First Step Community Nursery
Day Care of Children
Fleming Way
Hillhouse
Hamilton
ML3 9PQ
Telephone: 01698 712643

Inspected by: Lynn Clements
Allison Tyson
Type of inspection: Unannounced
Inspection completed on: 9 January 2014
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015293

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

- Quality of Care and Support: 5 Very Good
- Quality of Environment: 4 Good
- Quality of Staffing: 5 Very Good
- Quality of Management and Leadership: 4 Good

What the service does well

The nursery provides parents with information using a variety of formats. Parents are welcomed into the nursery and there are opportunities for them to develop new skills and be involved in their child’s care. Parents told us how approachable they found staff, and how supported they felt by staff.

The children were happy and content. A variety of activities were available for them. The outcomes for the children using the service were positive.

The staff had a good rapport with the children. Their interaction with the children was appropriate. Their tone of voice was reassuring and they praised and encouraged the children.

Written documentation to support the work of the staff was presented and provided good information about the service.

The management team and staff work well together and continue to progress the service.

What the service could do better

Children were independent in the service and made their own decisions. This should be extended.
Personal plans should include a statement of intention.

More information should be recorded on accident and incident forms.

**What the service has done since the last inspection**

The requirement made at the last inspection has been met.

The recommendations made at the last inspection have been addressed.

Personal plans have been devised.

Visits to the playrooms by the management team have continued and a reflective practitioners programme is underway. Training for staff is continuous and staff meet with other nursery professionals regularly.

**Conclusion**

We considered eight quality statements in four quality themes. We awarded a grade for each statement.

For the statements considered at this inspection the service is currently performing at:

- A very good level in six quality statements.
- A good level in four quality statements.

Since the last inspection, the grades for two themes have improved and the grades for two themes have been maintained.

**Who did this inspection**

Lynn Clements
Allison Tyson
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 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.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the act or 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 inspectorate.

First Step Community Nursery provides a daycare service to a maximum of eighty children aged zero to those not yet attending primary school. The provider is South Lanarkshire Council. The nursery operates on a year round basis, five days a week, is open from 8 am to 5:45 pm and is based in Hillhouse, Hamilton, close to local amenities, and bus routes. The accommodation is on one level and has a secured entry system.

The full aims and objectives statement is available to people who use the service.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We wrote this report following an unannounced inspection. Inspectors Lynn Clements and Allison Tyson carried this out. The inspection took place on:
- Tuesday 7 January 2014 from 8:50 am to 4:30 pm.
- Thursday 9 January 2014 from 8:25 am and 14:30 pm.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the manager to complete and submit to us.
We gave twenty care standard questionnaires to the manager to distribute to parents and carers. Twelve parents/carers sent us completed questionnaires.

During the inspection process, we gathered evidence from various sources, including the following:
We spoke with:
- the head of centre,
- the depute head of centre,
- the nursery teacher,
- the team leader
- nine early year’s workers,
- eight parents/carers,
- children individually and in small groups.

We looked at:
- mind maps,
- accident, incident and medication records,
- personal plans and learning journeys,
- staff files,
- appraisals,
- floor books,
- events folder,
- evaluations and feedback sheets from parents and children,
- newsletters,
- policies and procedures and the quality assurance report,
- monitoring folders,
- risk assessments,
- the environment, resources 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
What the service has done to meet any requirements we made at our last inspection

The requirement
The provider must ensure that children are safe and protected and that radiators are fitted with appropriate guards.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a).

Timescale by 30 April 2013.

What the service did to meet the requirement
All radiators are fitted with guards.

The requirement is: Met - Within Timescales

What the service has done to meet any recommendations we made at our last inspection

We made ten recommendations in the last inspection report.

Staff should demonstrate how consultation with parent/carers has a positive impact on the service. Results and outcomes of consultations either verbal or written feedback should be current.
Staff could demonstrate outcomes of consultations therefore this recommendation is considered addressed.

Additional methods should be developed to enable children to assess and improve:
- the environments they use
- staffing
- management and leadership.
Children led their own learning and were involved in assessing staff. Although this recommendation is considered addressed we have made a recommendation in quality theme two, quality statement two.

Staff should ensure that playrooms are fresh and maintained at all times. Staff should ensure there are nappy bins are in each area where waste is disposed of.
Playrooms and areas the children access were maintained, nappy bins were available.
and used therefore this recommendation is considered addressed.

Staff and management should ensure all first aid supplies are fit for purpose. First aid supplies were fit for purpose therefore this recommendation is considered addressed.

Where children aged three years and over attend for a continuous period of more than four hours in any one day the adult child ratio should be one adult to eight children. Staff should be deployed effectively to ensure adult child ratios are maintained. Staff were deployed effectively and adult child ratios were maintained therefore this recommendation is considered addressed.

Staff and management should ensure that during nappy changing children’s privacy and dignity is maintained. Privacy and dignity of the children was maintained therefore this recommendation is considered addressed.

An up to date self-assessment document should be submitted by the service. An updated self-assessment was received therefore this recommendation is considered addressed.

Management team evaluations could be further improved by ensuring they are focused, include clear outcomes, demonstrate agreed action taken. Progress should be recorded showing the impact on the service following this method of quality assurance. The management should consider an evaluation quality calendar. Quality assurance is in place and continuous therefore this recommendation is considered addressed.

Medication consent forms should give specific details of the medication to be given, when and how. They should not include wording such as 'when required'. Although this recommendation is considered addressed we have made a recommendation in quality theme four, quality statement four.

Information and documentation should show the current name of the scrutiny body. The registration certificate should be displayed. This recommendation is considered addressed.

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 form. Strengths and areas of improvement were recorded. We have advised the management team about how to grade themselves realistically and about the information to be included.

Taking the views of people using the care service into account

All children were settled and engaged in play. The children chatted to the SCSWIS Inspector about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff cared for the children and allowed them to settle and play.

Taking carers' views into account

Nine parents and carers took part in the inspection and spoke highly of the service.

Twelve parents returned care standards questionnaires to us, their views can be found in this report.
3 The inspection

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

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

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

Service strengths
We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership.

We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

Discussions with the children are held to get their views, they are consulted about resources, toys, equipment, areas in the environment and staffing, they give their vote and take an active part in making decisions for example in how to make the nursery better.

Older children use big books and these showed that they have been consulted, contained their ideas, suggestions and photos and demonstrated various experiences children had participated in and enjoyed. These are stored where parents can see them and add their comments. The books we read demonstrated that the staff had followed up and responded effectively to suggestions and comments. All children in the nursery have learning journals, parents can see these and discuss them with staff. They are welcome to contribute to them. Children are involved in deciding what goes into their story. The Rainbow Room are about to start a pilot so that parents can take their children’s folders home to share with other members of the family.

Partnership with parents’ strategy is in place and parents have attended workshops, open days, meetings, helped in the nursery, and gave ideas, suggestions and responses, through various methods. They take part in the home link initiatives such
as the story sacks and lending library. Recently they have completed questionnaires about the effectiveness of the overall service and have provided verbal and written feedback in for example reviewing policies and procedures and the curriculum.

Children’s learning is reviewed with parents at parents’ evenings which are held twice a year. Staff are available to talk to parents every day and parents told us how approachable they found staff, and how supported they felt by staff. The nursery provides parents with information using a variety of formats, this ensured that parents were kept update, could become involved and celebrated their child’s success.

In the care standards questionnaires returned to us parents said “I find the care my child receives is outstanding”. “I am always included in decisions about activities and asked for feedback”. “They always have a variety of activities for the children and courses for parents”.

Children and parents influenced their care and support, the environments they used and the work of the staff. Opportunities to involve children and parents had a positive impact on service development.

Areas for improvement
See the areas of improvement and recommendations in quality theme two, quality statement two and quality theme four, quality statement four.

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 in relation to meeting the health and welfare needs of children effectively. We looked at physical activity, and emotional well-being, medication and accident and incidents and related records kept by the service. We observed the children at play and spoke with staff, parents, children, and management. We considered information written and verbally presented to us.

The children had access to outdoor activities that provided them with access to fresh air and energetic physical play. We observed children using their skills, this included moving freely between activities and carrying out activities independently such as hand washing and tooth brushing. Independence was encouraged and children were asked for example what they wanted to do. Children played freely at their own pace, made decisions and applied choice. They were motivated and happy in the staffs care.
We found that experiences were enjoyable and stimulating for the children. Staff supported the children in their decisions. Children were encouraged to share their views and opinions.

The children planned their own learning and daily experiences. We heard staff encourage the children. Staff informed us that this was effective to encourage children to set their own targets and evaluate their own progress.

We found the service had promoted a wide range of healthy living initiatives. This ranged from good dental care, outdoor learning, to ideas for supporting early literacy at home. The benefit of taking part and promoting these areas had provided children and families using the service with information on making healthy life choices. They enjoy eating healthily at snack and meal times.

Procedures are in place for when emergencies occur, risk assessments are completed, incident and accident books are kept, first aid boxes were checked and the contents were fit for purpose. Medication was stored appropriately and documentation supports this.

In the care standards questionnaires returned to us service parents wrote:
"I always feel very welcomed".
"My child is happy to go and I have watched my child’s confidence grow".

Areas for improvement
See the areas of improvement and recommendations in quality theme two, quality statement two and quality theme four, quality statement four.

Grade awarded for this statement:  5 - Very Good

Number of requirements:  0

Number of recommendations:  0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

Service strengths
We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership. We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

The strengths under quality theme one, quality statement one were considered when grading this quality statement.

Areas for improvement
See the areas of improvement and recommendations in quality theme two, quality statement two and quality theme four, quality statement four.

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 good for this statement. The nursery premises met most aspects in relation to providing a safe environment where children are protected. We looked at infection control procedures, lighting and heating systems and viewed the premises and how they were being used. We also considered how independent the children were in their environment.

Children enjoyed meal times and these were unrushed. Staff sat with the children and
children knew the routine. Various age groups eat together at lunch time. Staff are trained in food hygiene and good hygiene practice was in place. Waste bins were available and children used these easily.

The service consists of many playrooms and children mainly stay in their own room. Older children from two of the 3-5 playrooms access the toilets independently. The remaining children are escorted to the toilets. Areas for parents, office, kitchen and cloakroom facilities are available. The playrooms and surrounding areas are clean and schedules showed materials and resources are cleaned regularly. The playrooms were attractive and bright and the children were confident in their environment. Children moved freely around their own rooms, they accessed a range of activities and experiences. Children sought staffs assistance and were able to influence their own learning, how they spent their time, who they played with, and where they played. They moved around the room freely to access resources available for them. Staff observed and identified how to progress children’s learning and development. The ethos, staff practice and the way children were involved meant that children were relaxed, confident and engaged.

In the care standards questionnaires returned to us parents wrote:
“They thrive in the environment”.
“I would highly recommend this nursery”.
“First steps is a supportive nursery, the staff go that extra mile to make it a happy learning experience that the children enjoy”.

Parents sign children into and out of the service and come into the playroom at arrival and collection times. Photographs of the staff who work in the nursery were displayed and security systems are in place. There was adequate heating and lighting. Since the last inspection, all radiators now have guards. Around the premises there were good examples of children’s work. Staff knew at all times how many children were being cared for.

Areas for improvement
Children were independent in the service and made their own decisions, this should be extended, they should:
- Set up the playroom, choose activities for the tables, pour their own paint and fill the water tray.
- Be involved in risk assessment,
- Be further involved at snack and meal times including pouring their own liquids, portioning their own food, serving themselves, preparing and clearing up.

Staff should further involve the children in how the environment is used:
- Children should have a say in their daily routine.
- They should use the outdoors similar to the way the inside is used,
- Utilise all space and consider how to improve the outcomes for the children if the
playrooms and surrounding areas were used differently
See recommendation one.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 1

Recommendations

1. To improve the outcomes for the children staff should:
- further involve children in how their environment is used.
- extend children’s independence in the environments they access
  National care standards for early education and childcare up to the age of 16, standard 5, quality of experience.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

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

Service strengths
We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership.
We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

The strengths under quality theme one, quality statement one were considered when grading this quality statement.

Areas for improvement
See the areas of improvement and recommendations in quality theme two, quality statement two and quality theme four, quality statement four.

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 in relation to a professional, trained, and motivated workforce, which operates to National Care Standards, legislation and best practice. We looked at staffs communication and interaction with children, staff awareness and knowledge of the children in their care, and how staff shared practice and implemented new initiatives.
All staff employed hold relevant qualifications or are working towards gaining the relevant qualifications. All staff were registered with the relevant professional body such as Scottish Social Services Council (SSSC) or the General Teaching Council (GTC). Development folders reviewed demonstrated staff’s achievements, evaluations and training.

Staff were motivated and committed to provide a quality service. Staff observe, and consult with the children to inform planning. Staff were informed about children’s interests and development. They were motivated and happy in the staff’s care. The care routines in place were appropriate. We observed staff interacting with the children. We found them to be caring, considerate and had a professional manner at all times. The children were confident and at ease communicating with them. Staff knew the children and parents well and this was a strength of the service. This resulted in having an ethos of working in partnership and created a welcoming and friendly working environment. All children in the nursery have an identified keyworker. Parents know who their keyworker is and are happy to talk to them about their child. Parents said that their children “love coming to nursery” and that they felt well-informed and “talk to staff every day”. Parents said that they felt as “involved as I can be” and that they had “opportunities to give feedback” and that the nursery feels “like a community as staff are very supportive”.

We concluded that the staff and children had formed positive relationships. This led to children being provided with care and support that met their needs. Staff use their knowledge of the children’s interests, discussion with children and parents and their observations to plan for their next steps and support them effectively. We saw that parents spoke openly to staff about their children’s needs and staff were responsive and supportive when working with parents. They used information and suggestions from parents when planning activities which develop their confidence and skills as well as their interests, for example supporting children to become more confident walking down stairs.

The staff team had attended in-service days and training focused on reviewing and developing the service they provided. Staff are aware of how to move the service forward and self-evaluate their own practice against guidance to improve.

In the care standards questionnaires returned to us parents wrote: “The staff are very friendly and approachable”. “I am very happy with the staff, they are friendly and pleasant, I always feel welcomed”.

Areas for improvement
See the areas of improvement and recommendations in quality theme two, quality statement two and quality theme four, quality statement four.
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
We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership. We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

The strengths under quality theme one, quality statement one were considered when grading this quality statement.

Areas for improvement
See the areas of improvement and recommendations in quality theme two, quality statement two and quality theme four, quality statement four.

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 good for this statement. The service met most aspects in ensuring quality assurance systems and processes involved children, parents, staff and stakeholders.

Parents and children were encouraged to give their views, opinions and suggestions both in writing and verbally. They were involved in events and initiatives and
influenced the service they received including reviewing policies and procedures. Documentation supported the work of the staff and demonstrated the views of people who use the service. We found staff could demonstrate how outcomes for children, parents, and themselves had improved following the use of the quality assurance systems already in place. Parents are welcomed into the nursery and there are many opportunities for parents to develop new skills and be involved in their child’s care.

The new manager and the staff team were realistic about their strengths and how they wanted to progress. Staff had attended a variety of training and transferred this knowledge to provide specific care related to children’s needs.

Priorities and targets to progress the service have been identified and agreed. Staff self evaluate their practice on an ongoing basis. Appraisals and staff meetings are held regularly and demonstrated how staff and management take the service forward. Monitoring of staffs work has commenced.

Staff and management team review and evaluate staff practice through the improvement plan, meetings and observations and through using various documentation and guidance. Personal plans for each child had started to be devised based on the principles of getting in right for every child. Care inspectorate guidance was in use and action plans were in place for improvement.

Staff and management team meet with outside agencies to support review and take forward best learning for children that require additional support.

In the care standard questionnaires returned to us, a high percentage of parents said they along with their child had been involved in developing the service.

**Areas for improvement**

Personal plans for each child had started to be devised and contained most relevant information. A statement of intention should be included and demonstrate what the service will provide over the next twelve months and what the intended outcome for each child will be. See recommendation one.

The staff should have more input into the self-assessment returned to us and should further familiarise themselves with the National Care Standards and use this as a quality assurance tool. See recommendation two.

We reviewed accidents, incidents and medication and found that:

More detail should be included on the incident forms including the place and time the incident occurred, a form should also be completed for the person who caused the injury or wound.

We reviewed accidents and incidents between September and December 2013 and found that 34 incidents happened in the afternoon and ten of these happened around lunch time. Only the information on the accidents and incidents forms was audited.
but not the actual occurrences, next steps were recorded but there was nothing yet robust to bring about change.
Information on administration of medication forms should give clear direction to staff in for example what times medication is to be administered in accordance with instructions.
The management team should also inform the Care Inspectorate about two or more outbreaks of infectious disease. See recommendation three.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. A statement of intention should be included in each personal plan and demonstrate what the service will provide over the next twelve months and what the intended outcome for each child will be.
   National care standards for early education and childcare up to the age of 16, standard 3, health and well-being.

2. Quality assurance should be robust and all staff should:
   - have input into the self-assessment,
   - use the National care standards more as a quality assurance tool,
   National care standards for early education and childcare up to the age of 16, standard 13, confidence in staff and standard 14, well-managed service.

3. Incident forms should be completed for all children and they should demonstrate the place and time the incident occurred. Medication forms should provide clear direction for staff. The Care Inspectorate should be informed where there are two or more outbreaks of infectious disease. Staff should review the level of accidents and incidents and put in place strategies to reduce these.
   National care standards for early education and childcare up to the age of 16, standard 14, well-managed service.
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
## 5 Summary of grades

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

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<td>25 Jan 2013</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td>Environment 3 - Adequate</td>
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<td>Staffing 4 - Good</td>
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<td>Management and Leadership 4 - Good</td>
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<td>Management and Leadership Not Assessed</td>
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<td>Environment 5 - Very Good</td>
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<td>Staffing 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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