satisfied with the service and did not wish to see any improvements.
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

At this inspection, we found that the performance of the service was very good for this statement. The service ensured that children and parents participated in assessing and improving the quality of care and support effectively. We looked at minutes of meetings, floor books and evaluations, observed practice and spoke with children, parents and staff to assess this statement.

We considered how the service had involved children in assessing and improving the quality of care and support. There was evidence that children were involved and made decisions about the service. There was a variety of successful methods used by the staff to gain children’s views and suggestions. Children in the three to five rooms influenced areas in their play rooms. They told staff what they wanted to learn. They chose activities, trips and outings and provided opinions about what they would like to do. They decided what food to eat. Children and staff had frequent discussions. Floor books demonstrated that staff had followed up and responded effectively to their suggestions and comments. Children told us staff had made changes to reflect their wishes. Staff observed children under three. They analysed and responded to their findings and planned care and support to meet their individual needs. Children played freely at their own pace, made decisions and applied choice. They were motivated and happy in the staffs care. The care routines in place were appropriate. We found that experiences were enjoyable and stimulating for the children. The service had made considerable progress in letting the children influence their care and support. This resulted in improved outcomes for children and parents.

The service provided very good opportunities for parents and carers to give feedback and make suggestions for improving the service. There was a variety of successful
methods used by the staff. Parents attend meetings, complete evaluations and questionnaires, review care plans and meet with staff regularly. Parents who took part in the inspection told us,” I feel involved”, ”I feel the service provided is very good, it does not need improved.” My child loves the nursery”. There was evidence that the management team and staff responded to parents suggestions. For example: parents made decisions as part of the ECO committee and influenced the improvement plan priorities. The outcome was that approaches developed by staff to involve parents were successful. Parents had input in the service.

Our questionnaires included very positive comments such as: “My child is happy and enthusiastic to attend. Suitable activities are provided for my child’s age and stage of development”. ”A good service is provided for my child”.

Areas for improvement
Evaluations and questionnaires presented pre-dated the last inspection or were not completed. For example: the completed questionnaires presented to us about positive play evenings were dated October 2010. No further questionnaires were presented to show the service had evaluated these evenings since the last inspection.

The service had sent out a parents/carer questionnaire in January 2013 and suggestions forms. These were still being collated. The returned forms gave positive feedback.

It was not clear how the service had made positive changes as a result of consultations with parents. (See recommendation one).

See the areas of improvement and recommendations:
-in quality theme four, quality statement four.
-in quality theme two quality statement one.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Staff should demonstrate how consultation with parent/carers has a positive impact on the service. Results and outcomes of consultations either verbal or written feedback should be current.
   National Care Standards for Early Education and Childcare up to age 16, Standard 13 - Improving the service.

Statement 3
We ensure that service users’ health and wellbeing needs are met.

**Service strengths**

At this inspection, we found that the performance of the service was very good for this statement. The service ensured they met children’s health and well-being effectively. We looked at care plans, observed practice and spoke with children, parents and staff to assess this statement.

We considered how staff met children’s health and wellbeing needs. We found that staff were confident about the service they provided. Outdoor play, exercise and active play happens daily to promote development, health and well-being and raise children’s self-esteem. Parents and children had made suggestions about areas in the garden.

Healthy eating was promoted and we observed children enjoy a variety of nutritious food. Staff knew what children liked and encouraged them to try a range of food and snacks. Children’s dietary needs were taken into account. Healthy eating guidance was used. We observed meal times and saw staff sit with the children.

The outcome was that the children enjoyed this experience. Gold status in health promotion had been achieved.

Staff spoke with children in a kind and gentle way. They used positive language and showed children respect. They encouraged children and used praise effectively. We found staff very active at encouraging the children. We saw that the staff have a caring, warm manner. The staff are clear of their roles and responsibilities. Staff working with the children were observed to interact appropriately with the children 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. Children were motivated and keen to learn. They signed into the service.

Written aims and objectives reflect how the provision meets the needs of people who use the service.

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 that the service had developed a planning system based on national guidelines. Childrens own routines in the younger age groups were in place.

The service had put in place systems to work with parents/carers to support individual children’s needs such as challenging behaviours. Achievement folders for each child are in place. The service worked closely with parents and other professionals to ensure they provided and supported children’s individual learning plans. Parents spoke very positively about the staff. Parents at the inspection appreciated staffs help and support.

Our questionnaires included very positive comments such as:

“Nursery staff are keen to update me about activities and are eager to see whether
this is something that continues at home”.
“I feel happy and comfortable to leave my child”.

**Areas for improvement**
See the areas of improvement and recommendations is quality theme two, quality statement two.

**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: 3 - Adequate

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

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The service had made progress to involve children and parents in assessing and improving the quality of the environment. We looked at minutes of meetings, floor books and evaluations, observed practice and spoke with children, parents and staff to assess this statement.

We considered how the service had involved children in assessing and improving the quality of the environments they use. There was evidence that children were involved and made decisions. A variety of methods were used by the staff to gain children’s views and suggestions. Older children created play areas in their rooms and chose resources and activities. They provided written and verbal opinions about what they would like to do. They decided what should be included in for example the imaginary area and where in the room they would play. Staff responded to their suggestions and comments. Children told us staff had made changes following their suggestions. Staff used ‘Together we can’ guidance to make changes in the environments that the children under three used. Staff reflected how the environment impacted children’s experiences. Staff were confident in their practice about how they had made changes in the playroom to support children needs. The outcome was that children helped influence their environment.

Staff planned and made changes to the playrooms in response to the needs and interests of the children.

People who use the service had opportunities to become involved in evaluating and developing service provision. Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered when grading this statement. Parents who took part in the inspection were satisfied with the spaces their children accessed. Staff sought parents views and opinions. The outcome was that parents were involved in the service.
Our questionnaires included very positive comments such as: “A clean well established nursery”.

**Areas for improvement**

We found that although children were able to assess and improve aspects of the service the staff should develop children’s involvement in these areas. Additional methods should be considered to enable children to assess and improve:
- the environments they use
- staffing
- management and leadership.
(See recommendation one).

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Additional methods should be developed to enable children to assess and improve:
   - the environments they use
   - staffing
   - management and leadership.
   National Care Standards for Early Education and Childcare up to age 16, Standard 13
   - Improving the service.

**Statement 2**

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

**Service strengths**

At this inspection, we found that the performance of the service was adequate for this statement. We looked around the environment, observed practice and spoke with staff to assess this statement.

We considered how safe the environment was for the children and how they are protected. We found that children have access to secured playrooms, outside area and toilet facilities.

The toys available were well maintained and fit for purpose. Areas accessed by the children were smoke free and had appropriate heating, lighting and ventilation. The children toilets had appropriate hand washing materials such as liquid soap, warm water and disposable hand towels. Children were encouraged to tidy up after themselves and care for the premises. There is suitable space to allow the children to take part in physical and active play.

The service had annual maintenance in place such as testing completed on electrical
Risk assessments are completed regularly by staff. Policies and procedures to protect children are in use.

In the care standard questionnaires returned to us before the inspection parents told us that there was enough space for their child to get involved.

**Areas for improvement**

Although risk assessments and checklists are completed these were ineffective in minimising the potential risk of injury to the children. In the corridors, children’s toilets and some play rooms, fabric and cloth covers were placed on the radiators. The radiators were very hot and the cloths would not prevent injuries. We have made a requirement about this. We saw in the baby room that radiators guards had been fitted.

We looked around the premises. We found the red and rainbow rooms could have been better maintained for the children who arrive in the afternoon. For example we saw sand and discarded paper towels on the floor, cartons of milk were left out, paint pots needed cleaned and some carpets/rugs needed swept or vacuumed. Staff in the baby room had to walk through the room to dispose of used nappies. The nappy bin was outside in the corridor. (See recommendation one).

The first aid supplies viewed were out of date and had not been checked since June 2012. We have made a recommendation that the first aid supplies are maintained and fit for purpose. (See recommendation two).

In the 2-3 room two staff cared for 11 children until the senior member of staff arrived to start at 10 am. An extra member of staff had been put in the baby room although this was not necessary. Staff and management told us that one adult cared for ten children and these adult child ratios were in place. Staff and parents told us that some children stayed for more that four hours per day. We found that the recommended adult child ratio of one adult to eight children was not in place for these patterns of attendance. Deployment of staff should be further reviewed to ensure adult child ratios are maintained. (See recommendation three).

Facilities were available for children to be changed. We saw one child being changed on the floor in the children’s toilets; two other children accompanied the member of staff at this time. Practice in place meant that the privacy for the child being changed was not in place. The baby room changing area was in the baby room cloakroom. Procedures were not in place to prevent people who use the service see staff change children. Outcomes did not ensure children’s privacy and dignity. (See recommendation four).
Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 4

Requirements

1. The provider must ensure that children are safe and protected and that radiators are fitted with appropriate guards.

   This is in order to comply with:
   The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a).

   Timescale by 30 April 2013.

Recommendations

1. Staff should ensure that playrooms are fresh and maintained at all times. Staff should ensure there are nappy bins are in each area where waste is disposed of.
   National Care Standard for Early Education and Childcare up to age 16;
   Standard 14 - Well managed service
   Standard 2 - A safe environment.

2. Staff and management should ensure all first aid supplies are fit for purpose.
   National Care Standard for Early Education and Childcare up to age 16;
   Standard 14 - Well managed service
   Standard 2 - A safe environment.

3. Where children aged three years and over attend for a continuous period of more than four hours in any one day the adult child ratio should be one adult to eight children. Staff should be deployed effectively to ensure adult child ratios are maintained.
   National Care Standard for Early Education and Childcare up to age 16;
   Standard 14 - Well managed service
   Standard 2 - A safe environment.

4. Staff and management should ensure that during nappy changing children’s privacy and dignity is maintained.
   National Care Standard for Early Education and Childcare up to age 16;
   Standard 14 - Well managed service
   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
At this inspection, we found that the performance of the service was good for this statement. The service had made progress to involve children and parents in assessing and improving the quality of the staffing. We looked at minutes of meetings, floor books and evaluations, observed practice and spoke with children, parents and staff to assess this statement.

We considered how the service had involved children in assessing and improving the quality of staff. There was evidence that children were involved and made decisions. Children evaluated activities and this informed staff’s practice, they identified and made improvements. Staff had attended training, shared practice and further developed their skills to ensure they provided a service that met the needs of the children in their care. The outcome was that staff planned and made changes in response to the needs and interests of the children.

People who use the service had opportunities to become involved in evaluating and developing service provision. Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered when grading this statement. Parents who took part in the inspection spoke highly about the staff. The outcome was that parents felt staff cared for their children well.

Our questionnaires included very positive comments such as:
“The staff demonstrate a high level of care for my child, they work in partnership with parents constantly seeking our views”.
“The staff are very professional, caring and friendly”.

Areas for improvement
We found that although children were able to assess and improve aspects of the service the staff should develop children’s involvement in these areas. Additional methods should be considered to enable children to assess and improve:
- the environments they use
- staffing
- management and leadership.
(See the recommendation in quality theme two, quality statement one).

**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**

At this inspection, we found that the performance of the service was very good for this statement. The staff were professional and trained they cared for the children effectively. We looked at care plans, observed practice and spoke with children, parents and staff to assess this statement.

We considered how professional, trained and motivated the staff were and observed their practice. We observed staff practice and found that staff were helpful and approachable and cared for the children present.

Staff who cared for the children had a good rapport with them. Their tone of voice was reassuring; they were supportive, friendly and assisted the children. 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 are confident about the service they provide and this is reflected in their practice. The outcome was that staff were responsive to the children.

We saw that staff promoted a variety of learning experiences for the children and found heath and well being embedded in their practice. We saw that staff had created friendly, welcoming comfortable environments for the children that raised their self esteem. 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. The management team had made changes beneficial to the service.

Our questionnaires included very positive comments such as:

"The staff are very good with the children".
"The staff are friendly and approachable, I don’t worry about leaving my child in their care".
"I am really pleased with the staff, they have made my child more confident”.
"A great nursery with great staff".
Areas for improvement

See quality theme two, quality statement two about staff deployment and adult child ratios, etc.

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

**Number of requirements:** 0

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

Grade awarded for this theme: 4 - Good

**Statement 1**

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

**Service strengths**

At this inspection, we found that the performance of the service was good for this statement. The service had made progress to involve children and parents in assessing and improving the quality of management and leadership. We looked at minutes of meetings, floor books and evaluations, observed practice and spoke with children, parents and staff to assess this statement.

We considered how the service had involved children in assessing and improving management and leadership in the service. There was evidence that children were involved and made decisions. The children in the 3 to 5 room had been involved in making decisions in relation to how the managed their learning and development.

People who use the service had opportunities to become involved in evaluating and developing service provision. Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered when grading this statement. The parents/carers had been invited to attend meetings giving them the opportunity to discuss issues related to how the service was led.

**Areas for improvement**

To further involve those using the service in help identify areas for improvement the service should consider consulting with parents/carers and children focusing on identified areas for improvements. For example priorities within the service improvement plan.

We found that although children were able to assess and improve aspects of the service the staff should develop children’s involvement in these areas. Additional methods should be considered to enable children to assess and improve:
- the environments they use
- staffing
- management and leadership.
(See the recommendation in quality theme two, quality statement one).
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

At this inspection, we found that the performance of the service was good for this statement. The service had made progress to ensure they used quality assurance systems that involved children and parents to assess the quality of the service. We looked at minutes of meetings, evaluations, observed practice and spoke with children, parents and staff to assess this statement.

We considered how the service involved those using the service, working or in partnership with the service in making the service better. We found:

- staff were encouraged to share their views on the quality of service provided for example through meetings and annual appraisals.
- staff were supported by South Lanarkshire Council.
- the service had an improvement plan in place identifying areas to be improved.
- parents/carers were encouraged to share views, through the complaint procedure and verbally with staff.

The outcome was 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.

The management 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.

Areas for improvement

A notice to submit the self assessment was sent electronically on 28 November 2012. The self assessment form requested by us was not submitted. On the 9 November 2011 our systems showed a self assessment document was 46% in progress this had not been submitted by the service. The last self assessment submitted was in April 2010. (See recommendation one). We were not able to fully validate what the service did well, or any changes they planned.

Playroom evaluations carried out by the management team had taken place. They recorded evaluative statements and identified areas for improvement. We reviewed these. Evaluations should include more detail such as the agreed actions to be taken.
as a result of the findings, progress and impacts. The forms viewed indicated that
these had not been completed regularly since the last inspection. (See
recommendation two).

The medication consent forms viewed included wording such as ‘when required’ and
dosage and directions did not give clear instructions, for example if a child self
medicates or uses a spacer to administer an inhaler. (See recommendation three).

The handbook presented to us referred to the Care Commission. The service should up
date all information to contain details of the Care Inspectorate the current regulatory
body.
The service did not have the Care Inspectorate certificate of registration displayed.
(See recommendation four).

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

**Number of requirements:** 0

**Number of recommendations:** 4

**Recommendations**

1. An up to date self assessment document should be submitted by the service.
   National care standards for early education and childcare up to the age of 16,
   Standard 14 - Well managed service.

2. Management team evaluations could be further improved by ensuring they are
   focused, include clear outcomes, demonstrate agreed action taken. Progress should
   be recorded showing the impact on the service following this method of quality
   assurance. The management should consider an evaluation quality calendar.
   National Care Standard for Early Education and Childcare up to age 16; Standard 14
   - Well managed service
   Standard 13 - Improving the service
   Standard 12 - Confidence in staff.

3. Medication consent forms should give specific details of the medication to be
   given, when and how. They should not include wording such as 'when required'.
   National Care Standards for early education and childcare up to the age of 16,
   standard 14: well managed service and Standard 3: Health and wellbeing

4. Information and documentation should show the current name of the scrutiny
   body. The registration certificate should be displayed. 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
There is currently no manager in the service and the management team should refer to our website about notifiable events.

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>
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<tr>
<th>Section</th>
<th>Grade</th>
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<tr>
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<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 3</td>
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<td>Statement 2</td>
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<td>4 - Good</td>
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<tr>
<td>Statement 3</td>
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<tr>
<td><strong>Quality of Management and Leadership</strong></td>
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<td>4 - Good</td>
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## 6 Inspection and grading history

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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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