Mossneuk Primary School Nursery Class
Day Care of Children
Mossneuk Primary School Nursery Class
Mossneuk Drive
East Kilbride
Glasgow
G75 8XQ
Telephone: 01355 239777

Inspecting body: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 5 November 2013
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015314

Contact details for the inspector who inspected this service:
Kara Doonan
Telephone 01294 323920
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>Rating</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>
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</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

Effective systems were in place to gather views on the quality of the service being provided. These included questionnaires, evaluations, and parents evenings. We found evidence to support the service routinely responded to the outcome of consultations and had made positive changes as a result.

Staff effectively demonstrated how they used this information to plan meaningful and inspiring activities to meet children’s individual needs. Parents told us they were regularly involved in planning their child’s care and support and how they believed staff were skilled at identifying and addressing children’s individual needs. We concluded the service had effective systems in place for staff to plan and provide meaningful and appropriate care and support for all children.

The outdoor areas provided a wide range of experiences from storytelling to physical activity. We concluded children had regular access to fresh air and exercise and had the opportunity to enjoy learning outdoors.

The premises and equipment indoors and outdoors were well maintained and fit for purpose. The large indoor playroom was well laid out providing ample space for children to move freely and safety between activities.

Staff worked well as a team and had the motivation to continually develop their own skills and abilities. As a result children received care from staff that were competent, confident and appropriately skilled.
What the service could do better
Parents suggested that the service looks at methods of informing them of children’s daily experiences. Management discussed reintroducing ‘asking me about...’ stickers to inform parents about what activities their children had participated in.

Snack time was a very sociable activity, however could be further developed to provide more opportunities to develop children’s independence for example by being involved more in the preparation of foods.

The management agreed to remove the first aid supplies which had expired.

The service should consider how they could measure the impacts of improvements made. This would ensure that the areas identified for improvement had been successfully addressed.

What the service has done since the last inspection
The service had continued to provide a quality child care service. The staff was enthusiastic about the recent move to the new premises and hope this would enable them to continually improve the service they provided.

Conclusion
The service had recently moved into the new building attached to Mossneuk Primary School. They had settled well and were enthusiastic about how they could continue to develop the service provided.

The staff provided a service which met the needs of the children and families. We concluded that service provided met the service aims and objectives.

Who did this inspection
Kara Doonan
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to 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 Order 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.

Mossneuk Nursery Class is located within the grounds of Mossneuk Primary School in East Kilbride, South Lanarkshire. The service is registered to provide a care service to a maximum of 50 children aged 3 years to not yet attending primary school. The care service will operate a morning and afternoon session, Monday to Friday, term-times 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 Kara Doonan

The inspection was completed over two days. The first visit was on 4 November 2013 between 12:00am and 4:35pm and the second visit was on the 5 November 2013 between 8:30am and 3:00pm.

As part of the inspection we took account of the completed self-assessment and annual return forms that we asked the provider to complete and submit to us.

We sent 40 care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned 21 questionnaires before the inspection.

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

We spoke with:
- the service management team
- practitioners
- the children using the service
- parents of children using the service

We looked at
- children’s information records
- children and staffs planning
- policies
- newsletters
- service questionnaires/evaluations
- risk assessments
- medication records
- accident records
Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return
Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

Taking the views of people using the care service into account
We observed the children using the service during the two days of inspection. Children were observed to be taken part in a range of activities. The children that spoke with the inspector gave positive feedback about the service.

One group of children were very keen to show the inspector their own folders and discuss their experiences and involved them in the activities on offer.

Taking carers' views into account
We sent out 40 questionnaires and 21 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

- 9 people indicated they strongly agreed, 9 people indicated they agreed, 2 people indicated they disagreed and 1 person indicated they did not know if they had been involved in developing the service.

- 14 people indicated they strongly agreed and 7 people indicated that they agreed that they were happy with the quality of the service.
- 13 people indicated they strongly agreed and 8 people indicated they agreed the environment is safe, secure, smoke free, pleasant and stimulating.

- 3 people indicated that they strongly agreed, 10 people indicated they agreed and 8 people did not know or thought it was not applicable that staff asked their child’s views about activities and planning.

- 16 people indicated that they strongly agreed and 5 people indicated they agreed that they had confidence in staff’s skills and experience.

Comments included:
‘Staff are always approachable and help where necessary. I cannot fault the nursery or the staff.’

‘We could not be happier with the care and attention they have received. The staff are always friendly, approachable and positive and the atmosphere is very welcoming. I also think the strong links from nursery to primary school have meant an extremely smooth transition for my child to P1.’

‘Every day my child has been participating in varied, fun, filled activities and is asking from the minute they wake up ‘is it time for nursery yet?’

‘My child is very happy in nursery and seems to be developing and progressing as I would expect. To date we have had no issues and we are happy with the service being provided.’

‘Great team who care about both the parents and children. They all seem to put in 100%. I am very happy with the team.’

‘Mossneuk is a fantastic nursery. The staff are friendly and exceptional at their jobs. I would especially like to comment on the dedication and support of the assistant head, she does an amazing job making sure the nursery is run well and ensures it is run alongside the school, so that it is one big unit.’

‘I have been extremely impressed with the nursery and staff. They have all made an effort to get to know my child and their key worker has been fantastic.’

‘The nursery is fantastic, staff have been amazing in settling my child. They have been excellent in establishing area for improvement and have worked with me to improve these areas. All in all I am delighted with Mossneuk and all it has to offer me and my child.’

We spoke with some parents and carers during the inspection to find out their views on the service. All parents/carers gave positive feedback about the service and staff.
3 The inspection

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

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects considered. We gathered evidence from talking to staff, observing children, collating feedback from family members, and information written and verbally presented by the service.

Parents/carers told us that the service welcomed their input and that their views were valued. Parents were encouraged to be involved in planning children's care from the initial induction, through the settling in process to the on-going day to day care provided. Parents found the services approach to working in partnership with them created a welcoming and caring environment where they felt respected and included.

Staff planned and created activities to support children's interests. To achieve this staff used floor books, observations and regular discussions. As a result we found children taking part in well-planned and well-balanced activities that reflected their needs and interests both indoors and outdoors. We concluded that the daily routine and nursery ethos recognised that children are able to express their views and be involved in making decisions.

Effective systems were in place to gather views on the quality of the service being provided. These included questionnaires, evaluations, and parents evenings. We found evidence to support the service routinely responded to the outcome of consultations and had made positive changes as a result. We concluded that the management demonstrated and recognised the importance of gathering feedback and suggestions and used these to find how they were doing and where they should go next.
Areas for improvement

The service should consider how they can demonstrate more effectively the positive impacts for children as a result of consultations where children and parents views have been gathered.

Parents suggested that the service looks at methods of informing them of children’s daily experiences. Management discussed reintroducing ‘asking me about...’ stickers to inform parents about what activities their children had participated in.

The children, staff and parents held meetings to plan children’s learning targets and complete progress reports. We discussed how record held should clearly demonstrate the children’s, parents and staffs input.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects. We looked at how the service provided care to meet children’s individual needs and the opportunities to promote outdoor play and opportunities for children to develop social skills.

Staff, parents and children informed us about the methods used to gather information about the children’s needs and interests. This included regular discussions between staff, children and parents and observations of children at play. Staff effectively demonstrated how they used this information to plan meaningful and inspiring activities to meet children’s individual needs. Parents told us they were regularly involved in planning their child’s care and support and how they believed staff were skilled at identifying and addressing children’s individual needs. We concluded the service had effective systems in place for staff to plan and provide meaningful and appropriate care and support for all children.

The management discussed the systems in place to access additional support services. We concluded that when a child required additional support such as speech and language therapists that the service was confident and well versed in supporting this. Children with identified additional support needs (ASN) had been provided with the appropriate care and support. Well established transition processes ensured that information shared between nursery and primary school help children settle into their new environment.
The service had made sound progress on supporting children’s transition from nursery to primary one. The service integrated this transition into the services yearly planner which included a joint working topic between the nursery and the primary one class attached to Mossneuk Primary School. As a result staff and parents believed children would benefit from a smoother transition to primary school.

We found that children were routinely offered the opportunity to play outdoors. The outdoor areas provided a wide range of experiences from storytelling to physical activity. We concluded children had regular access to fresh air and exercise and had the opportunity to enjoy learning outdoors.

We observed children being encouraged to be independent and develop self-help skills. Children were found to be confident, aware of how to keep safe and supported to reach their potential.

**Areas for improvement**

Children informed us that they liked the range of healthy foods and drinks available for daily snacks. Children self-registered for snack and selected own plates, drinks and foods. We concluded that snack was a very sociable activity, however could be further developed to provide more opportunities to develop children’s independence for example by being involved more in the preparation of foods.

We discussed with management the personal plans legislation. Management agreed to review the records and systems to ensure they contained a plan of how the service intends to meet children’s health, welfare and safety needs and meets the legislative requirements.

**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 considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the services self-evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

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 considered the premises are maintained and how well service users are protected. We found all aspects of this were met. We gathered evidence through viewing the areas used by children, considering the space, layout and equipment, examining relevant records and observing how environment and equipment was used.

We found the premises and equipment indoors and outdoors were well maintained and fit for purpose. The large indoor playroom was well laid out providing ample space for children to move freely and safety between activities. Resources viewed were found to be well stocked and in good condition. The outdoor area had a high
fence creating a secure area. The management completed risk assessments on the premises and equipment. These were used to remove any hazards and reduce the risk of harm to those within the service. As a result of completing these, the service had made changes in relation to equipment, play room layouts and staff deployment to create a safer environment. We concluded the service environment was effectively maintained to keep children safe and secure.

**Areas for improvement**

The management agreed to remove the first aid supplies which had expired.

**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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the services self-evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

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
At this inspection, we found that the performance of the service was very good for this statement. The service had met all aspects considered. We looked at staffs communication and interaction with the children and their families, staff awareness and knowledge of the children in their care, and how staff shared practice and staff training opportunities.

We found staff to be welcoming, friendly, respectful and enthusiastic about their roles. We found children had a very good rapport with the staff. Parents described the quality of staff as one of the service strengths. They described all staff as being
approachable and very supportive. As a result we concluded children were supported by staff that interacted effectively with them and were enthusiastic in helping them reach their potential. All staff had very good awareness and knowledge of the children in their care.

We spoke to some staff during the inspection process. They were motivated about their roles within the service and passionate about providing the best care for the children and their families. They felt supported and motivated by the manager and each other to continually improve the service provided. They informed us that they held regular staff meetings to discuss nursery issues and share their views. Staff had taken on additional roles making good use of their expertise. Staffs practice was monitored and evaluated. We concluded that staff worked well as a team and had the motivation to continually develop their own skills and abilities. As a result children received care from staff that were competent, confident and appropriately skilled.

**Areas for improvement**

The staff planned to continue to attend training and further develop their own skills to ensure they continue to provide a quality service.

**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 considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the services self-evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

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. We found all aspects we considered were met.
We looked at the quality assurance systems and processes being used to assess and improve the service being provided.

Management presented evidence to support that by using a range of quality assurance systems they had identified priorities to monitor and improve. There was clear progress in this year’s improvement plan priorities, although impacts were not yet being measured. We concluded that the service had well established systems in
place to identify how well they were doing and where they should go next.

We viewed management monitoring of staffs planning for children’s learning and development and practice. We found that the management regularly observed staffs practice, reviewed staffs plans and identified next steps along with staff members. As a result we were confident that each staff members work was being monitored effectively.

Staff told us about their involvement in the services self-evaluation and how they were involved in achieving the planned targets. This included staff visiting other services and reviewing practice against national care standards. We concluded that all staff had awareness of the services plans for maintaining and improving the service.

The parents involved in the inspection gave very positive feedback about their involvement in the service. Parents told us they had been involved I developing the service and were happy with their level of involvement.

The management demonstrated a very good understanding and awareness of the importance or self-evaluation. The benefit being the service strived towards providing the best care and support for children and their families.

Areas for improvement
The service should consider how they could measure the impacts of improvements made. This would ensure that the areas identified for improvement had been successfully addressed.

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>
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<th>Quality of Care and Support - 5 - Very Good</th>
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<td>Statement 1</td>
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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>Type</th>
<th>Gradings</th>
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<td>Unannounced</td>
<td>Care and support 6 - Excellent</td>
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<td></td>
<td>Staffing Not Assessed</td>
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<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
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<tr>
<td>17 Mar 2009</td>
<td>Unannounced</td>
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<td>Environment 5 - Very Good</td>
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<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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