

Care service inspection report

Polbeth Nursery School

Day Care of Children

Polbeth Nursery

Polbeth Road

West Calder

EH55 8SR

Telephone: 01506 872 511

Inspected by: Lesley Thomson

Type of inspection: Unannounced

Inspection completed on: 12 June 2013



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Service provided by:

West Lothian Council

Service provider number:

SP2003002601

Care service number:

CS2003017499

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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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

We found the staff and management within Polbeth Nursery School provided a high quality of care and support to the families who used the service. Children and their families were continually involved in assessing and improving the quality of the care and support offered, the environment, staffing and the management and leadership within the nursery.

Staff worked well together to ensure the activities and experiences on offer promoted the children's individual learning and development. The children's views were clearly reflected in the daily planning and staff used their skills and observations to ensure their knowledge of the children remained current and up to date.

Methods of communication between staff and the families who used the service remained effective. This enabled the staff and families to work together to support the children's development and help them to achieve identified development goals.

What the service could do better

Staff and management should continue to review and update their practice and take into account latest guidance and legislation; for example, the current recording system for the administration of medication could be updated to follow latest guidance. The formal method of reviewing children's personal files should be reviewed to ensure timescales met with latest legislation and current best practice.

Consideration should be given to the current practice for when children clean their teeth. Staff should provide the children with ways to maintain their independence whilst ensuring good infection control.

What the service has done since the last inspection

Since the last inspection the staff and management have continued to maintain the high standard of care and support provided to the families who use the service.

Conclusion

Management and staff at Polbeth Nursery School had maintained a high quality service which promotes the overall wellbeing of the children who attend. Involvement of families was of a high priority and proved effective when evaluating the service. Children were nurtured and supported by a skilled staff team who demonstrated a strong commitment to continue meeting the individual needs of each child.

Who did this inspection

Lesley Thomson

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 about 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.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could 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 but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- 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 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.

Polbeth Nursery School is registered as a Day Care of Children service and can provide care to a maximum of 60 children aged 3 years to primary school entry.

On the day of the inspection 26 children, 5 staff and a college student were present during each session.

The Nursery School is situated beside St Mary's Primary School, Polbeth. The Nursery School and St Mary's are managed by the same head teacher. The nursery operates from a single storey building and is made up of three adjoining playrooms, kitchen area, toilets and a small office. A large fully enclosed garden and outside area is situated to the side of the playrooms.

The aims of the nursery included the following:

'We will provide a caring and orderly environment where children and adults treat each other with mutual respect and consideration'.

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 5 - Very 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 following an unannounced inspection. This was carried out by Inspector, Lesley Thomson. The inspection took place on 12 June 2013 between 9:20am and 3:30pm. We gave feedback to the head teacher and nursery teacher on the day of the inspection visit.

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 sent 20 care standards questionnaires to the manager to distribute to relatives and carers. Relatives and carers returned 13 completed questionnaires before the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- 15 children
- 3 relatives
- the head teacher
- nursery staff

We looked at:

- the participation strategy (this is the service's plan for how they will involve service users)
- observing the children
- observing how staff work
- evidence from the service's most recent self assessment
- children's learner's journey and care plans
- newsletters
- planning information

- accident and incident records
- records of consultations with parents, carers and children
- risk assessment documentation
- aims of the service
- photographs
- minutes of meetings
- observation of the environment, toys 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

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.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

Taking the views of people using the care service into account

Throughout the inspection visit the children were happy, relaxed and confident in the nursery environment. The children were fully engaged in the activities and experiences on offer. The children happily chatted to staff, each other and us. It was evident the children felt safe, secure and welcomed in the nursery environment.

Some of the children made the following comments:

- "I like play dough and painting and sand"
- "I like snack"
- "I like the sand, messy"
- "The teachers help us"

The children asked us to join them looking for bugs in the garden. This activity was led by the children. They had fun whilst developing their social skills, investigating their environment and learning about different mini insects.

Taking carers' views into account

Thirteen parents and carers returned completed care standards questionnaires. We had the opportunity to speak with a further three parents and carers individually during our inspection. They made positive comments about the staffing and management, activities provided, feedback received and information shared.

In the questionnaires parents and carers wrote the following comments:

'All of the staff at the nursery are first rate, so enthusiastic, helpful, friendly and professional. They have each carried out their roles superbly and have gone out of their way to welcome and include me and my daughter. I couldn't fault any of the staff at Polbeth Nursery, nor the caring and learning provided. Really excellent care environment. Brilliant staff.'

'Polbeth Nursery has been amazing for my daughter's development. I am so pleased she goes there.'

'A fantastic, happy and stimulating nursery with friendly approachable staff. Parents evening - 10 minutes for each child is not enough and although I can talk to staff anytime I need, it's not always possible.'

'From day one I was overwhelmed with how friendly and professional the staff are. They have always got time to talk whether it is just a friendly chat or if you have something that worries you. My son loves his time spent in the nursery, and I am happy that he went to just this nursery.'

'Polbeth nursery is fantastic, the staff are so warm and welcoming, take an interest in the children and even the parents! I feel I can ask or go to the staff about anything and I will be welcomed with open arms. Very accommodating but also follow rules and policies.'

'I really like the open days. Staff are really easy to talk to and very friendly.'

'Polbeth Nursery is a great little nursery. My son always loves to go. The teachers do so much with the kids.'

'The staff at Polbeth Nursery have been absolutely brilliant in regard to not only my child's educational needs but also his emotional needs.'

The parents and carers spoken to and who returned our questionnaires confirmed they were happy with the overall quality of care their child received in the service. More views of the parents and carers can be found throughout the body of 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 the service was performing to an excellent standard in the areas covered by this statement. We concluded this after we spoke to the head teacher and nursery staff, looked at information shared with families, sampled children's files and considered the parents' and carers' response to our questionnaire. We also assessed the opportunities given to the parents, carers and children to express their views.

Staff had continued to provide an excellent variety of opportunities for parents, carers and children to assess and improve the quality of care and support they received from the service. Parents and carers spoken to confirmed their views and the views of their child were regularly sought. It was evident that involving families in assessing and improving the service was part of the daily life within the nursery.

Staff used a wide range of methods to maintain effective communication with parents and carers. This included:

- the use of notice boards and areas to share current information about what is happening in the nursery and local community
- a TV screen displaying information and photographs of the children taking part in activities
- regular newsletters
- a display of children's comments and suggestions and what action has been planned or taken to address these comments
- questionnaires to gather the views of parents, carers and children
- daily discussions

- school website and blog.

Before starting the nursery, families were given very good information about the service. They were invited to visit the nursery. This provided opportunities for staff, parents and carers to discuss each child's likes, dislikes, personalities and routines. Having this information meant staff could provide care and support which reflected the individual needs of each child and help them to settle in with ease. The parents and carers who returned our care standards questionnaires confirmed they had received clear information about the service and were able to visit with their child before the child started.

Staff used their professional skills and knowledge of the children to gather their views about the activities and experiences on offer; for example 'floor books'. This is a method of encouraging the children to draw pictures and talk about a topic. Their comments and pictures were created in large book which remained available for the children to look at and evaluate their work.

We sampled questionnaires the parents and carers had returned to the service. These contained positive comments and suggestions. Staff had taken action on the suggestions made and provided all families with appropriate feedback. The nursery teacher gave examples of how parents and carers had been involved in making decisions about activities and events within the nursery.

The children's questionnaires were used to gather their thoughts about specific areas within the nursery and what they would like to change. Children's comments included more dinosaurs and the colour of the story corner. Staff had taken action to address these suggestions.

All the above demonstrated that families were able to influence the service provided and make a positive impact. This also helped to promote and maintain a good relationships between staff and families.

The service had continued to maintain and improve the methods in place for providing families with opportunities to become involved in their child's learning experiences within the nursery. Families were encouraged to take part in activities, projects and tasks with their child at home and in the nursery environment. This helped to ensure positive outcomes for the children and encouraged staff and families to work together to meet the individual development needs of each child.

In addition to the above, parents and carers were encouraged to become involved in maintaining appropriate records about their child's learning and development. For example they had been asked to contribute to their child's individual 'Learners Journeys' (this is a record of a child's developmental achievements and progress during their time in nursery). Parents and carers had been asked to provide additional information which would support staff to provide care and support specific to their child's individual needs.

In the returned questionnaires the parents confirmed staff had worked with them and their child to develop an individual education and support programme for their child. They also confirmed staff regularly assessed their child's learning and development and used this to plan their next steps. The parents and carers stated staff shared information about their child's learning and development with them and, where appropriate, their child.

Areas for improvement

The nursery teacher and head teacher agreed to update the service's complaint policy to include the current contact details of the Care Inspectorate.

The head teacher and staff should continue to maintain and build on the excellent practice currently in place.

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 the service was performing very well in the areas covered by this statement. We also highlighted some areas of excellent practice. We concluded this after we spoke to the head teacher and nursery staff, reviewed planning records and the stated aims of the service, looked at information gathered about the children, observed staff practice and chatted to the children.

Staff engaged in very high quality interactions with the children. Throughout the inspection we saw staff supporting the children's individual learning and development. The strong relationships between the staff and children enabled staff to comfort and nurture the children whilst skilfully encouraging them to make appropriate choices and promote their emotional development. Staff were responsive to the children's interests and needs and continually encouraged them to be independent thinkers and reach their full potential. The promotion of positive behaviour encouraged the children to be kind to each other and develop friendships. This also helped to ensure a pleasant environment.

The layout of the playroom and activities helped the children to develop their social skills. The children were able to play together and share toys and activities.

Children's personal records were kept up to date and contained the relevant information needed in the event of an emergency. This meant staff had appropriate information needed and gave parents and carers assurance that staff would follow appropriate procedures. Additional records were kept for children with specific development and medical needs. These records were used to ensure all staff were aware of the procedures to follow to ensure the health and well being of the children.

It was evident staff had taken time to get to know the children and understand their personalities and individual needs. Records of the children's developmental achievements and identified goals were maintained and regularly reviewed. These records were used to ensure the experiences offered were of interest to the children and relevant to their individual development.

To maintain the children's health and well being needs, staff developed effective working partnerships with other professionals. This included a speech and language therapist, an educational psychologist and a dental nurse. This ensured that staff could provide the right type of support to promote the development of the individual children.

Staff demonstrated a sound knowledge of the procedures in place to protect the children's health and promote their well being. Examples included:

- children were routinely encouraged to wash their hands before snack and after using the toilet
- staff followed current guidance to ensure the cleanliness of the premises, toys and equipment
- appropriate recording of accidents and incidents
- staff followed current guidance to prevent the spread of infection
- safe storage and administration of medication
- providing opportunities for children to take part in the national tooth brushing scheme, this encouraged their learning about personal hygiene
- children had daily access to the garden area. The experiences available in the garden encouraged the children to enjoy fresh air and physical play
- a varied snack menu with healthy choices at each snack
- staff trained in good food hygiene practices.

Staff provided activities to promote the children's learning of healthy living; for example, healthy eating and exercise projects. A group of children told us about the healthy snacks they have and how they had planted seeds and grew vegetables in the nursery garden. The children also described some of the activities they took part in to promote exercise; this included dancing, jogging and exercise routines.

The layout of the outside area enabled the children to access regular fresh air and energetic play. The children were able to freely explore areas within the garden and choose where they wanted to play. There was a variety of natural resources in the garden to encourage the children to develop their curiosity and further their learning.

In the returned questionnaires the parents and carers confirmed their child could experience and choose from a balanced range of activities. They also confirmed there were regular opportunities for their child to experience fresh air and exercise.

Areas for improvement

During feedback the head teacher and nursery teacher agreed to review the recording system of medication to be administered. This was to ensure the information gathered met with current guidance and best practice. The relevant information to be included can be found on the Care Inspectorate website.

Although it was evident that children's personal records were regularly maintained, we suggested the service should develop a formal system to ensure these records are reviewed a minimum of every six months. This will support the staff to ensure information remains current and of good use. This will also ensure these reviews are in line with current legislation.

The nursery teacher agreed to review the procedure of tooth brushing. This is to ensure good infection control measures are in place.

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: 5 - Very 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 the service was performing to an excellent standard in the areas covered by this statement. We concluded this after we spoke to the head teacher and nursery staff. We also reviewed the opportunities given to families to make comments and suggestions about the environment and how they could become actively involved in the service. When grading this statement we also took into account the strengths highlighted in Quality Theme 1: Statement 1.

Families were continually involved in assessing and improving the quality of the environment. Parents and carers were openly invited into the nursery to work alongside staff and develop their children's learning. Children and their families were involved in the development and maintenance of the outside area, for example they had built an eco den in the garden and had been involved in planting and harvesting the vegetable garden.

Children were encouraged to tidy up, it was evident that this was part of the daily routine. Involving them in this task helped them to begin to develop an understanding of why it is important to look after the nursery toys and ensure a safe and pleasant environment.

Children's art work was attractively displayed throughout the building; this promoted their self esteem and gave them a sense of pride in their surroundings.

Areas for improvement

The head teacher and staff should continue to maintain and build on the excellent practice currently in place.

Grade awarded for this statement: 6 - Excellent

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 found this service was performing very well in the areas covered by this statement. We concluded this after we spoke to the head teacher and nursery staff, sampled safety procedures, viewed records and looked at the environment.

On the day of our visit the building was clean, bright, warm and well ventilated. The layout of the playrooms and garden allowed the children to move freely with no obstructions. This helped to maintain a safe and stimulating environment and enabled the children to choose and access the activities with ease. To enter the nursery, a buzzer entry system was in place. This helped staff to control who was in the premises and ensure the children's safety.

Children's safety was also ensured by staff carrying out set maintenance checks and risk assessments on a daily basis.

Safety notices were displayed to inform families and visitors of the procedures to be followed to ensure their safety and the safety of the children.

In the returned questionnaires eleven parents and carers strongly agreed and two agreed that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment for their child to attend.

Areas for improvement

Although we had no concerns about the cleanliness and general safety of the service there were no records to evidence assessments and cleaning tasks were being done as a matter of routine. We discussed this with the head teacher and nursery teacher and they agreed to develop a simple system to evidence that the environment and resources are assessed and cleaned regularly.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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 the service was performing to an excellent standard in the areas covered by this statement. We concluded this after we spoke to the head teacher and nursery staff. We also reviewed the opportunities given to families to make comments and suggestions. When grading this statement we took into account the strengths highlighted in Quality Theme 1: Statement 1 and Quality Theme 2: Statement 1.

The parents and carers spoken to confirmed they had continually been involved in assessing the quality of staffing within the service. Parents and carers had been asked to give their views about various staffing events through questionnaires. The questionnaires sampled showed the parents were happy with staff and confident that they provided quality care to their children.

Staff provided families with excellent opportunities to discuss the service, events and the care of their child. All parents and carers were invited to attend regular meetings in the nursery. This demonstrated staff's commitment to involving families in the delivery of the service.

In the returned questionnaires twelve parents and carers strongly agreed and one agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development. Ten strongly agreed and three agreed that they were confident there were always enough staff to provide a good quality of care. Eleven strongly agreed and two agreed the staff treated their child fairly and with respect.

Areas for improvement

The head teacher and staff should continue to maintain and build on the excellent practice currently in place.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 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 the service was performing very well in the areas covered by this statement. We concluded this after we spoke to the head teacher and nursery staff and observed staff practice. We also looked at relevant records; including staff files and minutes of staff meetings.

We confirmed the service had a professional, trained and motivated workforce, which operated to National Care Standards, legislation and best practice. This is reflected in the strengths highlighted throughout this report. Staff demonstrated a commitment to providing children with experiences which will enhance their learning and promote their all round development.

To maintain effective communication, staff and management used a diary to share relevant information and keep each other up to date with events and happenings in the nursery. Planning records and verbal discussion ensured the smooth running of the service and helped staff to assess how they were meeting the needs of the children.

Staff demonstrated a very good knowledge of the children in their care. Through discussions and sampling planning records, it was evident that the planning system was developed to take into account the individual needs and interests of the children attending. This included the provision of activities to help the children achieve identified development goals. In addition to standard training courses, staff attended training which was relevant to individual children within the service. This enabled staff to provide the right type of care and support to individual children.

Through observation and discussion with staff it was evident they made use of professional documents to enhance their knowledge and provide a service which follows best practice and latest guidance. Staff demonstrated a good understanding of the National Care Standards for Early Education and Childcare up to the age of 16. These standards had been developed by the Scottish Government. Staff were registered with the Scottish Social Services Council and were able to show a working knowledge of Codes of Practice. This was reflected by the skilled workforce who continued to meet the needs of the children in their care.

Staff were able to give a clear account of the procedures to be followed in the event of a child protection concern or if they had issues about a colleague's practice. This allowed staff to effectively address any concerns and ensure the safety of the children in their care.

The staff team rarely changed. This meant that children received continuity of care and helped to develop positive relationships between staff, parents and carers. This enabled parents and carers to get to know staff and become comfortable sharing information which would help them to support the children.

The staff team were enthusiastic in their roles and confidently described a positive working relationship with each other and the head teacher. Staff told us they were involved in the continuous assessment of the service and the planning of daily events and activities.

Records sampled confirmed staff received regular training relevant to their roles within the service. Staff confirmed they received support from the head teacher. Regular support and supervision helped the staff and head teacher to be reflective of their practice and identify any training or support needs.

Areas for improvement

The service should continue to maintain the very good practice of providing a workforce who are professional, trained and motivated and who operate taking account of the National Care Standards, legislation and best practice.

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 found the service was performing to an excellent standard in the areas covered by this statement. We concluded this after we spoke to the head teacher and nursery staff. We also reviewed the opportunities given to families to make comments and suggestions about the management and leadership. When grading this statement we took into account the strengths highlighted in Quality Theme 1: Statement 1, Quality Theme 2: Statement 1 and Quality Theme 3: Statement 1.

The complaints policy and procedures were displayed for families to view. This meant families were aware of who to contact should they wish to raise a concern and also the process that would be followed to ensure their concern was dealt with effectively and in an appropriate time scale.

Parents and carers had been given various opportunities to express their views on the quality of management and leadership within the nursery. This included the use of questionnaires and verbal communication. The parents and carers spoken to confirmed they had been asked to make comments about the management of the nursery. They also told us that they were pleased with the organisation within the nursery and would feel confident in raising any concerns they may have.

Areas for improvement

The head teacher and staff should continue to maintain and build on the excellent practice currently in place.

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 the service was performing very well in the areas covered by this statement. We also highlighted some areas of excellent practice. We concluded this after we spoke to the head teacher and nursery staff. We looked at minutes from staff and management meetings and records of consultations with families and other professionals within the community. We also took into account the strengths highlighted in Quality Themes 1, 2 and 3.

The stated aims of the nursery reflected the intentions of the service. This helped to ensure the well being of the children and meant parents, carers, staff and stakeholders knew what to expect from the service

There was strong evidence to demonstrate the head teacher's and staff's commitment to maintaining and improving the quality of the service provided.

Regular planning meetings and daily evaluations of activities ensured that all staff were involved in the future plans for the service. This helped to ensure the experiences provided for children remained of interest to them and supported their development progress.

There were very good procedures in place for monitoring and evaluating staff practice and the service provided. These included the head teacher visiting the nursery daily to discuss events and any issues. This enabled the head teacher to observe staff working and assess the outcomes for the children. There were also systems in place for the management to review and assess the children's individual Learners Journey's. This helped to ensure staff were meeting needs of the children.

The nursery teacher also monitored staff practice. This was done daily through working with staff and formally on a rota basis. Staff were involved in monitoring the nursery teacher and each other. Management within the service used the information gathered from monitoring sessions to update the improvement plan and identify any training needs. This meant that improvement plans were responsive to the needs of the children and were developed to promote and ensure positive outcomes for families who used the service.

Professionals from other nurseries within West Lothian visited the service. This was to observe staff practice and share information about best practice and latest guidance. This enabled the staff at Polbeth Nursery School to reflect on their practice and ensure they were maintaining a very good service to the children in their care.

The staff had developed a method to gather the views of other professionals within the local community; for example a previous student, college lecturer, bilingual support assistant and the speech and language therapist. This outstanding practice helped the staff and management to evaluate the service, consider improvements and take into account the views of other stakeholders.

Other formal methods of evaluating the service included the use of 'Child at the Centre 2', this is a professional quality assurance tool developed by the Scottish Government. Records sampled demonstrated that staff and management made very good use of this tool and included their finding in developing the annual improvement plan for the service. This reflected a service that continually assessed the activities and experiences on offer to ensure the best possible outcomes for the children and families who use the service.

We spoke to the nursery secretary. She told us staff were approachable and made positive comments about their work and the quality of experiences on offer to the children. She confirmed she was involved in the daily life of the nursery as much as she could be.

In the returned questionnaires the parents and carers confirmed that staff have involved them in developing the service, for example by asking for their ideas and feedback.

Areas for improvement

Management and staff should continue to maintain and build on the very good practice currently in place.

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 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

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
15 Dec 2010	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
18 Mar 2009	Unannounced	Care and support 5 - Very Good Environment 6 - Excellent 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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

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