Wester Overton Primary School Nursery
Class
Day Care of Children
Ashkirk Road
Strathaven
ML10 6JT
Telephone: 01357 521870

Inspected by: Jacqueline Clark
Type of inspection: Unannounced
Inspection completed on: 24 September 2013
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### Service provided by:

South Lanarkshire Council

### Service provider number:

SP2003003481

### Care service number:

CS2003015378

### Contact details for the inspector who inspected this service:

Jacqueline Clark  
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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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<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>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>4</td>
<td>Good</td>
</tr>
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</table>

What the service does well

We found that management and staff had developed very positive relationships with children and parents. Both children and parents had good opportunities to be involved in assessing the quality of the service offered. Staff provided children with a wide range of curriculum activities to extend their knowledge and skills.

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 Care Inspectorate Quality Themes and Statements.

What the service has done since the last inspection

Since the last inspection the nursery had offered play and stay session to parents. This provided them with the opportunity to spend time in the service and observe their child learning through play.
Conclusion
We found that the service was performing very well in the areas covered by this inspection. The management were receptive to ideas from parents, staff and children. The established staff team were committed to supporting children and parents to promote their health and wellbeing. The service should implement the recommendation made in this report to further improve the service offered.

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

The care Inspectorate regulates care services in Scotland. Information about 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 mad 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

Wester Overton Nursery Class is a South Lanarkshire Council provision operating within Strathaven. The nursery operates from a self- contained unit within Wester Overton Primary School. The service is registered to accommodate a maximum of 30 children aged from three years to those not yet attending primary school. Children can attend either a morning or afternoon session. There are currently forty eight children accessing the service.

Through viewing the service’s aims and objectives it was noted that the nursery aimed to provide a “happy, safe and stimulating environment in which each child is given the opportunity to fully develop their emotional, spiritual, intellectual and social potential.”

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 4 - Good
Quality of Management and Leadership - Grade 4 - Good
This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
We wrote this report following an unannounced inspection. This was carried out by Inspector Jackie Clark. The inspection took place on Tuesday 24 September 2013 between 09:15am and 16:30pm.

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 fifteen care standard questionnaires to the service to distribute to parents. Nine were completed and returned before the inspection.

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

We spoke with:

* twelve children
* deputy head
* three staff
* four parents

We looked at:

* participation strategy
* minutes of staff meetings
* newsletters
* parental questionnaires
* children’s questionnaires
* accidents/incident reports
* policies and procedures
* medication policy
* the environment and equipment
* staff training
Grading the service against quality themes and statements

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

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any recommendations we made at our last inspection

There was one recommendation made at last inspection which has been addressed by the service in relation to developing children’s learning profiles. This has been fully addressed by the service.

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. We were satisfied with the way the service had completed this and with relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, areas for development and any changes they planned.

Taking the views of people using the care service into account

Through discussion and observation of children present during the inspection visit, they were happy and secure in the nursery environment. This included some children who had only been attending a couple of weeks. They were engaged in a variety of activities. Some of the children were happy to chat with the Inspector and share their favourite activities with her. These included book corner, sand, house corner, going outside and playing with friends.
Taking carers' views into account

Nine parents returned our questionnaire and we had the opportunity to speak with a further four parents during the inspection. Written and verbal feedback was good with comments such as:

“The nursery staff are very friendly and I trust them 100% with my children.”
“The come and play sessions allow families to experience nursery and allows children to “show off” their nursery.”
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

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

We found the service provided very good opportunities for children and parents to share their views and ideas about the quality of care and support offered.

Questionnaires, surveys and comment book encouraged parents to share their ideas and suggestions to improve the service provided. Feedback from parents resulted in the nursery operating hours changing to be more in line with the school times.

All feedback was collated and shared with parents and included any action required. This provided parents with evidence that any ideas or issues were addressed by the management.

The nursery introduced a Family and Friends Friday three times a year. This provided parents and carers with the opportunity to play with their child and be shown round the nursery. This resulted in them observing the quality of care and support given to each child. Written feedback was sought after these visits to evaluate their value.

Parental comments included:

"It was an enjoyable morning giving an insight into the children’s daily activities."
"I enjoyed the fact that my own child was showing me around nursery."
"It was good to see how motivated our child was."
"I liked being able to see the activities which the children work at."
"It was great to see all their work on display."
Before children start at the nursery parents are given a new start information pack. This included some policies and procedures.

Staff consulted with children using a variety of methods including group time, mind mapping and together time.

The nine parents who returned our questionnaire and the four spoken with said that the service had involved them and their child in developing the nursery. One parent wrote "there is a comments book for feedback and suggestions with another commenting "I am always being asked for my opinion."

**Areas for improvement**

Some of the questionnaires we sampled were not dated which made it difficult to know when they had been completed or how often. (See recommendation 1)

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. All questionnaires should be dated to evidence the frequency of which they are undertaken. This would also add to the monitoring and improvement process. National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service
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.

Each child attending the nursery has an individual profile which included a personal learning plan. Children receive a nursery passport to complete at home with their parent. This provided staff with information about each child including likes, dislikes, family members and interests. Further documentation is completed detailing GP and emergency contacts, medical and dietary requirements. This information was updated on a regular basis.

To allow children to evaluate their enjoyment of the daily snack provided they posted their name in the happy or sad box. This was then monitored by staff to ensure they were providing healthy snacks that the children enjoyed. Staff had utilised the Nutritional Guidance for Early Years to plan the snack menus.

Formal parent evenings took place twice a year and provided opportunities for staff to discuss the progress of individual children.

The service worked in partnership with a range of external agencies including Oral Health Educator, Speech and Language Therapist, Early Years Support Teacher and Psychological Services. This resulted in the individual needs of the children being met.

Transition reports were written for children moving on to primary school which were shared with parents. To assist the transition from nursery to school, staff organised play opportunities in the primary 1 open area. The outcome of this was that children became familiar with the school.

Satisfactory measures were in place for recording accidents and incidents. In the sample of records looked at it was found that these had been signed by staff and parents.

Of the parents who responded to our questionnaire four “strongly agreed” and five “agreed” that overall they were happy with the quality of care and support their child received. One parent stated “my young daughter loves the nursery.”
Areas for improvement

Although the service had procedures in place to store, administer and record medication it should be updated in line with best practice. Paperwork should include details of when the medication was last administered by parent and clearly state that the first dosage must be given by parent or carer in case of any adverse reaction. (See recommendation 1)

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Review and update medication policy and paperwork in line with best practice guidance.
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 1:1 remain relevant for this statement.

Consultation with children resulted in staff making changes to the layout of the playroom. This was as a direct result of suggestions by the children to accommodate more children at the snack and writing table.

Comments given to the service by parents regarding the environment were of a very positive nature. One parent wrote "safe and welcoming environment" with another commenting "a warm and friendly environment."

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.

The nursery had a secure entry system into the building which was monitored by staff. This prevented unauthorised people entering the building. Visitors were asked to sign in so the service had a clear record of who was in the nursery and the reason for their visit. This resulted in the children being protected in relation to security. Parents were responsible for signing their children in/out of the nursery.

The service carried out risk assessment for the playrooms, outside area and any outings undertaken. These measures contributed to children’s, staff and parents’ safety.

The nursery had developed and implemented a range of satisfactory policies and procedures relating to infection control. We observed staff practice during the inspection which evidenced that they were practicing good hand hygiene and encouraging children to follow their example.

Parents who returned our questionnaire and those spoken with on the day “agreed” that the nursery was a safe, secure and stimulating environment for their children. One parent stated "It’s very welcoming and friendly."

Areas for improvement
To help prevent the spread of infection pedal bins should be used in children’s toilets. (See recommendation 1)
To update staff knowledge the service should access a copy of the best practice document Infection Prevention and Control in Childcare Settings (See recommendation 2)
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations
1. Pedal bins should be used in children’s toilets.

2. The service should access a copy of best practice guidance for infection control.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 good for this statement.

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

The service issued a survey which asked parents for feedback on aspects of the nursery that they were pleased with. Many parents commented on the staff saying they were “friendly and approachable”, sensitive to the individual needs of the children” and openly caring.”

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: 4 - 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
At this inspection, we found that the performance of the service was very good for this statement.

We found the established staff team to be committed to providing the children with positive learning experiences. They held a range of qualifications, experience and skills relating to childcare and education. This contributed to them being able to meet the individual needs of the children attending the nursery.

Of the parents who responded to our questionnaire eight “strongly agreed” and one “agreed” that they were confident that staff had the skills and experience to care or their child and support their learning and development.

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.

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.

The Inspector viewed training records which demonstrated the wide range of courses available to staff. These included child protection and Getting it Right for Every Child.

Staff spoken with during the inspection confirmed that they were actively encouraged to share their views on how to improve the service and outcomes for the children.

Areas for improvement
The staff should continue to update their knowledge and skills through training.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

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

Some of the methods of service user consultation and participation reported in Theme 1, Statement 1, remain relevant for this statement.

Areas for improvement
The service should develop more formal systems to record and evidence that parents had the opportunity to participate in assessing the quality of management and leadership provided. (See recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Develop a system to record and evidence that service users were involved in evaluating the quality of the management and leadership within the nursery. National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service
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.

The Deputy Head Teacher had the responsibility for the day to day running of the nursery class. It was clear by the interaction between her and the parents, staff and children that she spent time in the nursery and had developed a good relationship with everyone.

An improvement plan was in place which reviewed and evaluated the work of the nursery. The Child at the Centre 2 document offered staff and management the opportunity to reflect on their performance.

A variety of methods to involve parents, staff, children and other professionals in evaluating the nursery had been developed. This included verbal and written consultation with staff, parents and children, staff meetings and self-assessment.

The Deputy Head spent time in the playroom monitoring staff practice and planning. 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 develop their quality assurance systems and ensure all stakeholders are involved in the 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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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<tr>
<th>Quality of Staffing - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 4</td>
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### 6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>25 Jan 2011</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
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<td>Environment Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
</tbody>
</table>

| 2 Feb 2010 | Unannounced     | Care and support 4 - Good                     |
|            |                 | Environment Not Assessed                       |
|            |                 | Staffing 4 - Good                             |
|            |                 | Management and Leadership 4 - Good            |

| 20 Jan 2009| Unannounced     | Care and support 4 - Good                     |
|            |                 | Environment 4 - Good                          |
|            |                 | Staffing 3 - Adequate                         |
|            |                 | Management and Leadership 3 - Adequate        |
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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