St. Leonard's Primary School Nursery
Class
Day Care of Children
Brancumhall
Calderwood
East Kilbride
Glasgow
G74 3YA
Telephone: 01355 224800

Inspected by: Lynn Clements
Kara Doonan.
Type of inspection: Unannounced
Inspection completed on: 18 April 2013
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### Service provided by:
South Lanarkshire Council

### Service provider number:
SP2003003481

### Care service number:
CS2003015357

### Contact details for the inspector who inspected this service:
Lynn Clements
Telephone
Email enquiries@careinspectorate.com
Summary

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

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

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<thead>
<tr>
<th>Area</th>
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<tr>
<td>Quality of Care and Support</td>
<td>5</td>
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What the service does well

The children were happy, engaged, talkative and content. A variety of activities, toys and equipment were available for the children.

Children were involved in the service and made their own decisions. The outcomes for the children using the service were positive.

Children knew the daily routine and the premises; they were comfortable in the nursery environment.

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

As a result of maintaining children’s involvement in the service, staff were informed about children’s interests and development. This led to children being provided with care and support that met their individual needs.

The management team and staff were confident about the service provided.

Written documentation to support the work of the staff was presented, and provided information about the service.
Parents enjoyed being part of the service and met regularly for a ‘tea and natter’.

**What the service could do better**

Written care plans for each individual child should be developed.

Parents and children should be routinely involved in assessing management and leadership in the service.

Administration of medication forms should demonstrate that medication is time limited. Stored medication should be reviewed with parents/carers every twenty-eight days.

There were some areas of concern in the nursery environment.

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

The manager and staff spoke confidently about the service. The ethos, staff practice and the way children were involved meant that children were relaxed, confident and engaged. Most activities were child led. Children enjoyed being involved in the service, they explained how this happened. There was evidence that the manager and staff had reviewed children’s involvement in the service and used methods of consultation that suited the children. Children strongly influenced their care and support.

The way the service was delivered and the way the staff enabled the children, led to a care service based around children’s individual needs.

**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 five quality statements.
- a good level in two quality statements.
- an adequate level in one quality statement.

The grades for the service have been maintained. The care service is of a very good quality; the children were happy and safe in the staff’s care. The children experienced a range of activities and interacted with each other and the staff. The staff should continue to maintain involvement of people who use the service. Areas of concern in the nursery environment should be addressed.
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.

St. Leonard’s primary school nursery class provides daycare to a maximum of forty-eight children aged between three years to those not yet attending primary school. The provider is South Lanarkshire Council.

The service operates five days a week during term time and is open form 8:30 am to 4:30 pm. The service is based in St. Leonard’s primary school in Calderwood, East Kilbride. The service is close to shops, local amenities, and bus routes. Children have access to a large playroom, the gym hall, GP room, toilet and cloakroom facilities. The accommodation is on one level. Outside areas have been created for the nursery children.

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 4 - Good
Quality of Staffing - Grade 5 - Very 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. Inspectors Lynn Clements and Kara Doonan carried this out.

The inspection took place on:
- Monday 16 April 2013 from 8:20 am to 15:20 pm.
- Wednesday 18 April 2013 from 8:20 am to 12:30 pm.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us. We gave twenty care standard questionnaires to the manager to distribute to parents and carers. Thirteen parents/carers sent us completed questionnaires.

During the inspection process, we gathered evidence from various sources, including the following:
We spoke with:
- the head teacher
- the nursery teacher
- five nursery staff
- the parents of the ‘tea and natter’ group
- twelve children.

We looked at:
- accident forms and audit records
- risk assessments
- medication records
- cleaning records
- playroom checklists
- staff appraisals
- staff files
- risk assessments and checklists
- photographs
- floor books
- minutes of meetings
- evaluations from parents and children
- minutes of staff meetings
- comment book completed by parents
- I can do books
- newsletters
- the environment, resources and equipment.

**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 requirements we made at our last inspection

The requirement
The provider to ensure the premises are appropriately maintained in relation to issues identified in Areas for Improvement 2.2. This is in order to comply with SSI 2002/114 Regulation 10(1 & 2) a requirement to ensure that a provider does not use premises for the provision of a care service unless they are fit to be used, are in a good state of repair and suitable for the purpose of achieving the aims and objectives of the service. Timescale: within three months of the publication of this report.

What the service did to meet the requirement
Improvements in the premises had been made and staff had maintained this.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
We made no recommendations the last 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 - 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. The service provider identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

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 enabled and cared for the children.

Taking carers’ views into account

We sent out twenty care standards questionnaires for distribution to people who use the service and thirteen 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 from the care standards questionnaires can be found in this report.

The parents of the ‘tea and natter’ group took part in the inspection and told us that they were very happy with the service and felt their children’s needs were being met. They said they were kept informed, and thought the service had a positive impact on the care their children received.
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 met all aspects and provided very good opportunities for children and their families to give feedback and make suggestions to improve the service. We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, children, and management and considered information written and verbally presented by the staff.

Children were involved and made decisions about the service. There were a variety of successful methods used by the staff to gain children’s views and suggestions. Children attended meetings and made decisions about how to raise funds to purchase toys and games. They discussed rules and safe use of toys and equipment. They chose activities, trips and outings and provided written and verbal opinions about what they would like to do. They decided what food to eat and where to play. Children and staff held regular discussions. Circle time was used and children gave their vote regularly. The floor books and mind maps we read demonstrated that the manager and staff had followed up and responded effectively to their suggestions and comments, children’s learning journeys were embedded in practice. Twelve children told us staff had made changes to reflect their wishes. For example the floor books demonstrated the interests of each team and ensured that a variety of learning opportunities, including ideas and suggestions from the children happened naturally at the same time.

Children told us how they evaluated activities, toys, games and outings. They explained how circle time worked and told us how they were involved.
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. Activities were child led and staff supported the children in their decisions. Children knew the daily routine. Throughout the sessions, they changed toys and equipment to suit their needs. Children directed and determined their own play.

The service had maintained children’s involvement and children influenced their care and support, the environments the children used and the work of the staff. This resulted in improved outcomes for children and staff. The involvement of children was part of the day-to-day operation of the service.

In the care standards questionnaires returned to us parents said:
“There is plenty for them to do; it has been an excellent preparation for the adjoining school”.
“Both my children love their time at nursery and have built special relationships with the staff and the other children”.

Parents and carers had very good opportunity to give feedback and make suggestions for improving the service. Parents at the inspection told us they were happy with the service. Parents felt involved, they could join the ‘tea and natter’ group or use the other methods available to provide their views verbally and in writing. The parents’ council had been involved in staff recruitment and provided views about the proposed new school.

Parents who took part in the inspection said they had made suggestions about the cloakroom, health week, policies and procedures and the new school and these had been actioned by staff.

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

See the areas of improvement and recommendations in quality theme four, quality statement four.

**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

At this inspection, we found that the performance of the service was very good for this statement. The service met the health and welfare needs of the children very effectively. We looked at opportunities for outdoor play, opportunity that promoted children’s independence, physical activity, and emotional well-being. We observed the children at play and spoke with staff, parents, children, and management. We considered information written and verbally presented by the staff.

The children had daily access to outdoor activities that provided them with access to fresh air and energetic physical play. The children played outdoors within the school playgrounds and within designated nursery play areas. During the inspection, small groups of children, dressed in all weather suits and wellington boots, took part in outdoor play. The children informed us they were looking for slugs and worms and that they enjoyed playing outside.

The service cared for a maximum of ten children during the extended hours between 8:30am and 4:30pm. We found that staff planned effectively and responded very well to the needs of these children taking account of their pattern of attendance. Staff achieved this by providing different activities in the morning and afternoon sessions and by giving children the opportunity to access different areas within the school during extended hours such as the library and computer room. The children that stayed for lunch joined the school children in the gym hall.

We observed children independently completing baking tasks. An area was set up within the playroom with equipment including pictorial baking recipes. This provided a very good opportunity for children to develop their independence, fine motor skills, follow instructions, and promote self-confidence.

The service recognised and celebrated significant achievements in children lives. For example, on the day of the inspection a birthday celebration was taking place, the special birthday hat was in place and children joined them in celebrating by having birthday cake. The record of achievement wall celebrates events from the nursery, home, and further a field. Children displayed their own work.

Children were encouraged to share their views and opinions. One method used was ‘circle time’. Staff informed us that this was a very effective way of encouraging children to share their views, take turns and respect others.

In the care standards questionnaires returned to us parents said:
“I believe the service provided for my child is of the highest standard. I cannot fault the nursery in any way. The staff are always friendly and approachable and my child is always happy there”

“My child has been at the nursery for over a year and absolutely loves it”.
Areas for improvement

The children’s snack bar was open throughout the nursery sessions and children selected when they wanted something to eat and drink. The area was relaxed and had some systems in place to encourage independence such as children selecting which food and drink they wanted. Staff informed us that on occasions children did help prepare the foods. Children did clear their cups and plates from the table, although staff washed them. As the service promoted very good opportunities for children to be independent in other areas we felt that this was an area that staff could further improve.

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
At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to give feedback and make suggestions to improve the service. We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, children, and management and considered information written and verbally presented by the staff.

The strengths recorded under quality theme one, quality statement one were considered when grading this statement:

Children and parents were involved in assessing and improving the environments the children used. Children and parents made decisions about the service. Children and parents had frequent discussions with staff; their views were recorded and actioned. Children told us staff had made changes to reflect their wishes. Children and parents influenced aspects of the service.

In the care standards questionnaires returned to us parents said:
"My child has started to speak English, my child is very happy here".
"I am happy to leave my child in this environment, knowing my child is stimulated in a safe, secure and happy atmosphere".

Parents and carers had good opportunity to give feedback and make suggestions for improving the service. Parents at the inspection told us they had seen plans for the new proposed school and visited schools of a similar layout.

Parents who took part in the inspection said:
"The staff are friendly, my child loves it here. The atmosphere is relaxed; it's exactly what I would look for in a service".
"The staff are really nice; there are lots for the children to do"
"The staff meet my child’s needs."
Areas for improvement
See the areas of improvement, recommendations, and the requirement in quality theme two, quality statement two.

See the areas of improvement and recommendations in quality theme four, quality statement four.

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
At this inspection, we found that the performance of the service was adequate for this statement. The nursery met most aspects in relation to providing a safe environment where children are protected. We looked at medication records, accident and incident records, infection control procedures, lighting and heating systems and viewed the premises and how it was being used.

We examined three medication permission forms that provided staff with adequate guidance to administer medication. All staff were knowledgeable about the children that may require medication and how to administer as stated on permission forms. The medication was stored appropriately and consent forms were in place for all stored medications such as inhalers.

We observed staffs practice in relation to infection control during food preparation. We found staff followed best practice guidance effectively. Children and staff were observed to be following good hand washing practices, for example washing hands before and after eating.

There was a secured entry into the nursery for children and families. Staff checked identities of those entering the service using a visual monitoring screen.

The daily attendance registers examined were found to be accurate and staff knew at all times how many children they were caring for.

Since the last inspection the service had made significant improvements, where possible, to the environment such as having appropriate lighting and clean and clear window sills. As recommended at the last inspection a designated first aider had been appointed.
Areas for improvement

Three medication permission forms were examined. Two permission forms recorded ‘as required’ for the dosage. The dosage recorded on one permission form did not match the prescription label or instruction leaflet. There was some evidence to support that the staff had reviewed medication with parents. Care Inspectorate management of medication guidance states medication permissions should be time limited and stored medication should be reviewed after 28 days. We found limited evidence to support this had taken place (see recommendation one).

We found children’s pack lunches were stored in the hallway. Some were in cool bags but the majority were not. This meant there was a potential risk to children eating foods that had not been stored/chilled appropriately.

The radiators within the playroom were found to be extremely warm. There were no safety measures in place to reduce the risk of children harming themselves if they came into contact with the hot surface. We monitored this over two visits and staff confirmed that they had raised concerns about the temperature of the radiators. (See requirement one).

We examined three individual children’s accident and incident files. These did not provide a detailed account of where the accident/incident occurred or actions taken by staff. (See recommendation two).

We found some areas of concerns within the environment for example:
- Carpeted areas within the playroom were found to be marked and covered with a range of substances. We were informed that the carpets were hoovered daily.
- Mops for cleaning the toilets and playroom floors were wall mounted side by side in the toilets.
- A wooden drawer unit in which the varnish surface was worn was used to store spare cloths in the children’s toilets. (See recommendation three).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 3

Requirements

1. The provider must ensure that the premises are fit for purpose. This includes staff ensuring:
   - the welfare and safety of children is protected
   - children do not have access to extremely warm storage heaters or the large heating/boiler in the fenced area of the playroom.
   - appropriate safety measures are put in place.
This is to comply with:
The Social Care and Social Working Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210) - regulation 10 (2) (c) and regulation 4 (1) (a).
Timescale: 19 June 2013.

Recommendations

1. The service should review and improve the management of medication. Medication permission records should give clear guidance on criteria for medication recorded as 'when required'. The dosage to be given should be clear and follow the dosage prescribed. If staff have concerns over instructions they should check this with the relevant bodies, for example with the GP or NHS 24. Medications stored in the service should be reviewed every 28 days.

   National Care Standards for early education and childcare up to the age of 16, standard 3: Health and wellbeing

2. The service should review and improve the information being recorded within accident and incident reports. The reports should give a clear and concise account of the accident and incident that occurred.

   National Care Standards for early education and childcare up to the age of 16, standard 3: Health and wellbeing

3. The service should make improvements to the following areas:
   - carpeted areas should be free from unknown marks/substances and cleaned daily.
   - mops for cleaning the toilets and playroom floors should be stored appropriately to reduce the risk of spreading infection
   - wooden units in the children toilets should have sealed surfaces to reduce the risk of spreading infection.

   National Care Standards for early education and childcare up to the age of 16, standard 2: Safe environment
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
At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to give feedback and make suggestions to improve the service. We looked at how children and families were involved in the service and observed the children at play. We spoke with staff, parents, children, and management and considered information written and verbally presented by the staff.

The strengths recorded under quality theme one, quality statement one were considered when grading this statement:

Children and parents were involved in assessing the work of the staff. Children and parents made decisions about the service. Children and parents had frequent discussions with staff; their views were recorded and actioned. Children told us staff had made changes to reflect their wishes. Children and parents influenced aspects of the service.

In the care standards questionnaires returned to us parents said:
"My child has started to speak English, my child is very happy here".
"I am happy to leave my child in this environment, knowing my child is stimulated in a safe, secure and happy atmosphere".

Parents and carers had good opportunity to give feedback and make suggestions for improving the service. Parents at the inspection told us they had been involved in selection of staff, gave their views about the work of the staff and rated the quality of staffing.

Parents who took part in the inspection spoke highly of the staff and were satisfied with the service they provided.
Areas for improvement
See the areas of improvement, recommendations, and the requirement in quality theme two, quality statement two.

See the areas of improvement and recommendations in quality theme four, quality statement four.

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
At this inspection, we found that the performance of the service was very good for this statement. The service had met all aspects in relation to a professional, trained and motivated workforce. We looked at staff communication and interaction with children, staff awareness and knowledge of the children in their care, and how they shared practice and implemented new initiatives.

All staff employed had gained the relevant qualifications. They were registered with the relevant professional body such as Scottish Social Services Council (SSSC) or General Teaching Council (GTC).

We observed the staff communicating with the children in attendance. We found them to have a caring, considerate and professional manner at all times. The children were very confident and at ease communicating with them. We concluded that the staff and children had formed very good relationships.

The staff had worked together for a long period of time and worked well together. The staff felt supported and valued their colleagues support. This resulted in the service having an ethos of working in partnership and created a welcoming and friendly working environment.

Areas for improvement
See the areas of improvement, recommendations and requirement in quality theme two, quality statement two.

See the areas of improvement and recommendations in quality theme four, quality statement four.
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 very good for this statement. The service met all aspects and provided very good opportunities for children and their families to give feedback and make suggestions to improve the service. We looked at how children and families were involved in the service and observed the children at play. We spoke with staff, parents, children, and management and considered information written and verbally presented by the staff.

The strengths recorded under quality theme one, quality statement one were considered when grading this statement.

In the care standards questionnaires returned to us parents said:
“The professionalism and dedication of the nursery teacher is evident and I cannot praise her highly enough”.

Areas for improvement
See the areas of improvement, recommendations and requirement in quality theme two, quality statement two.

See the areas of improvement and recommendations in quality theme four, quality statement four.

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
At this inspection, we found that the performance of the service was good for this statement. Most aspects were met as the service ensured that there were quality assurance systems in place. We looked at how children and families are involved in the service. We spoke with staff, parents, children, and management and considered information written and verbally presented by the staff.

Parents and children were encouraged to give their views, opinions and suggestions both in writing and verbally. Parents attended meetings and gave feedback both verbally and in writing to influence the service. We saw how children led their own play and were enabled by staff to influence the service they received.

The staff team were realistic about the strengths in the service and where improvements were to be made.

Documentation supported the work of the staff and demonstrated the views of people who use the service. We found staff could demonstrate how outcomes for children, parents, and themselves had improved following the use of the quality assurance methods already in place. For example, the parents of the tea and natter group made decisions about the health week initiative and had made suggestions about their preferred methods of communication. The routine followed by staff did not restrict children in their play and the outcome was that children made decisions about aspects of the service. Staff discussions with children and parents focused on how to progress children’s development and allowed staff to provide a service suitable to their needs.

Areas for improvement
Although quality assurance was in place, we found there were areas of improvement that should be addressed to increase the grade to a very good (5).

We discussed children’s written 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 personal plans within achievement folders. We recommend that the staff should, after consultation, ensure within 28 days of using the service that each child has an individual written plan that include six monthly reviews with the child and/or parents and carers and include changes in health, welfare or safety needs. See recommendation one.

We saw that the registration certificate displayed in the corridor was of the previous scrutiny body. See recommendation two.

We saw how people who use the service were involved and how they influenced most aspects. For example by completing questionnaires and putting comments the book available. We found that parents had the opportunity to assess management and leadership but this was not yet routine. Samples of documentation presented to us
did not fully demonstrate how children influenced management and leadership. For example, staff could involve children in devising and reviewing outcomes and objectives in their personal plans. Staff could further involve children in management of the daily routine to ensure they have ownership in how they use the outdoor area leading from the playroom.

The self-assessment returned to us did not yet demonstrate children’s involvement. Staff and parents informed that this statement was not fully assessed by the children. We recommend that staff consider further methods to ensure parents and children assess management and leadership more effectively. Staff should demonstrate the impact of children and parents assessment of this quality statement. See recommendation three.

We met with a group of parents from the ‘tea and natter’ group. Management told us that parents did not yet have the opportunity to meet without staff being present. Facilitation was not yet independent. Parents advised us that they had not been kept informed about staff changes.

Staff told us about aspects of the service they would like to progress such as:
- Monitoring the work of the nursery staff was to become formal with documentation kept.
- More regular meetings of the pupil council were to commence, the last one held was in January 2012.

We discussed how to improve areas of concern within the nursery playroom. Management and staff told us they were aware of issues about the heating and the carpeted area and these had been ongoing for sometime. At the inspection these issues remained.

The staff team had put in place most procedures following outbreaks of infectious diseases i.e. a letter to parents and informing relevant bodies. They had not yet notified us of any outbreaks.

Recording of accidents and incidents occurred but staff confirmed that audits of these were not yet formal.

We discussed with staff how to extend children’s free flow play outdoors. During the inspection, children were taken out in groups and did not yet use the direct access to this outdoor area freely.

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

**Number of requirements:** 0

**Number of recommendations:** 3
**Recommendations**

1. Personal plans for each child should be devised in accordance with legislation and demonstrate:
   - That staff after consultation ensure within 28 days of using the service that each child has an individual plan
   - Each plan includes six monthly reviews with the child and/or parents and carers
   - Each plan includes changes in health, welfare or safety needs.

   National care standards for early education and childcare up to the age of 16, Standard 3 - Health and wellbeing.

2. The current certificate of registration should be displayed. National care standards for early education and childcare up to the age of 16, Standard 14 - well managed service.

3. Staff should routinely involve parents and children in the assessment of management and leadership and demonstrate the impact or outcomes for children following their assessment of this statement. 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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
## 5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Statement 3</td>
<td>5 - Very Good</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 4 - Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Statement 2</td>
<td>3 - Adequate</td>
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</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 5 - Very Good</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Statement 3</td>
<td>5 - Very Good</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Statement 4</td>
<td>4 - Good</td>
</tr>
</tbody>
</table>

## 6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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</thead>
<tbody>
<tr>
<td>24 May 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>3 Mar 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</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>

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