Temple Nursery & Playgroup

Day Care of Children

Traddoch Hall
Temple Village
Gorebridge
EH23 4SQ
Telephone: 01875 830 560

Inspected by: Nancy Wyse
Type of inspection: Unannounced
Inspection completed on: 4 April 2013
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**Service provided by:**
Temple Nursery & Playgroup, an association

**Service provider number:**
SP2003003142

**Care service number:**
CS2003013370

**Contact details for the inspector who inspected this service:**
Nancy Wyse
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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

Temple Nursery and Playgroup provides a high quality service for children and their families.
The staff support children well in their learning and development. Children are treated equally with respect and trust by all staff.

Parents and carers are involved in the day to day running of the nursery in many ways.

What the service could do better

The provider and manager should ensure that they take action to meet the requirement and recommendations made in this report.

What the service has done since the last inspection

Since the last inspection on 18 January 2011 the service has:
* Employed a new manager.
* This led to a staff re-shuffle and a member of staff increasing their hours to take on role as depute manager. A support worker has also been employed two days a week.
* The premises had been refurbished including the toilet areas with new heating, windows, sink, storage facilities, and display boards.
* The management committee, manager and staff have continued to review, update
and develop policies and procedures which support the delivery of the service.
* Developed a new appraisal system

Conclusion
Temple Nursery and Playgroup is an established quality service within the local village and community.
Children learn and achieve very well in the nursery.
The staff and management team work hard to continue to review evaluate and improve the service.

Who did this inspection
Nancy Wyse
1 About the service we inspected

The Care Inspectorate (CI) 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.careinspectrate.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 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 ("the Act") and Regulations or Orders made under 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.

Temple Nursery & Playgroup is registered to accommodate a maximum of 29 children per session between the ages of two and a half and five years. The service operates between the hours of 9am and 12noon Monday to Friday.

Temple Nursery & Playgroup is a small rural nursery/playgroup situated in the Midlothian village of Temple. The nursery/playgroup is run by a parents committee. There were 14 children present at the time of the inspection visit.

The nursery/playgroup has:
- Main playroom
- A quiet room
- Toilet facilities
- Kitchen area
- Large hall

There is a secure outdoor play area.

The nursery/playgroup is in partnership with Midlothian Council providing funded...
The stated aims of service are:

“To provide breadth and balance of learning opportunities that are linked to national and local curriculum guidelines.

To promote and encourage appropriate levels of expectation for children according to their individual needs.

To provide a variety of learning experiences which contributes to the motivation of children in relation to encouraging self-confidence, self-discipline, cooperation, independence and enthusiasm.

To encourage children to demonstrate care, courtesy, tolerance and respect toward others.

To provide a learning environment that is free from any form of discrimination and to strive to ensure that all children are treated equally and fairly.

To provide a safe, secure, pleasant and stimulating environment.

To maintain an effective and productive working relationship with parents and children, also to demonstrate a high level of personal and professional competence and skill and firm understanding of children’s development.”

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

We wrote this report after an unannounced inspection that took place on Tuesday 12 March 2013 between the hours of 9.00am and 13.30pm. We gave formal feedback to the service on Monday 15 April 2013.

As requested by us, the service sent us an electronic annual return and self assessment form.

We sent fifteen questionnaires to the service to give to parents and carers who used the service. We received eight completed questionnaires before the inspection.

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

- Accident and incident records
- Aims, (Mission Statement)
- Certificate of Registration
- Certificate of Public Liability Insurance
- Evidence from the services most recent Annual Return and self assessment forms
- Minutes of meetings
- Newsletters
- Notice boards
- Parents handbook
- Relevant policies and procedures
- Samples of children’s individual personal records and plans
- Staff files
- Staff training records
- Service Improvement Plan 2012 -13
- Standards and Quality Report 2011 - 2012

Observation of nursery environment including toilet facilities and the outdoor play area.

Examination of the playrooms, resources and play experiences available.

Observation of how staff work and interact with the children.
Observation of how staff interact with parents and carers.

discussion with various people, including
* the manager
* staff
* some children

This information was taken into account during the inspection process and reported on.

**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 an electronic self assessment document from the service. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings we grade the service under. The service identified things they thought they did well, some areas for further improvement and changes they planned for the service.

Taking the views of people using the care service into account
We saw that the children were engaged well in their play both independently and in small groups. They explored a wide range of interesting and challenging play experiences on offer.

Taking carers’ views into account
Before the inspection took place we sent out Fifteen Care Standards satisfaction questionnaires to the service to give to parents and carers. Eight were returned to us, comments are included in this report.
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 found that Temple Nursery and Playgroup had excellent systems in place to ensure that parents, carers and children were involved in assessing and improving the quality of care and support provided by the service.

We concluded this after we:

Spoke with the manager and staff
Spoke with three parents
Spoke with some children
Reviewed relevant policies
Observed staff caring, supporting and responding to the children
Reviewed feedback in our questionnaires

The nursery/playgroup involved children and their families who use the service and asked for their views in many ways. These included:

* Management committee
* Effective use of notice boards
* Informal and formal chats and meetings
* Monthly newsletters
* Parent/carer consultations
* Questionnaires
* Open morning and coffee mornings
* Fundraising events
* Children’s Personal Learning Plans (PLP’s)
The nursery/playgroup published informative newsletters. These included important dates for parent/carers diaries, information on trips and topics children would be involved in, fundraising news and committee meetings.

The nursery/playgroup gave parents and carers a parent’s handbook before their child started the service. This outlined the nursery ‘Mission statement, settling into nursery’, the nursery day/routine, nursery rules and information on how parents can participate in the service this helped them to know what they can expect from the service.

The nursery mission statement included:
"Staff are committed to maintaining an effective and productive working relationship with parents and children and to demonstrate a high level of personal and professional competence and skill.

We found this was a true reflection of the nursery/playgroup during our visit.

Communication and relationships were very good with children and staff. Children were treated equally with respect and trust. Staff consulted children in their play and supported them in their ideas. We saw how some children used what they already knew and their personal experience to build on their learning. Examples included; a child making a hand bag and another making a computer from paper and art and craft materials, other children used Ez - Fort to make a large den together.

Staff had developed a number of ways to consult with children. They included individual and group discussion, circle time, PLP’s, mind maps and talking thinking floor books. Mind maps and floor books involved the children in the planning and learning processes linked to the weekly plan. We saw examples of these and found they reflected what children had learned.

We observed children actively involved in circle time and sharing their experiences of visiting the book shop as part of celebrating ‘World Book Day’ on 7 March.

Feedback from our parent/carer questionnaires confirmed that:

* Overall, parents/carers were happy with the quality of care their child received in the service.
* They were kept informed about what was happening in the service, for example through newsletters and information boards.
* The service had involved them and their child in developing the service, for example asking for ideas and feedback.

Areas for improvement
The nursery should continue to monitor and maintain the excellent standards of quality care and support provided to children and their families. The provider and
manager should ensure they continue to identify areas for improvement and implement action plans to address these.

The service identified the following area for improvement in relation to this quality Statement:
"Involve parents in the improvement planning process, from beginning to end."

We agree that this area of improvement would further enhance the excellent practice carried out in relation to this Quality Statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

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

**Service strengths**
We found Temple Nursery and Playgroup had very good systems in place to ensure they met children’s health and wellbeing needs.

Clear admission and settling in procedures were in place. These included completing an admission form for all children. This allowed the nursery/playgroup to gather relevant information with regards to each child’s personal care and support needs. These included information on medical conditions, medication details, GP, allergies and dietary needs.

The nursery built on this information by completing 'PLP’s' for all children. These contained photographic evidence and information with regards to child’s routine, learning and steps to success. Parents and children had opportunities to view and comment on these plans.

The nursery/playgroup manager was responsible for child protection concerns should they arise. We talked to staff and found they were aware of their responsibilities in protecting children.

Clear procedures were in place for the administration of medication, First Aid and Accidents and Incidents. These procedures included gaining permission from parents or carers to administer medication.

The staff demonstrated good knowledge of dealing with children’s needs. The staff used a health and wellbeing chart to plan for each child. Behaviour plans were also in place for individual children as necessary.
We saw children had the opportunity to go for a walk in the village with staff to look for signs of spring.

We found staff were following good hygiene practices in relation to preparation of snacks. We saw staff cleaning the tables before serving children’s snack. The nursery supported healthy eating and catered for children’s dietary requirements and food preferences. We observed children enjoying a healthy social snack together.

Children had a number of opportunities to learn about healthy and safe choices. These included:

* Socialising at snack time with other children and staff and encouraging good eating habits
* Daily care routines, washing hands
* Having regular access to energetic play and fresh air
* Accessing quiet areas, peaceful activities as well as active indoor play in the large hall
* Developing friendships and supporting each other
* Learning about healthy things to cook and eat
* Being aware of the nursery rules
* Looking after nature, wildlife
* Being involved in forest school activities
* Keeping safe

The staff had been supporting the children with ways to help them understand their feelings and help them to express them appropriately. Staff used a box of feelings and a feelings board to work with and help children to express their feelings.

We saw staff talking informally to parents as they dropped off and picked up their children. We could see the relationships with parents and carers were positive.

**Areas for improvement**

The nursery/playgroup should continue to monitor and maintain the very high standards of quality care and support provided. The provider and manager should ensure they continue to identify areas for improvement and implement action plans to address these.

The nursery/playgroup have an Infection Control policy in place. However we asked them to obtain a copy of the Infection Prevention and Control in Childcare Settings (Day Care and Childminding settings) guidance to support the very good practice already in place.

The service identified the following area for improvement in relation to this quality statement:

“One area is ‘Improved learning experiences in the outdoor area.’"
We agree that this area of improvement would further enhance the very good practice carried out in relation to this Quality 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 found Temple Nursery and Playgroup had excellent systems in place to ensure that parents, carers and children were involved in assessing and improving the quality of the environment provided by the service.

Evidence which we discussed in Quality Theme1, Statement 1 also applies to this Quality Statement.

We saw the children were actively making choices about play experiences they wanted to be involved in. Children were aware of their routine in helping to tiding up the nursery environment after the session.

Newsletters informed parents/carers on children’s current interests, for example ‘measuring’, and the staff requested items of interesting measuring equipment from home be brought into nursery to support learning. They also included information on what aspect of learning their children were involved in for example, celebrating Chinese New Year and Red Nose Day. In addition, newsletters kept parents/carers informed about the current grant application, applied for the garden project.

Out of the eight parent/carers who returned our questionnaires four parents/carers strongly agreed, three agreed with the statement: 'The staff ask for my child’s views and about the activities and outings, and use them to plan future activities.' One parent stated they did not know.

Areas for improvement
The nursery should continue to monitor and maintain the excellent standards for this Quality Statement. The provider and manager should ensure they continue to identify areas for improvement and implement action plans to address these.

The service identified the following area for improvement in relation to this quality Statement:
“Continue to seek the views of parents and children to enable us to maintain the
good quality preschool education that is provided.
We agree that this area of improvement would further enhance the excellent practice
 carried out in relation to this Quality 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**
Temple Nursery and Playgroup provided good evidence of how they met this Quality Statement.

The environment had been refurbished with new heating, windows, a new sink and
display boards. We looked around all parts of the building used by the nursery/
playgroup and from observation we found the environment was clean, bright and well
maintained. Systems were in place to ensure the safety of the environment these
included: a secure entry system, maintenance and cleaning contracts.
We looked at the toilet facilities and hand washing sinks for the children attending.
We found these to be clean and well stocked with tissues and soap.

The playroom was stimulating and the layout allowed children to move freely around
their chosen play experiences. Interactive displays were easy accessible for the
children. Children’s work was attractively displayed around the playroom and welcome
area. In addition wall displays contained a range of photographic evidence of activities
the children had been involved.

Out of the eight parents and carers who completed Care Inspectorate
questionnaires, five parents strongly agreed and three agreed with the statements:
* The service is a safe, secure, hygienic, smoke free, pleasant and stimulating
  environment.
* There is enough space for the children to play and get involved in a range of
  activities.

We concluded good systems were in place for this Quality Statement.

**Areas for improvement**
We found the heater in the children’s bathroom had no cover and was very hot
We made a requirement about this
See requirement 1
The service identified the following area for improvement in relation to this quality statement:

“To ensure the safety of users when the garden area is being developed, this will be done through appropriate risk assessments and safety knowledge of those involved.”

We agree that this area of improvement would further enhance the good practice carried out in relation to this Quality Statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. It is required that the provider takes action to ensure the heater in the children’s toilets is guarded.
   This is to comply with SSI 2011/ 210, 4, (1) (a) of the Public Services Reform (Scotland) Act 2010 Welfare of users
   Time scale: From receipt of this report
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 found that Temple Nursery and Playgroup had excellent systems in place to ensure that parents and carers were involved in assessing and improving the quality of staffing in the service.

Evidence which we discussed in Quality Statements 1.1 and 2.1 also applies to this Quality Statement.

The Management Committee were involved in the recruitment of staff. Management Committee meetings and minutes of meetings informed parents/carers of training the staff had undertaken.

All eight parent/carers who returned our questionnaires strongly agreed with the following statement:
* I am confident that the staff have the skills and experience to care for my child and support their learning and development
* My child appears happy and confident with staff
* The staff treat my child fairly and with respect

Areas for improvement
We found that the nursery was maintaining current excellent practice in relation to this quality statement. The provider and manager should ensure they continue to identify areas for improvement and implement action plans to address these.

The service identified the following areas for improvement in relation to this quality Statement:
"New appraisal form was being introduced. Job descriptions are being updated and made relevant to each individual staff member’s responsibilities.”
We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this Quality 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 found that Temple Nursery and Playgroup had very good standards in the areas covered by this statement.

We concluded this after we:

* Spoke with the manager and staff.
* Looked at staff files.
* Confirmed staff registration with the Scottish Social Services Council (SSSC), the organisation who are responsible for registering people who work with children and regulate their education and training.
* Reviewed relevant policies
* Read minutes of meetings
* Looked at the notice boards

The staff were aware of the SSSC’s, codes of practice, qualifications criteria and registration process.

The staff team told us they were supported by management and had developed good relationships. The new member of staff confirmed they had been inducted into the service and they had signed to say they read and understood the policy booklet.

We found from speaking with staff that they demonstrated a commitment to taking up training to support their work in the nursery. Staff told us they had opportunities to take part in training and continued professional development. Training staff had undertaken included: GIRFEC, Forest Schools, Manual Handling, Food Hygiene, First Aid, Awareness of Infection Control, and Encouraging Language Development. All staff held individual files to record their training.

The staff used the Curriculum for Excellence well in planning a broad, balanced and challenging range of learning opportunities across all areas of the curriculum.

The Nursery/Playgroup had developed a high strategic plan for implementing Curriculum for Excellence, including arrangements to evaluate children’s progress. The manager and nursery teacher had presented Temple’s ‘High Level Curriculum Plan’ to the Local Authority Partnership Managers meeting. This contributed to the staff
reflecting on their own practice, while looking at a holistic approach in moving forward with their plans and sharing their good practice with other managers and centres in the local area.

**Areas for improvement**

We saw evidence to show staff meetings were taking place however these were not minuted.
We made a recommendation about this
See recommendation 1

The service identified the following area for improvement in relation to this quality Statement:
"Because we are a relatively new staff team, Improved Leadership Roles and Teamwork is an area for improvement in our improvement plan."
We agree this area of improvement would further enhance the very good practice carried out in relation to this Quality Statement.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. We recommend that regular staff meetings take place to support the delivery of the service and written records should be kept and available to all staff.

National Care Standards for early education and childcare up to the age of 16 Standard: 14 Well-managed service.
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 found Temple Nursery and Playgroup had excellent systems in place to ensure that parents and carers were involved in assessing and improving the quality of management and leadership of the service.

Evidence which we discussed in Quality Statements 1.1, 2.1 and 3.1 also applies to this Quality Statement.

The parents’ management committee and staff had set ‘Improved Leadership Roles and Team Work as a key area for improvement within their Improvement Plan, with the new staff team in place. They planned to review staff roles and responsibilities and support them to develop good working and professional relationships.

Parents/carers and children were involved in the development of the plans for the nursery/playgroup’s garden project. We saw evidence which showed children were involved in the design of planting and sensory areas.

The management committee were looking at ways to streamline communication with their Landlords. They had agreed to invite a member of the Temple Village Hall committee to join the nursery/playgroup committee meetings. This was to allow them to discuss any issues of mutual interest and support working relationships and delivery of the service.

Comments from our questionnaires included:
“We have been delighted with all aspects of Temple nursery.
I think that the nursery makes very good use of the facilities that are available to them, internally, externally, and locally whether it is the local Post office or a visit to the Farm. Forest Schools is particularly popular with all the children taking the learning outside and hands on. The staff are excellent in developing a theme or an interest around an item a child may have brought in to show them.”
Areas for improvement

We found that the nursery was maintaining current excellent practice in relation to this quality statement. The provider and manager should ensure they continue to identify areas for improvement and implement action plans to address these.

The service identified the following area for improvement in relation to this quality Statement:
"Continue to encourage parents/carers to share their skills with the children."
We agree that this area of improvement would further enhance the excellent practice carried out in relation to this Quality Statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found Temple Nursery and Playgroup had very good quality assurance systems and processes in place to monitor and evaluate the service provided. These included:

The staff team were strongly commitment to further improvement in their practice and provision. They were reflective practitioners who knew what the service done well and could identify what needs improved further. There was very good evidence of planned improvements having a positive impact on children’s experiences and outcomes for children. The service had applied for a grant to improve the garden this will improve children’s learning experiences in the outdoor area.

We could see clear links between the nursery/playgroup Aims, (mission statement) evaluation and actions. The service used a traffic light self evaluation system to review evidence and outline next steps to improve practice. We saw samples of this linked to ‘How well children learn and achieve.’

The parent management committee supported the manger in her role in delivery and improvement of the service. Regular management committee meetings and annual general meetings took place and records were minuted. Parents/carers were kept informed about committee involvement through the services handbook and regular newsletters.

The nursery had regular contact and received support from Midlothian Council’s Quality Improvement Officer. A Standard and Quality Report and Improvement Plan for 2011/12 and 2012/13 were in place to support the future delivery and improvement of
the nursery. We could see progress made in the nursery/playgroup improvement plan. These included:

* Improved opportunities to develop children's learning experiences in science.
* Improved experiences for children in cultural diversity.
* Improved engagement with health and wellbeing

Areas for improvement

The nursery/playgroup’s Complaints procedure contained in the service’s handbook had not been updated to contain Care Inspectorate details.

We made a recommendation about this

See recommendation 1

The service identified the following area for improvement in relation to this quality Statement:

"Ensure the quality indicators are completed on time following our long term plan."

"We agree that this area of improvement would further enhance the good practice carried out in relation to this Quality Statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. We recommend that the provider of the service should update the services handbook to ensure information contained in the Complaints procedure is correct.

   National Care Standards 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
No 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

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<th>Quality of Management and Leadership - 5 - Very Good</th>
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## 6 Inspection and grading history

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<tr>
<td>18 Jan 2011</td>
<td>Unannounced</td>
<td>Care and support: 6 - Excellent</td>
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<td>Management and Leadership: Not Assessed</td>
</tr>
<tr>
<td>12 Jun 2008</td>
<td>Unannounced</td>
<td>Care and support: 6 - Excellent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 6 - Excellent</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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