## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>3</td>
</tr>
<tr>
<td>About the service we inspected</td>
<td>5</td>
</tr>
<tr>
<td>How we inspected this service</td>
<td>7</td>
</tr>
<tr>
<td>The inspection</td>
<td>11</td>
</tr>
<tr>
<td>Other information</td>
<td>24</td>
</tr>
<tr>
<td>Summary of grades</td>
<td>25</td>
</tr>
<tr>
<td>Inspection and grading history</td>
<td>25</td>
</tr>
</tbody>
</table>

**Service provided by:**
South Lanarkshire Council

**Service provider number:**
SP2003003481

**Care service number:**
CS2003015365

**Contact details for the inspector who inspected this service:**
Jacqueline Clark
Telephone  0141 843 6840
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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
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What the service does well

We found that staff knew the children very well and used this information to meet their individual needs. Staff worked closely with parents and external agencies to support children’s health, wellbeing and learning. Staff provided children with a wide range of resources and encouraged them to be independent learners.

What the service could do better

To further involve parents in assessing and improving the service, the management could provide parents with the opportunity to grade the service through the quality themes and statements.

What the service has done since the last inspection

The service had further developed the opportunities for parents to be involved in nursery life. This included the introduction of play and stay sessions and a range of workshops.
Conclusion
We found that the service provided excellent opportunities for parents and children to be involved in assessing and improving the quality of care and support offered. Staff work very well as a team and were committed to developing and improving the service provided. Very positive relationships had been developed between staff, children and parents.

Who did this inspection
Jacqueline Clark
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. 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.

St. Patrick’s Nursery Class is a childcare service operated by South Lanarkshire Council. The service operates within St. Patrick’s Primary School in Strathaven. The nursery class is an integral part of the school with children, staff and parents involved in school life.

The nursery is accommodated in a portacabin in the school playground. Children had access to two good sized playrooms, cloakroom and toilets. A designated outdoor area is in place to provide children with access to fresh air and energetic play.

The nursery can accommodate 30 children at each session and operates term-time only.

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 Jackie Clark. The inspection took place on Thursday 20 June 2013 between 09:30am and 17:00pm.

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 twenty care standard questionnaires to the service to distribute to parents. Fourteen were completed and returned before the inspection.

We also asked the service to give out five questionnaires to staff which were completed and returned.

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

We spoke with:

* twelve children
* the head teacher
* four staff
* seven parents

We looked at:

* participation strategy
* minutes of staff meetings
* newsletters
* parental questionnaires
* accidents/incident reports
* policies and procedures
* medication policy
* the environment 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 completed self assessment document from the provider.

The service identified what it thought the nursery did well and that they would continue to review their practice to raise the quality and standard of the service provided. It would have been more beneficial if the service would have highlighted specific areas that they intended to improve in line with their improvement plan.

Taking the views of people using the care service into account

The children present during the inspection were settled and content in their surroundings and happily engaged in play. They spoke confidently to the Inspector about what they liked doing best at nursery. Children’s comments included:

"I like to do dancing."
"My favourite is the remote control car."
"I like to play on the computer."
"Going outside is my favourite."
"I especially like painting pictures to take home for my mummy."
"I like playing with everything."

Taking carers' views into account

Fourteen parents returned our questionnaire and we had the opportunity to speak with a further seven parents during the inspection. Both written and verbal feedback confirmed that parents were very happy with the quality of service they received. We received comments such as:
"It’s the best nursery ever."
“Although staff are very busy they always make time to answer any questions you have about your child.”
“Staff are very supportive if you have any issues regarding your child.”
“Great nursery the staff are fantastic.”
“Staff are very approachable, friendly and encouraging.”
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 excellent for this statement.

We found the service provided excellent opportunities for parents and children to share their ideas and views about the quality of care and support offered. A variety of methods were used to support this including:

- Parent committee
- Suggestion box
- Workshops
- Parental questionnaires
- Consultation tree
- Good Ideas wall
- Coffee mornings
- Open days
- Newsletter
- Home-nursery sheet
- Play and stay sessions
- Pupil council
- Big books
- Mind mapping
- Star of the week
- Circle time
- Together we learn board
- Children’s questionnaires
The service used their monthly newsletters to remind parents of the importance of them sharing their ideas and suggestions on how to improve the nursery. Feedback from questionnaires and any action required was also detailed within the newsletters.

Prior to children starting at the service parents were provided with information about the nursery including policies and procedures. They had the opportunity to visit the service with their child. Information on the Care Inspectorate was displayed in the entrance for parents to view.

The Head Teacher and staff took part in a door duty rota. The outcome of this was that parents had the opportunity daily to raise issues or make suggestions for improving the nursery.

Staff had worked in partnership with parents to develop individual care plans for each child. As a consequence of this, children's care needs, interests and ideas were responded to.

The nursery produced written reports regarding children's progress. Parents had the opportunity to comment on their child's development. Feedback was very positive with one parent commenting “I have watched my child develop in confidence and enthusiasm for socialising and learning, with another stating "we see a big difference in our child since starting nursery."

The nursery had introduced stay and play sessions for parents. These had been very successful and offered parents a valuable insight into how their child learned through play. One parent commented “very good nursery which offered a high standard of care and learning.”

To extend the chance for more stakeholders to be involved in the life of the nursery, regular coffee mornings were organised. This enabled parents, carers, families and local community to form positive relationships and share ideas.

To further develop links between the home and nursery the service offered parents the opportunity to borrow a range of resources including books, story sacks, rhyme sacks and maths sacks. Parents and children provided written evaluations of these links with the service to assess their use.

A range of workshops were provided by the nursery for parents and included good parenting and first aid. These contributed to positive outcomes for children and their families.

The nursery had worked hard to involve children in the planning process. This had a positive outcome for children's individual learning.
Children were provided with the opportunity to take part in the pupil council. Through this they had the responsibility for deciding snack menu. Photographs were used to assist children in this task. This helped build children’s confidence and self esteem.

The Inspector was provided with verbal and written feedback from parents that evidenced they were encouraged to evaluate the nursery. One parent wrote “staff and head teacher have an open relationship with parents and are always encouraging feedback and input into the running of the class” with another commenting “we are always being asked for our views and suggestions”

Areas for improvement
The provider should continue to monitor and maintain the excellent quality of care. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

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
At this inspection, we found that the performance of the service was very good for this statement. The service met the health and wellbeing needs of the children very effectively.

A comprehensive range of paperwork was used to gather information from parents about their children. This included personal details, medical history, likes, dislikes, family, dietary needs and consent for a range of occasions.

Children’s profiles were shared with parents through regular meetings, written reports and transition records. This evidenced staff and parents working together which achieved positive learning outcomes for children. One parent told the Inspector "at parent’s night it was evident that the keyworker knew my child really well and I am very impressed that activities are geared to my child’s interests and abilities."

Information relating to children’s care plans were updated every six months which meets the timescale required by legislation.

The nursery had satisfactory procedures in place for staff to administer medicines to children with appropriate arrangements in place for storing medication. Written records were maintained by staff of medicines kept in the nursery and included consent from parents.

The nursery promotes healthy eating; to further develop this they provided a cookery workshop for parents to encourage them to prepare healthy meals for their children. To further promote this the "Healthy Homework" project was devised for parents and children to participate in. It included:

H - Healthy snacks
E - Early to bed
A - Adult to play sport
L - Healthy lunch
H - Design healthy living poster
Y - You can choose healthy way to travel to nursery

To further promote health and wellbeing children had daily access to fresh air by accessing an enclosed section of the playground. They also had physical play opportunities in the school gym.
The service worked in conjunction with external agencies to support children’s all round development. One member of staff had worked with an occupational therapist to support a child attending the nursery.

**Areas for improvement**

Through the self assessment document the service identified that they would continually review policy and practice in all areas of the nursery to facilitate constant improvement and raising of quality and standards.

**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
At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Statement 1 remain relevant for this statement.

Children were encouraged to take care of the nursery environment by taking part in litter patrols. Parents and children were involved in developing the garden area of nursery.

A questionnaire was issued by the service to parents to allow them to share their views about the environment. Feedback was of a positive nature with comments such as:

"My children are welcomed and feel safe and happy at nursery."
"It’s a safe environment."
"St. Patrick’s is a lovely, friendly and exciting place which my children thoroughly enjoy attending."
"Staff provide a happy environment."

Children were asked through a questionnaire what they liked about the nursery. They enjoyed playing with trains, dinosaurs, playing firemen, construction, painting and storytime. One child commented "I like to listen to all the nursery teachers" with another stating "I like seeing my friends."

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment provided.
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 very good for this statement.

Management and staff had worked hard to create a safe, secure, stimulating and friendly environment for children and parents.

Of the parents who returned our questionnaire eleven “strongly agreed” and three “agreed” that the service was a safe, secure, hygienic, pleasant and stimulating environment. One parent wrote “nursery has a really lovely atmosphere” with another commenting “staff create a nurturing and caring environment so that all children can thrive.”

Access to the nursery was by a door entry system which was monitored by staff. This provided daily opportunities for staff to share information and develop relationships with parents.

Visitors to the service must sign in and out. This was evidenced on the day with the Inspector following this procedure. Parents were responsible for signing their children in/out of the service although staff kept their own register. This resulted in an accurate record of the number of children and adults on the premises.

The service had accessed a copy of the best practice guidance Infection Prevention and Control in Childcare Settings. This had been used to review and update their practice and policies.

An effective system was in place for reporting and recording maintenance issues.

Regular risk assessments were carried out for the premises, outdoor area and outings which ensured children’s safety. The janitor was responsible for checking the nursery playground daily and informed staff of any issues.

We found that any accidents or incidents children had at the nursery were recorded with parents signing the forms. The resulted in parents being kept updated of any issues or action taken.

Areas for improvement

The nursery accommodation is a Porto cabin within the school playground. Due to the age of the building it is now showing signs of needing upgraded. In particular the outside of the building has paint peeling off some walls and windows. Although this means the building is not aesthetically pleasing to the eye it does not currently affect the positive outcomes for children.
The school is part of the new build scheme within South Lanarkshire Council as this will not happen for a few more years the service provider should look to address this issue before it gets any worse. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service provider should upgrade the outside of the building.
   National Care Standards for Early Education and Childcare up to age 16.
   Standard 2:1 A 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 methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Feedback given to the service from parents about the staff was very positive. One parent commented “staff are very friendly whilst maintaining professionalism at all times” with another stating “staff are happy and attentive.”

Areas for improvement
The service should continue to seek ways to involve parents and children in assessing and improving the quality of staffing.

Grade awarded for this statement: 5 - Very Good

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
Staff employed within the service had a range of qualifications, experience and training. This resulted in them having the skills to facilitate children’s learning and meet their individual needs.

Eleven parents who responded to our questionnaire "strongly agreed" and three "agreed" that they were confident that staff had the skills and experience to care for their child and support their learning and development. One parent wrote "I feel staff really know my daughter and work very hard to make sure she has a happy positive experience of pre school education."

Staff were either registered with the General Teaching Council or the Scottish Social Services Council. They were aware of their responsibility to keep their registration up to date and adhere to their governing bodies codes of conduct.

Staff were observed to work well as a team and were highly motivated and enthusiastic in their desire to provide positive learning experiences for the children attending the service.

Staff meetings took place twice a week to accommodate staff who job shared and ensure continuity of care for the children. Staff spoken with by the Inspector confirmed that they had opportunities to air their views and suggestions and felt they were always listened to and valued by management.

An effective system was in place to support the continued professional development of staff. This yearly process offered opportunities for staff and management to discuss practice issues and training needs. Updated knowledge and skills gained through training was shared with staff during meetings.

Areas for improvement
The Inspector viewed paperwork that evidenced that the manager was in the process of accessing updated food hygiene training for all staff.

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
At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Management had implemented a calendar of events to which parents, carers and family members were invited to attend. These included workshops, open days, coffee mornings and parent meetings.

A complaints procedure had been developed and implemented as a formal means for parents to evaluate the nursery. No complaints had been made to the service with all feedback being positive. One parent commented “good strong leadership within the nursery.”

Areas for improvement
Through the self assessment, the service highlighted again that they would review practice in all areas of the nursery to ensure improvement.

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 very good for this statement.

Through discussion, it was evident that the Head Teacher had a very clear vision for the continued improvement of the nursery. The Inspector observed very positive interaction between the head teacher, staff, parents and children. This confirmed to the Inspector that he spent time in the nursery developing relationships and supporting staff.

An Improvement Plan was in place and displayed for parents to view. This was reviewed and monitored regularly with all stakeholders involved in the process.

All staff working in the service confirmed through our questionnaire that the service policies and procedures were fully implemented and that their opinions on how to improve the nursery were sought.

The Head Teacher spent time in the nursery observing staff practice and monitoring curriculum activities. Feedback from these visits was given to staff and any action required. This resulted in staff reflecting and improving their own practice.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

Areas for improvement
The service should continue to involve all stakeholders in the quality assurance process.

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

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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<td>Statement 1</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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<tr>
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<tr>
<td>Statement 1</td>
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## 6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>8 Jan 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<tr>
<td></td>
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<td>Environment 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
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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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