Hopscotch Nurseries Limited
Day Care of Children
4/8 Morgan Street
Hamilton
ML3 6RJ
Telephone: 01698 426800

Inspected by: Mary Crocker
Christina Jones
Type of inspection: Unannounced
Inspection completed on: 21 January 2014
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Service provided by:
Hopscotch Nurseries Limited

Service provider number:
SP2003001428

Care service number:
CS2003006314

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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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
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What the service does well
The service provided a safe and stimulating environment for children to grow and develop their life skills.

The service had established warm, caring relationships between staff, parents/carers and children.

What the service could do better
The service should continue to maintain the very high standard of service provided to parents/carers and children by formally recording checks of sleeping babies. (See Recommendation 1)

What the service has done since the last inspection
The service has attained a very good level of participation in assessing and improving the quality of the nursery through ongoing consultation with staff, parents/carers and children. The service should continue to provide written feedback on consultation results for display within the nursery including if any suggestions had been acted upon.
Conclusion
The manager and staff team have shown a commitment to further develop and maintain the very good quality of service offered to children and parents/carers as well as to the ongoing care of the children and the provision of stimulating experiences to extend their learning and development.

Who did this inspection
Mary Crocker
Christina Jones
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and Recommendations

If we are concerned about some aspect of a service or think it 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 Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Hopscotch Nurseries Limited is registered to care for a maximum of 180 children aged from birth to school age children. The service operates all year round between 07:00 and 18:00 hours Monday to Friday. The service operates from two separate premises in Tuphall Road and Morgan Street, Hamilton. Children can attend on a full or part time basis.

The premises on Morgan Street is a single storey building which houses the under 3 unit. The premises on Tuphall Road offer two storey accommodation which houses the 3 - 5 unit and the after school care. The basement area contains the office, conference room, staff room, kitchen and staff toilets. The after school care occupies rooms on the first floor and two rooms within the ground floor of the building. The service is registered for eighty children of school age with three mini buses collecting from twelve schools within the Hamilton area.

Within both buildings there is a welcome area with a secure door entry system in operation and both are well maintained throughout. There are also secure and well resourced outdoor play areas which are easily accessible to the children.

The nursery is in partnership with South Lanarkshire Council to provide pre-school education.
The service’s values, aims and objectives were "to strive to provide the best possible care and education for the children and seek to live up to our motto of ‘a good start in life’.

These were reflected in the observations of staff practice made during the inspection visit.

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 which was carried out by Inspector Mary Crocker and Co-Inspector Christina Jones on Tuesday 21st January 2014 between 09:30 and 16:45 hours. We also gave feedback to the manager on the same day as the inspection visit.

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

We sent thirty Care Standards Questionnaires to the manager to distribute to parents/carers. Seventeen parents/carers completed questionnaires and returned them before the inspection. Eight of these had written comments within them.

We also asked the manager to give out five questionnaires to staff and we received five completed and returned.

During the inspection we gathered evidence from various sources.

We spoke with:

* seven children
* the manager
* eight staff
* the cook

We looked at:

* the service’s most recent self assessment
* health and safety records, including infection control, risk assessments
* medication, accident and incident records
* first aid box
* questionnaires that had been requested filled in and returned to the Care Inspector from parents/carers
* service questionnaires for parents/carers and children
* aims and objectives
* registers
* staff training and supervision records
* staff rota/ratios
* information for people who used the service
* minutes of staff meetings
* quality assurance systems
* registration procedures
* snack preparation and menu planning
* food storage and temperature controls
* policy and procedures folder
* evidence folder
* hygiene policies and procedures
* cleaning rota
* certificate of registration
* insurance certificate

We observed:

* staff practice
* the environment and equipment including the outdoor play area

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 were four recommendations from the previous inspection.

1. The service should review the lunchtime routine to consider how the children could be involved more at lunch time.
National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing.

The children were involved in setting up the tables, serving themselves and pouring drinks.

Met

2. The service should monitor and record room and toilet area temperatures to ensure they are heated appropriately.
National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment.

The service was recording and monitoring the temperature of the rooms and toilet areas as well as checking the thermometers.

Met

3. The service should ensure staff are aware of and follow good hygiene and infection control measures at all times.
National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment.

The service was adhering to the Infection Prevention and Control Guidelines issued by Health Promotion Scotland.

Met

4. The radiators should be made safe either by covering or by being cool to the touch.
National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment.
The service had fitted thermostats to the radiators and pipes had been lagged.

Met

The annual return
Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

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

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

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

Taking the views of people using the care service into account
We observed the children enjoying a variety of play experiences. We talked with seven children and all of them told us that they enjoyed coming to nursery. Comments were as follows:

“I like the soup.”

“I get to choose what I play with.”

“Look at this dinosaur.”

Taking carers’ views into account
Thirty Care Standards Questionnaires were sent to the service for completion by parents/carers. Seventeen parents/carers completed these with eight giving written comments which were all very positive.

Comments were as follows:
“I was recommended Hopscotch Nursery by friends and family and I’m very happy that I did choose them. Personally I think they are a fantastic team of people.”

“My child has settled well and they are always able to accommodate any extra sessions.”

We have included further comments and views from people using the service throughout 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 this service was performing at a very good standard for this statement. To assess this we observed staff practice, sampled relevant documentation provided by the manager and viewed information displayed throughout the nursery. We also spoke with the manager, staff and children. From the evidence gathered at the inspection we found that the manager and staff team actively sought the views of parents/carers and children on all aspects of the service.

The service implemented a wide range of communication systems to seek parents/carers and children’s views on the quality of provision. Systems included:

* questionnaires issued to parents/carers and children who used the service seeking their views on various topics and issues
* children’s meetings to influence daily planning
* individual personal plans
* developing children’s big books
* children’s evaluations of activities and resources
* mind maps
* circle time
* consultation with parents/carers regarding children’s care, developmental areas and educational topics
* regular parents/carers evenings to share information and developmental achievements
* transition information shared with parents/carers
We found that the systems used were effective in giving parents/carers a voice which ensured the service was child centred in its approach and promoted user participation in all aspects of the day to day operation.

Stakeholders and parents/carers using the service had the opportunity to complete service questionnaires which reflected the Care Inspectorate’s grading and quality themes. Parents/carers were encouraged to comment on their child’s work both on display and within their individual folders.

Local and national information displayed throughout the service raised parents/carers awareness of current best practice guidance and local and national initiatives.

The Getting it Right for Every Child (GIRFEC) initiative was used within the service to ensure that the voice of the child was contributing to the assessment of and planning to support their additional needs.

Staff within the playrooms listened to children’s views during activity planning and evaluations. Children informed us that they had input into decisions regarding the purchase of new resources and voted for their choices.

The service had prepared project specific questionnaires to allow children, parents/carers, staff and other agencies to evaluate project work.

Parents/carers could view photographs of activities and children’s artwork displayed throughout the service and there were opportunities to share their children’s achievements and learning.

We found very good examples of how the nursery involved parents/carers and children such as:

Newsletters informed of current events and activities taking place and asked for parental suggestions to improve the nursery practice.

Daily home link sheets for children under 3 were used to convey information about the child’s day at nursery with space for parents/carers’ comments.

Parents/carers and children were encouraged to express any concerns and the service’s complaints procedure was displayed.

Parents/carers stated that they received clear information about the service before their child started using it in the form of a service handbook.
Within Care Standards Questionnaires fourteen parents/carers said they strongly agreed and three agreed that the staff shared information about their child’s learning and development with them and where appropriate with the child.

One parent/carer however did comment as follows:

“It would be good to have a regular report about certain aspects of education for example giving parents guidance on activities they can do at home to support their kids learning.”

In response to this we found that the service provided regular reports and individual children’s personal plans contained up to date information on the child. These were easily accessible to parents/carers.

Thirteen parents/carers strongly agreed and four agreed that they were kept informed about what was happening in the service through newsletters and information boards.

Parents’/carers’ comments were as follows:

“There are lots of examples of children making comments and participating in the service.”

**Areas for improvement**

The service has attained a very good level of participation and consultation with service users and should continue to display any written feedback on consultation results within the nursery.

The manager had identified as an area for improvement within the self assessment the continuation of reviewing the service using the two curriculums, Child at the Centre 2 performance indicators and Learning for LIving to evaluate and update practice.

**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
We found this service was performing at a very good standard for this statement. To assess this we observed staff practice, sampled relevant health and wellbeing documentation including admissions, personal plans, learning profiles, hygiene and infection control, medication, access to water, staff training and also through discussion with the manager, staff and children.

The service’s aims and objectives were reflected within the practice observed during the inspection. Children were involved in developing “golden rules” in each playroom and these also were drawn up in conjunction with the overall aims and objectives.

Staff demonstrated safe practice and a good understanding and knowledge to keep children safe. For example:

* Staff were knowledgeable about the service’s storage and administration of medication policy and through discussion demonstrated a clear understanding of procedures in place.

* Staff demonstrated an understanding of the Child Protection Procedure and these were revisited each year and discussed at staff meetings.

* Staff undertook yearly updates on infection control to keep up to date with best practice. All staff had completed First Aid and Food Hygiene training.

We found that the service had a comprehensive range of policies and procedures in place to support safe practice and promote children’s health and wellbeing and these were available to view and included health and safety, daily room check lists, infection control, administration of medication and child protection.

We observed the lunchtime and snack procedures and found that children had daily access to fresh fruit which contributed to a healthy diet. Staff sat with children during lunch to encourage independence skills and good manners. Children were involved in the preparation and serving of the food when appropriate. We observed children confidently interact with staff and their peers creating a pleasant experience. The chef ensured that children were offered a healthy menu and catered for children with allergies and alternative eating regimes.

The service’s registration form completed by parents/carers at the time of admission provided information relating to children’s individual needs including allergies, G.P. medication, emergency contacts, diet and additional support. This ensured that the service had up-to-date information about each child.
The service had worked hard to develop individual personal plans for children. We sampled six personal plans that provided clear and comprehensive details about children’s personal care needs, routines, diet, family members and preferences. These were made up of information about health and wellbeing, learning across the curriculum, maths, literacy and English as well as documentation of next steps in learning.

Parents/carers informed us that they had opportunities to attend parents’ meetings to discuss their child’s progress and profiles. We observed staff giving verbal feedback to parents/carers at pick up time.

We viewed recorded information which showed how children’s interests and next steps were observed and taken forward. Big books showed photographs and drawings of how children evaluated their learning and were available in the playroom for children and parents/carers to view.

The service worked closely with other agencies including speech and language therapists, psychological services, support and development staff, dental hygienist, social work, health visitors and the vision screening service. We found staff appropriately took forward additional support plans for individual children when required.

We found very good evidence that children’s health and wellbeing needs were being met for example; children had opportunities to learn about healthy living, diet, exercise, environmental issues, personal hygiene and tooth brushing. The service provided water and milk at all snack and meal times and children had access to drinks throughout the day.

The service promoted physical and active play and sufficient outdoor space was provided in the garden area. Physical play was planned as part of the nursery curriculum. Fun Factor visited weekly to lead children in exercise, dance and the promotion of healthy living. Within the after school care service children were involved in exercise and fitness activities in partnership with the Out of School Care Network. During the inspection a group of children from the 3 - 5 playroom were on a morning visit to Kelvingrove Museum to see the dinosaur display as part of their project work.

Children were aware of hand washing procedures and staff effectively promoted hand hygiene prior to eating and after toileting.

The nursery had gained the Health Promotion Gold award and showed a high level of commitment to maintaining this.
The service had forged local links within the community to help children gain a wider knowledge and to further citizenship opportunities through visits from the community police, fire service and fundraising/collections for those in need.

Curriculum for Excellence (CfE) was promoted within the 3 to 5 area. Staff were confident in using the experiences and outcomes from CfE in planning children’s learning. CfE is for all children and young people in educational settings aged 3 to 18 years. It is designed to engage children in activities that promote depth in learning, supports them in gaining knowledge and skills and in applying these skills in a variety of ways.

Within the under threes Pre-Birth to Three: Positive Outcomes for Scotland’s Children and Families was promoted and staff were confident in using the evidence based approach. This curriculum identifies the four key principles of Rights of the Child, Relationships, Responsive Care and Respect building on knowledge of current research and work with babies and young children.

From the Care Standards Questionnaires twelve parents/carers had strongly agreed and five agreed that the service provided a healthy and well balanced diet which met children’s dietary and cultural needs.

Parents/carers comments were as follows:

“We are very happy with the level of care that our child receives at the pre and after school and the extra mile that staff go to ensure this is the case.”

“The quality and care they provide for my children is exceptional.”

“My child was recently in a plaster cast on both legs which involved a wheelchair for over 9 weeks. I could not have gotten through it without the help of Hopscotch Nursery. The staff went over and above with support and help regarding our situation and made my child come on amazingly. They made sure he was involved in everything and turned the situation into a learning curve for other kids which made him more able to talk freely about it.”

Areas for improvement
The service should continue to maintain the very good standard evidenced during the inspection visit.

Although staff within the baby unit were alert to the needs of babies there was no formal monitoring of sleeping babies. See Recommendation 1.
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff within the baby unit should monitor sleeping babies every fifteen minutes and record that this has been done.

   National Care Standards Early Education and Childcare up to the age of 16 - Standard 3.5: Health and Wellbeing.
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**
Methods to involve people who used the service are outlined under Quality Theme 1, Quality Statement 1.

We found that the children had been consulted regarding the purchase of new equipment and resources for the nursery.

**Areas for improvement**
The service has attained a very good level of participation and consultation with service users and should continue to display any written feedback on consultation results within the nursery.

The manager had identified as an area for improvement within the self assessment the continuation of monitoring, evaluating and adjusting consultation processes in all areas.

**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
We found this service was performing at a very good standard for this statement. To assess this we observed staff practice and sampled relevant health and safety documentation including security, hygiene and infection control, child protection, first aid, accident and incident reports, risk assessments and environmental checks.

We found the nursery environment was warm and welcoming and the available space was used effectively. Resources were well organised and easily accessible to the children. The nursery buildings were well maintained and decorated. The service had suitable and effective ventilation, heating and lighting.

We found staff effectively monitored people arriving and leaving the service and were very aware of procedures for monitoring children collected by relatives. Parents/carers spoken with were very happy with security procedures and informed us the front door was always secure and staff were always vigilant.

Appropriate risk assessments were in place for the indoor and outdoor areas. We found that the staff were extensively trained in Health and Safety procedures as part of their induction process.

Students and those on work experience were inducted, supported and monitored during their time in the service.

Hygiene policies and procedures were displayed and made available to parents/carers. Staff were aware of policies relating to prevention of infection including hand hygiene, snack preparation area and daily/weekly cleaning tasks. Toilet areas were clean and there was a supply of liquid soap and paper hand towels.

The service’s accident and incident reporting procedures provided guidance in the event of and following accidents and incidents. Parents/carers confirmed that they signed accident report sheets and that staff informed of first aid administered.

The entrance provided relevant national and local information for parents/carers as well as information on the Curriculum for Excellence and Pre-Birth to Three.

Children could freely access age appropriate resources and playroom activities on display. A pictorial catalogue had been developed to allow the children to choose what they wanted to play with.
Maintenance logs were kept up to date and any issues were dealt with timeously.

Thirteen parents/carers who completed Care Standards Questionnaires stated that they strongly agreed and four agreed that the environment was safe, secure, hygienic, smoke free, pleasant and stimulating.

Within Care Standards Questionnaires ten parents/carers strongly agreed and seven agreed with the statement that the service made good use of resources within the community for example the library and parks.

Some comments were as follows:

"Hopscotch is a brilliant nursery and my child enjoys going and doesn't want to have to leave when I pick her up so this tells me she is happy and well treated."

"The Holiday Club is always full of fun activities and day trips."

Areas for improvement
The service was in the process of restructuring the garden area to include a mud kitchen, large recycling bin and an eco greenhouse.

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
Methods to involve people who use the service are outlined under Quality Theme 1, Quality Statement 1.

We were impressed with the service’s “niggle box” which allowed staff to record any issues which they felt strongly about and these could be addressed as appropriate.

Areas for improvement
The service has attained a very good level of participation and consultation with service users and should continue to display any written feedback on consultation results within the nursery.

The manager had identified as an area for improvement within the self assessment the continuation of monitoring all consultation processes.

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**

We found this service was performing at a very good standard for this statement. To assess this we observed staff practice, spoke to staff and sampled the annual training plan, staff review meetings, qualifications, leadership opportunities and staff remits.

We found that the management structure encouraged the involvement of staff in assessing the quality of the service and in identifying their own personal development and training needs.

We viewed the annual training plan showing recent and planned training undertaken by staff. The training plan highlighted a variety of mandatory and specific training courses linked to the service’s Improvement Plan.

Staff training included:

* Child protection
* Infection control
* Food hygiene
* First aid
* Curriculum for Excellence
* Pre-Birth to Three
* Getting it Right for Every Child (GIRFEC)

Five staff had completed Care Service Staff Questionnaires and all had stated that they had opportunities to access education/training as required.

The manager provided opportunities for staff to discuss and assess how best to implement current best practice guidance and national initiatives. Current topics included the Scottish Government’s Getting it Right for Every Child (GIRFEC), a national initiative to work with parents/carers to make sure children grow and develop in the best possible way with identified support.

We saw that staff in the service were appropriately deployed and demonstrated awareness of the individual needs of the children in their care. Staff were appropriately skilled and their qualifications were relevant to the aims of the service.

Staff said they had opportunities to be involved in identifying service improvements and were well placed to make further progress in taking these forward for the future benefit of service users.
The nursery had developed appropriate policies and procedures and staff implemented these accordingly. The service undertook refresher and updating of training on various policies and procedures to ensure each staff member was reminded of best practice.

Registration procedures on a daily basis were well organised and the service maintained appropriate adult:child ratios.

The staff were aware of the regulatory role of the Care Inspectorate and were familiar with the National Care Standards. Staff members were qualified and had registered with the Scottish Social Services Council.

Staff were aware of the management structure and their own individual accountability. We found that regular staff meetings were held and documented. Discussion centred around staffing, planning and new guidelines.

Staff were delegated a specific area of responsibility for the curriculum and for taking this forward within the nursery setting. Also staff members had been assigned responsibility for the snack and outdoor play. Staff displayed enthusiasm for their delegated roles.

Staff retention in the nursery was very good and parents/carers mentioned this when speaking with the Inspector.

We were impressed with the out of school care service which could cater for up to eighty children and picked up from twelve schools within the Hamilton area. We viewed displays of children’s work which evidenced a child-centred approach. It was obvious that the staff team were committed to the needs of the children in their care.

Fifteen parents/carers who completed Care Standards Questionnaires stated they strongly agreed and two agreed that they were confident the staff had the skills and experience to care for their children and support their learning and development. Fourteen parents/carers strongly agreed and three agreed that they were confident that there was always enough staff in the service to provide a good quality of care. Fifteen also stated that they strongly agreed and two agreed that their child appeared happy and confident with the staff.

Some comments were as follows:

“Staff are very friendly and the children respect them and enjoy spending time with them.”
“Staff are genuinely interested in the children and their wellbeing.”

“Stephanie and her team in the after school care are excellent.”

“The staff really care for my child and always inform me of the afternoon she has had.”

“The staff do a great job.”

Areas for improvement
The service should continue to maintain the very good standard evidenced during the inspection visit.

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
Methods to involve people who use the service are outlined under Quality Theme 1, Quality Statement 1.

Areas for improvement
The service has attained a very good level of participation and consultation with service users and should continue to display any written feedback on consultation results within the nursery.

The manager had identified as an area for improvement within the self assessment the continuation of seeking new ways to involve parents/carers in the life of the nursery.

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
Through discussion, reviewing documentation and observing practice we found the manager had the skills and experience to take the staff team forward and effectively continue to implement change as required to deliver better outcomes for people using the service. She had a clear vision for the nursery and demonstrated a high level of professional competence in all areas.

The manager stated that Child at the Centre 2 was used as their quality assurance scheme and management and staff met on a regular basis to focus on assessing the quality of the service, gathering evidence and planning next steps. Staff stated that they were using the Child at the Centre 2 performance indicators as part of the self-assessment and self-evaluation process.

South Lanarkshire Council’s (SLC) early years development team and manager audited the service and provided an annual assessment. The service was found to be working to a very good level and were being supported in taking forward Curriculum for Excellence including children having more responsibility for planning and assessing their own learning. The nursery worked closely with the early years development team in order to assess the provision and to share good practice.

Parents/carers and staff confirmed they found the manager and staff team to be very approachable and supportive when undertaking new challenges.

All staff were registered with the Scottish Social Services Council (SSSC) and were working to their code of conduct guidelines. Staff had opportunities to continue their own professional development by attending training and researching information online.

Parents’ meetings, newsletters and questionnaires all supported the quality assurance systems within the service. Information on children’s learning and development was maintained and evaluated within children’s profiles, settling-in and transition reports. This enhanced children’s development within the service by monitoring their progress, informed parents/carers of their children’s development and also provided information to the receiving primary school when the child moved from the nursery setting.
Thirteen parents/carers who completed Care Standards Questionnaires stated they strongly agreed and four agreed that the service involved them and their child in developing the service for example asking for ideas and feedback.

Some comments were as follows:

“I would like to let you know that I am very pleased with the service the nursery provides for my child. All the staff know her and are always very professional when working with the children.”

Areas for improvement
The manager should continue to maintain the very good standard observed during the inspection visit and continue to take forward current quality assurance systems.

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
n/a

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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - 5 - Very Good</th>
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</thead>
<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 - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 4</td>
</tr>
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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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</thead>
<tbody>
<tr>
<td>2 Feb 2012</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>26 Jan 2011</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
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<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Date</td>
<td>Unannounced</td>
<td>Care and support</td>
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<td>------------</td>
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<tr>
<td>12 Aug 2008</td>
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<td>4 - Good</td>
</tr>
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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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