Bothwell Montessori Nursery School
Day Care of Children

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Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 17 January 2013
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Service provided by:
Nicola Hay trading as Bothwell Montessori Nursery School

Service provider number:
SP2003001484

Care service number:
CS2003006506

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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

- Quality of Care and Support 5 Very Good
- Quality of Environment 4 Good
- Quality of Staffing 5 Very Good
- Quality of Management and Leadership 5 Very Good

What the service does well

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

We considered how the service gathered information about the children and how they involved the parents/carers and children in the planning of children’s individual care. We found that the service had gathered information on the children and used this effectively to plan individual children’s care and support.

During Montessori times children self selected the resources/tasks from the shelves and were confident and eager to complete these. Children chose where to do their activity and how much space they required. For example tasks that required larger space or had larger pieces of equipment children selected an area on the ground; placed a rug creating a designated space to complete the task. We observed children concentrating and recognising their own achievements when completing these tasks. After each task children tidied up the resources and returned them to their correct place on the shelves.

We considered how children’s health and wellbeing needs are met. We found that outdoor play happened daily. Healthy eating was promoted and children followed good hand washing practice and brushed their teeth at nursery. The service used a range of methods to promote positive health and wellbeing with children. This
included the use of personal dolls, take part in health initiatives such as smile week and having regular visits from the oral health professionals.

We considered how the service environment was maintained to ensure that children are kept safe and protected. We found that children had access to secure playrooms, outside area and toilet facilities.

At the time of the inspection all staff employed had gained the relevant qualifications. They were all registered with the relevant professional body such as Scottish Social Services Council (SSSC).

The staff team worked well together. The staff felt supported and valued their colleagues support. They felt that their views were listened to and were encouraged to be involved in making decisions about the direction of the service. This resulted in the service having an ethos of working in partnership and created a welcoming and friendly working environment.

**What the service could do better**

The service should consider how the consultations such as the use of questionnaires helps to improve the service offered. The service should clearly demonstrate how working in partnership with parents/carers and children has had positive impacts on the service provided.

The children’s folders containing their learning and progress could include more child and parent/carers input.

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 and will now develop the individual records to ensure it meets requirements.

The medication consent forms viewed did not give clear instructions of dosage and timings of medications to be given.

Accident records viewed did not record where accidents occurred and limited detail was recorded about actions taken.

We found that the area used for lunches not brushed before being re-set up for children to play. Resulting in some food items being on the floor, under tables where children were playing.

We found that the facilities for changing children’s nappies did not always ensure their dignity and privacy. For example when children were being changed in the children’s toilet area, we observed staff and children entered the area. At these times
the entrance to the toilets was open and children being changed could be viewed from the main playroom.

We found that the children’s toothbrushes were stored on a shelf above where children nappies were changed. The toothbrushes were stored in the appropriate units. The service should review the storage of the toothbrushes to ensure they have effective infection control measures in place.

**What the service has done since the last inspection**
Since the last inspection the service had continued to provide a very good quality child care service.

**Conclusion**
We found children to be taking part in a range of activities both indoors and outdoors. The staff were well mannered, professional and committed to their roles and early years practitioners.

**Who did this inspection**
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.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 based on best practice or the National Care Standards.
- 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 (‘the Act’), or a 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 Care Inspectorate.

The service is registered to care for a maximum of 30 children. The age range of the children will be: 10 children - 2 years to under 3 years, 20 children - 3 years to those not yet attending primary school, 8 children - 5 years to under 8 years. The total number of children on the premises must not exceed 30 when children aged 5 - 8 years are accommodated during the Holiday Club.

The care service will operate between the times of 8.00am and 6.00pm Monday to Friday throughout the year.

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 4 - 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.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
This report was written following an inspection by Social Care and Social Work Improvement Scotland Inspector Kara Doonan. The inspection was unannounced on 17 January 2013 between 9:40am and 4:00pm. As requested by us the service sent us a self assessment form and annual return.

We issued 20 questionnaires to relatives or carers of children who use the service. Thirteen questionnaires had been returned before the inspection.

In this service we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:
* accident and incident records
* medication records
* children and staffs attendance records
* children’s records
* minute of staff meetings
* registration certificate.

The SCSWIS Inspector spoke with the Service Provider, Manager and Early Years Practitioners. Further evidence was gathered through the Inspector observing care practice and talking to the children and parent/carers.

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

Details of what we found are in Section 3: The inspection
Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return

Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

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

The service should include details of areas identified for improvements not only refer us to where they will identify them within the service.

Taking the views of people using the care service into account

On the days of the inspection the children were observed to be taking part in indoor and outdoor activities. The children that spoke with the inspector gave positive feedback.

Children were observed taking part in different learning experiences this include Montessori time. Children were observed self selecting activities and concentrating well on these activities.

The children enjoyed the interactive play times, when they got to paint and take part in more expressive play.

Taking carers’ views into account

We sent out 20 questionnaires and 13 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:
* 12 people indicated they strongly agreed and 1 person indicated they agreed that they had been involved in developing the service.
* 12 people indicated they strongly agreed and 1 person indicated they agreed they were happy with the quality of the service.
* 10 people indicated they strongly agreed and 3 people indicated the environment is safe, secure, smoke free, pleasant and stimulating.
* 9 people indicated that they strongly agreed, 3 people indicated they agreed and 1 person indicated they disagreed that staffs ask their child’s views about activities and planning.
* 12 people indicated that they strongly agreed and 1 person indicated that they had confidence in staffs skills and experience.

Comments included:
‘Staff listen to my suggestions and use them to improve my child’s education.’

‘I couldn’t be happier with my child’s nursery. The staff are fantastic, excellent, professional, kind, warm. Highest standard. Highly Recommended.

‘Bothwell Montessori Nursery provides a warm, comprehensive, safe, nurturing, learning environment for my child. The staff are welcoming and approachable and show a genuine interest in each individual child through respectful and supportive communication and motivated teaching. They provide a varied stimulating curriculum which my child enjoys. This has allowed them to develop and progress with language and problem solving. The biggest difference however is their ability to concentrate and listen for longer periods. My child’s social skills, manners and independence improved dramatically after a very short period at nursery. The nursery engages with the local community and is held in high regard by carers, parents, relatives and villagers.’

‘The staff at Bothwell Montessori have always been highly professional. They have been very supportive.’

‘The teachers in this facility are excellent. They are excellent at providing verbal updates on progress as requested or through organised parents evenings.’

‘There seems to be enough staff, however after a certain time in the afternoon some of the staff seem tied up with domestic cleaning duties rather than child care.’

‘I am very happy with my child’s development at the nursery. My child particularly enjoys the visits to the community gardens. The staff are friendly and approachable and my child really enjoys going to nursery.’

‘I am delighted with the care my child receives. Their development has come on exceptionally at nursery. There is an excellent balance between fun and education. My child loves going to Bothwell Montessori.’
'Excellent team of staff, all very friendly and my child likes all of them. The staff are very encouraging towards my child and helpful towards any queries I have. There is always a well balanced activity range for my child to choose from. My child is very well looked after in this environment and always treated fairly.'
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

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

At Montessori times children were observed to be very confident in selecting activities and concentrating on completing the tasks. Other times of the day provided more creative and interactive activities for children. Children got to choose what they wanted to play with and when within restrictions of the daily routine.

A children’s committee gave children the opportunity to become involved in decision making and share their views on the service. Other opportunities included the use of a voting system and circle time discussions for example voting for new equipment for the garden.

Children had completed a questionnaire about the service. These gave the service feedback on how the children felt about areas including the teachers, snacks, activities and topics. Majority of the comments were positive. Any concerns/issues were taken on board by the service.

Children’s views were gathered for example on what they wanted to learn and their current interests. This information was gathered through discussions and observations. Through gathering this information staff planned and organised the daily activities and learning topics which reflected the needs and interests of the children.
To support children during the settling in period the service requests information about the children’s likes and dislikes. Staff used this information to provide the appropriate care and support meeting individual children’s needs.

The staff welcomed parents/carers and children at start and end of each session. This provided the opportunity for daily communications keeping both parties informed about the children’s care needs.

Individual appointment meetings, workshop evenings and transition meetings provided parents/carers opportunities to discuss their child’s progress and development. These occurred during planned times, however if requested the service arranged additional meetings to suit the parent/carer needs.

Parents/carers were encouraged to get involved in the nursery through the parents meetings and committees. Recently they had been involved in developing the outside play area for the children.

Of the 13 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all of the people indicated they strongly agreed or agreed that they had been involved in developing the service. Written comments received included:

‘I am delighted with the care my child receives. Their development has come on exceptionally at nursery. There is an excellent balance between fun and education. My child loves going to Bothwell Montessori.’

‘Excellent team of staff, all very friendly and my child likes all of them. The staff are very encouraging towards my child and helpful towards any queries I have. There is always a well balanced activity range for my child to choose from. My child is very well looked after in this environment and always treated fairly.’

Areas for improvement

The service planned to continue to develop the service provided as a result of consultations completed.

The service should consider how the consultations such as the use of questionnaires helps to improve the service offered. The service should clearly demonstrate how working in partnership with parents/carers and children has had positive impacts on the service provided.

The children’s folders containing their learning and progress could include more child and parent/carers input.

After reviewing all the evidence we concluded that the service had used effective methods that resulted in parents/carers and children influencing the care and
support being provided.

We have graded the service a (5) very good for this statement.

**Grade awarded for this statement:** 5 - Very Good  
**Number of requirements:** 0  
**Number of recommendations:** 0

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

**Service strengths**
We considered how the service gathered information about the children and how they involved the parents/carers and children in the planning of children’s individual care. We found that the service had gathered information on the children and used this effectively to plan individual children’s care and support.

Each child had a folder that contained information about their learning and development. These contain information on how staff planned to support them to reach their potential. The records held included observations of children at play and planned next steps in learning. Parents had access to these records and discussed children’s progress and next steps in learning with staff.

When children participated in Montessori activities the staff completed observations on their progress. These observations ensured that the children had access to the Montessori activities that met their development needs.

Parents/carers were invited to evenings and open days to discuss their child’s learning and development. The outcome being staff and parents/carers were informed of children’s needs and updated on their progress. Together staff, parent/carers and children planned the next steps in learning to support their needs.

Children were encouraged to share their views and make suggestions about what they wanted to learn about. This was achieved for example through discussions.

Of the 13 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all people indicated they strongly agreed or agreed that the staff worked with them and their children to develop individual education and support programmes. Written comments included:

> ‘Staff listen to my suggestions and use them to improve my child’s education.’

We concluded that through observing and responding to children’s needs and interests staff had a very good understanding and knowledge about the children in
We considered how children’s health and wellbeing needs are met. We found that outdoor play happened daily. Healthy eating was promoted and children followed good hand washing practice and brushed their teeth at nursery.

The service had recently introduced forestry schools and regularly visited the local community gardens. This provided the opportunity for children to extend their learning outdoors.

The service used a range of methods to promote positive health and wellbeing with children. This included the use of personal dolls, take part in health initiatives such as smile week and having regular visits from the oral health professionals.

Of the 13 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all indicated they strongly agreed or agreed that their child had regular access to outdoor play and fresh air and that the service provides a healthy and well balanced diet for the children.

We concluded that the service provided the care and support to meet the children’s health and wellbeing needs.

**Areas for improvement**

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 and will now develop the individual records to ensure it meets requirements.

After reviewing all the evidence we concluded that the service had used methods that ensured service users’ health and wellbeing needs are met.

We graded the service a (5) very good for this statement.

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

Children had been involved in developing the outside area. They had selected the new garden toys to improve the opportunities for more outdoor learning. The new toys purchased included an outdoor shop and bird houses.

During Montessori times children self selected the resources/tasks from the shelves and were confident and eager to complete these. Children chose where to do their activity and how much space they required. For example tasks that required larger space or had larger pieces of equipment children selected an area on the ground; placed a rug creating a designated space to complete the task. We observed children concentrating and recognising their own achievements when completing these tasks. After each task children tidied up the resources and returned them to their correct place on the shelves.

The Montessori resources available to the children were designed and reflected the different learning stages of the children present. Staff adapted the equipment/tasks to ensure they met the learning needs of the children.

Staff planned activities in response to children’s interests for example at interactive play times. This included story telling and art n craft activities.

Other opportunities such as questionnaires and daily discussion provided opportunities for those using the service to share their views and opinions.

Areas for improvement
The service planned to maintain opportunities to involve the parents/carers and children in assessing all the care standards.
The service should clearly demonstrate how working in partnership with parents/carers and children has had positive impacts on the service provided.

After reviewing all the evidence we concluded that the service had used methods that resulted in very good children’s involvement. The service should consider and implement ways to involve parents/carers more in this area.

We graded the service a (5) very good for this statement.

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
We considered how the service environment was maintained to ensure that children are kept safe and protected. We found that children had access to secure playrooms, outside area and toilet facilities.

The playrooms and garden area were found to be clean and tidy. The toys available were well maintained and fit for purpose. Areas were smoke free and had appropriate heating, lighting and ventilation.

Children were encouraged to tidy up after themselves and to respect their surroundings. Children were encouraged to risk assess the playrooms. This occurred mainly when children were selecting space for carrying out activities.

Staff had attended training in areas such as food hygiene. They were observed to be following good practice during the inspection in relation to food hygiene. Children were encouraged to wash their hands regularly and at certain times of the day under supervision by staff.

All staff had undergone child protection training and were confident of the procedures they should follow.

The service had a range of policies and procedure in place to ensure the safety of children. These included; what to do if children had regular absences, information held about children was kept secure and confidential and heath and safety including use of personal protective equipment (PPE) such as aprons and gloves.

Of the 13 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all
indicated they agreed the service is safe, secure, smoke free, pleasant and stimulating.

**Areas for improvement**

The medication consent forms viewed did not give clear instructions of dosage and timings of medications to be given. We have made a recommendation in relation to medication (see recommendation one).

Accident records viewed did not record where accidents occurred and limited detail was recorded about actions taken (see recommendation two).

We found that the area used for lunches not brushed before being re-set up for children to play. Resulting in some food items being on the floor, under tables where children were playing.

We found that the facilities for changing children’s nappies did not always ensure their dignity and privacy. For example when children were being changed in the children’s toilet area, we observed staff and children entered the area. At these times the entrance to the toilets was open and children being changed could be viewed from the main playroom. We have made a recommendation that this is improved (see recommendation three).

We found that the children’s toothbrushes were stored on a shelf above where children’s nappies were changed. The toothbrushes were stored in the appropriate units. The service should review the storage of the toothbrushes to ensure they have effective infection control measures in place.

After reviewing all the evidence we concluded that the service had a good performance in relation to this statement.

We have graded the service a (4) good for this statement.

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

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. The medication consent forms should give specific details of the medication to be given and when. The records held for medication given should give an accurate account and record any changes to times etc. The medication procedure should include staff reading and following the medication guidelines.

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
2. The accident records held should provide a detailed account of the accident which occurred and any actions taken.

National care standards for early education and childcare up to the age of 16, Standard 14 well managed service and standard 2; safe environment

3. The facilities for changing children’s nappies should ensure their dignity and privacy at all times. The service should ensure that procedures are put in place to achieve this.

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
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
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 confirmed the service had maintained a very good quality performance in this area since their last inspection.

The service had gathered parental/carer feedback about the quality of staff within the service questionnaires. Feedback had been positive, written comments about staff included:
‘friendly and approachable’
‘very helpful’
‘excellent staff’
‘all staff have time to speak and are consistently professional in all communications’

Children had been asked to share their views on the staff. Staff had recorded these and used the comments to reflect on their own practice.

Parents/carers and children had been involved in the interview process of new staff.

Staff had identified and attended training needs to ensure that they provided the appropriate care for children.

The staff informed us that they evaluated their practice and made changes when they identified areas for improvement. This included how they organised the daily activities offered the children and how they managed the daily routine.

Areas for improvement
The service planned to maintain opportunities to involve the parents/carers and children in assessing all the care standards.

The service should consider how the consultations such as the use of questionnaires helps to improve the service offered.
The service should clearly demonstrate how working in partnership with parents/carers and children has had positive impacts on the service provided.

After reviewing all the evidence we concluded that the service had used methods that resulted in parental/carer and children involvement which influenced the quality of staffing being provided.

We have graded the service a (5) very good for this statement.

**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**
We considered how professional, trained and motivated the workforce was and observed their practice to see if it was in line with best practice guidance.

At the time of the inspection all staff employed had gained the relevant qualifications. They were all registered with the relevant professional body such as Scottish Social Services Council (SSSC).

The staff working with the children had a caring and professional manner at all times. We observed them promoting good manners and being respectful of others feelings. The outcome was that the staff knew the children well, cared for them and created a friendly, welcoming and caring environment for children to learn.

The staff team worked well together. The staff felt supported and valued their colleagues support. They felt that their views were listened to and were encouraged to be involved in making decisions about the direction of the service. This resulted in the service having an ethos of working in partnership and created a welcoming and friendly working environment.

Staff appraisals were carried out. These gave staff and management the opportunity to identify staff strengths and areas for improvement. Training needs were identified at these times. We saw that staff had attended a variety of training meeting their professional development needs.

Of the 13 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all indicated they strongly agreed staff treated their child fairly and with respect and that
most indicated their child appeared happy and confident with staff. Written comments included:

'I couldn’t be happier with my child’s nursery. The staff are fantastic, excellent, professional, kind, warm. Highest standard. Highly Recommended.

'Bothwell Montessori Nursery provides a warm, comprehensive, safe, nurturing, learning environment for my child. The staff are welcoming and approachable and show a genuine interest in each individual child through respectful and supportive communication and motivated teaching.'

'The staff at Bothwell Montessori have always been highly professional. They have been very supportive.'

'The teachers in this facility are excellent. They are excellent at providing verbal updates on progress as requested or through organised parents evenings.'

'Excellent team of staff, all very friendly and my child likes all of them. The staff are very encouraging towards my child and helpful towards any queries I have. There is always a well balanced activity range for my child to choose from. My child is very well looked after in this environment and always treated fairly.'

**Areas for improvement**

The staff should ensure that they use the National Care Standards for early education and childcare up to the age of 16, and evaluate the service provided against these more often.

After reviewing all the evidence we concluded that the service had a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

We have graded the service a (5) very good for this statement.

**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
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 confirmed the service had maintained a very good quality performance in this area since their last inspection.

There were methods in place to gather the views of those using the service, giving them the chance to comment on the quality of management and leadership. This included questionnaires, daily discussions, complaints procedure and children’s planning. Feedback received had been positive and suggestions or issues raised had been taken on board.

The management informed us that they used results of consultations and suggestions received to identify areas for the service to prioritise for improvement. These were collated within the service’s improvement plan.

The service held meetings and had committees in place. These methods provided those in attendance to influence how the service implemented new initiatives such as echo schools, health promotion and development of outdoor learning.

Staff had made changes to the daily routine in response to children likes and interests for example having an ongoing snack instead of altogether snacks. The benefit of this was this gives children more time to participate in topic learning activities without interruptions.

The strengths recorded under statement one of quality themes one, two and three, were considered in the grading of this statement.

Areas for improvement
The service planned to continue to develop this area.

The service should clearly demonstrate how working in partnership with parents/carers and children has had positive impacts on the service provided.
After reviewing all the evidence we concluded that the service had used methods that resulted in parental/carer and children involvement which influenced the quality of management and leadership within the service.

We have graded the service a (5) very good for this statement.

**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**

We considered how the service involved those using the service, working or in partnership with the service in making the service better. We found that the management had systems in place. These included:

Parents/carers had been given the opportunity to share their views about the service. This included questionnaires, committee, regular discussions and involving them in the identified areas for improvements such as outdoor play learning

Use of email to share and gather information with parents/carers.

Staff held regular discussions and attended meetings to share good practice and reflect on their own performance.

The service worked in partnership with South Lanarkshire Council’s early years development team and quality assurance officer.

Children being encouraged to share their views, make decisions in their learning for example when choosing daily activities or voting for new resources.

Staff appraisals had taken place to support staff in their professional journey’s. These gave staff and management the opportunity to identify staff strengths and areas for improvement. Training needs were identified and we saw that staff had attended a variety of training meeting their professional development needs.

As a result of using a range of methods including those detailed above the management, staff, children and other stakeholders were aware of the service
strengths and areas for improvements.

The service had used the results of a parent/carers questionnaire to contribute towards the completion of the self assessment submitted to the Care Inspectorate.

**Areas for improvement**

The management should ensure that they complete audits of records and processes for example on medication and accidents that occur. This is to ensure they are following best practice.

Management should ensure that they access information to keep themselves informed of changes and improvements such as management of medication, notifications to Care Inspectorate.

We discussed the conditions of registration in relation to the age of children in relation to the number of children in attendance. The management planned to submit a variation to update the conditions of registration to ensure they reflect how the service operates.

The complaint procedure did not state complaints would be dealt within 20 days as legislation states.

The service had the Care Commission certificate of Registration displayed. This should be replaced with the Care Inspectorate certificate of registration.

After reviewing all the evidence we concluded that the service had systems in place that resulted in staff, parental/carer and child involvement in the service’s self evaluation process.

We have graded the service a (5) very good for this statement.

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

**Number of requirements:** 0

**Number of recommendations:** 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
### 5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
</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 - 5 - Very 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 - 5 - Very 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>18 Jan 2011</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>

| 27 Nov 2009   | Unannounced   | Care and support 5 - Very Good                |
|               |               | Environment  Not Assessed                     |
|               |               | Staffing 5 - Very Good                        |
|               |               | Management and Leadership Not Assessed       |

| 10 Feb 2009   | Unannounced   | Care and support 5 - Very Good                |
|               |               | Environment 5 - Very Good                     |
|               |               | Staffing 5 - Very Good                        |
|               |               | Management and Leadership 5 - Very Good       |
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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