Kirktonholme Primary School Nursery
Class
Day Care of Children
Dornoch Place
West Mains
East Kilbride
Glasgow
G74 1DJ
Telephone: 01355 222050

Inspected by: Lynn Clements
Type of inspection: Announced (Short Notice)
Inspection completed on: 20 March 2014
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

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<tr>
<th>Area</th>
<th>Grade</th>
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<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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What the service does well

The children were happy and content. A variety of very good child-led activities and experiences were available. The outcomes for the children using the service were positive.

Staff were enthusiastic and knew the children and parents very well. People who use the service were actively involved at a level that suited them.

Children received praise, encouragement and affection from staff. They were treated with respect and dignity, their successes and achievements were celebrated.

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

The staff and management team had a very good awareness of how to improve and maintain the service.

What the service could do better

Personal plans for each child had started to be devised. We directed the management team and staff to the relevant legislation.

Parental signatures should be obtained when medication is administered.
What the service has done since the last inspection

Personal plans for each child had been devised.

At arrival and collection times the staff had reviewed and implemented new systems to ensure the safety and security of the children.

The nursery environment is stimulating, welcoming, bright and attractive. There were very good examples of the children’s work displayed. The children were thoroughly engrossed and enjoyed the ‘Pirate’ topic. The toys and resources were of a high standard. The children were enthusiastic learners who made purposeful use of their environment.

Immediately on arrival information displays in the corridor and entrance areas provided very good information about the service, for example:
- What people who use the service can expect.
- How they are or can be involved.
- How to make suggestions to improve the service.
- The current focus/topic and identified learning and development.
- The staff who work there.
- Policies and procedures.

It was evident how parents and children were involved in the service, an improvement since the last inspection. The staff and new management team worked well together to ensure the outcomes for children had improved.

Conclusion

At this inspection we considered eight quality statements in four quality themes. For the statements considered at this inspection the service is performing at a very good level.

Since the last inspection the grades for this service have improved.

The ethos, work of the staff and routine enabled children to successfully plan and lead their own learning. Children’s achievements are nurtured and celebrated.

Who did this inspection

Lynn Clements
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, 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.

Kirktonholme Primary School Nursery Class provides daycare to a maximum of 40 children aged 3 to those not yet attending primary school. The service operates 5 days a week during term time. The provider is South Lanarkshire Council.

The service is provided from Kirktonholme Primary School, East Kilbride, South Lanarkshire, close to shops, local amenities, and bus routes. Children have access to one large playroom, corridor, cloakroom, toilet, outdoor facilities and the primary school gymnasium. The accommodation is on one level.

The aim of the service is to provide a safe, happy and secure environment for all children. 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 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. Inspector Lynn Clements carried this out. The inspection took place on:
- Tuesday 18 March 2014 from 12:30 pm to 5 pm.
- Thursday 20 March 2014 from 8:30 am and 11:30 am.

As part of the inspection, we took account of the completed annual return and self-assessment form 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. Fifteen parents/carers sent us completed questionnaires.

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

We looked at:
- mind maps,
- accident, incident and medication records,
- personal plans and memory books,
- staff files,
- appraisals,
- floor books,
- minutes from meetings,
- evaluations and feedback from parents and children,
- newsletters,
- policies and procedures and the standards and quality report,
- the handbook,
- monitoring and planning folders,
- risk assessments,
- transition reports
- 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 recommendations we made at our last inspection

We made five recommendations at the last inspection.

The fridge used for storage of foods and drinks should be kept at the recommended temperature and staff should record the temperatures and any actions taken. The fridge has been replaced, staff record temperatures and ensure food is kept at the recommended temperatures therefore this recommendation is considered addressed.

Staff should ensure that they monitor the play areas both indoors and outdoors ensuring the safety of the children in their care. Each staff member is responsible for an area both indoors and outside to ensure children’s safety therefore this recommendation is considered addressed.

Free flow play should be further promoted to ensure all areas are used effectively. All areas of the environment were used very effectively therefore this recommendation is considered addressed.

Staff should demonstrate outcomes for the children following stakeholder’s assessment of management and leadership. The outcomes for children using the service were of a high standard, people who use the service strongly influenced many themes including how children lead and manage their own learning therefore this recommendation is considered addressed.

Policies and procedures, the handbook and the registration certificate should show the name of the new scrutiny body. Policies, procedures, documentation and the registration were current and displayed the appropriate information therefore 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 that provided information about the service. Strengths and areas of improvement were recorded. We have advised the service to include outcomes for children in the self-assessment.

Taking the views of people using the care service into account

Children were happy, safe and well cared for. They chatted to the Inspector about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff enabled the children, and the children were very interested and involved.

Taking carers' views into account

We sent out twenty care standard questionnaires for distribution to people who use the service and fifteen were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership.

Information from the care standards questionnaires can be found in this report.

Parents and carers who took part in the inspection, told us that they were very happy with the service, and felt their children’s needs were being met.
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 quality 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 and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented by the staff.

Parents and carers who took part in the inspection said:
“The nursery is tremendous”.
“There are lots of topics and the children are involved”.

A Partnership with parents’ strategy is in place and parents have very good opportunity to become involved. They gave feedback about the service in writing and verbally using various methods. They attended meetings and completed questionnaires. They were consulted about specific events such as enrolment, the settling in process, activities, trips and outings. They can also assist in the nursery or visit the service at any time.

People who use the service were asked for example to consider, evaluate and comment about what they thought the nursery deserved a star for. Their comments included:
“For creating happy children” “great ethos and stimulating environment” “great teachers and happy friendly staff”. They were asked their opinion about how the nursery could develop or improve based around themes. Information demonstrated their views, comments and suggestions. They said they
wanted more trips, more fresh fruit at snack and more information about what the children were doing. The actions taken and action planned by staff were displayed and demonstrated aspects of the service that had improved. The views of people who use the service were listened to and implemented.

Children were confident, independent and expressed their opinions well. They talked about their time at nursery excitedly. We could see how their thoughts and ideas were valued by staff. They enjoyed creating their own stories, captions and labels all of which they displayed around their playroom. They showed a keen interest in finding out about pirates and were absorbed in the very good range of activities and experiences available. Children took an active part in making decisions for example in how to make the nursery better. Discussions with the children were held to get their views; they were consulted about resources, toys, equipment, the environment and staffing. At the beginning and end of each session children plan, review and evaluate their own learning.

The environment, activities, routine and work of the staff enabled children to make decisions in the service. The outcome was that children directed and determined their own play, experiences were child led, and occurred naturally. They were actively involved in their own learning and development. Children were independent in setting their own targets and were able and enthusiastic.

Children and parents influenced care and support, the environments the children use and the work of the staff. Opportunities to involve children and parents had a positive impact on service development. Since the last inspection the grade for this statement has improved.

Areas for improvement
See the area of improvement and recommendation in quality theme one, quality statement three.

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 by the staff.

People who use the service said:
I wish our nursery would "Keep doing the things that already happen".

The children had direct access outdoors from the nursery playroom. They really enjoyed being outdoors. The 'club house' is the new addition to the outdoor area and during the inspection the children enjoyed hearing stories and drinking the hot chocolate they had made in the club house. Children and staff were awaiting delivery of an outdoor castle. Since the last inspection there were improvements to the way outdoor areas are used. We could see developments and an increase in the range of activities, challenges and experiences offered. Outdoor play is part of the daily routine and a member of staff was stationed outdoors to extend the children's learning experiences. Children came and went in groups between indoors and outside. Children were sufficiently clothed and outdoor suits were easily accessible to them. They enjoyed planting and growing and potatoes were "kept warm and asleep" in the club house. Additional trips in the local community have commenced and more are planned.

We observed children using their skills, this included moving freely between activities and carrying out activities independently as they moved around the premises. The layout, resources, daily routine and staff contributed positively in creating an environment that gave children independence. 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; they were not restricted in their play. The children were encouraged to plan their own learning and plan their daily experiences for the whole time they attended. We heard staff encourage the children to decide what they wanted to do. This was very effective and encouraged the children to set their own targets and evaluate their own progress. The children really liked golden time and explained how this worked. Good manners were reinforced and children were awarded a golden ticket when they worked hard to achieve these. They invited their friends to sit at the golden table with them, staff served them food. Children really enjoyed this experience and all children took part.

Children said "The nursery is great fun" "I like my friends" "I like nursery and all my teachers" "I like playing outside".

In the care standard questionnaires returned to us parents wrote:
"My child has always been enthusiastic and this has been encouraged at nursery, my child is happy and confident. My child loves going to nursery and has a strong bond with the key workers".
"I have always been very, very happy with Kirktonholme and so has my child".
"My child loves coming, seeing friendly faces and doing exciting things everyday".
"The range of activities are brilliant for expanding the children’s knowledge and understanding”.

We found the service promoted a wide range of healthy living initiatives. This ranged from good dental care, outdoor learning and recycling as well as ideas that supporting early literacy at home. They ate healthily, were involved in health and well-being projects. The benefit of taking part and promoting these areas had provided children and families using the service with information on making healthy life choices.

Children had ownership and responsibility, they adopted roles as helpers, and assisted their friends, and they prepared their own snack and tidied up. They were encouraged to care for each other and praised each other when they achieved something.

Staff were very knowledgeable about child protection procedures and were confident in applying these. Relevant policies were in place.

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

The health and welfare needs of children were met effectively. Since the last inspection the grade for this statement has improved.

Areas for improvement
Personal plans for each child had started to be devised. We directed the management team and staff to the relevant legislation. Personal written plans should clearly demonstrate how health, welfare and safety needs of individual’s will be met, what the service will provide over the next twelve months and what the intended outcome will be.

We reviewed medication forms. Although they contained most information we found that some forms did not have a signature from parents once medication had been administered. See recommendation one.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Parental signatures should be obtained on forms when medication is administered.

   National care standards for early education and childcare up to the age of 16, standard 14: well-managed service.
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
We found that the performance of the service was very good for this quality 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 and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented by the staff.

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

In the care standards questionnaires returned to us parents wrote:
"I have had three children who have attended this nursery and have been delighted with the standard of care given by the staff. There has been a vast amount of opportunities on offer for the children. My older children have great memories of their time spent at nursery and my youngest can't wait to go".

Since the last inspection the grade for this statement has improved.

Areas for improvement
See the area of improvement and recommendation in quality theme one, quality statement three.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.
Service strengths

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

Children were fully involved and took an active part in creating the environment and how it was used. The premises consist of one main playroom, toilet, cloakroom and an enclosed outdoor play area. Children moved between indoors and outside with adult assistance. They accessed a very good range of activities and experiences. They were provided with knowledge, understanding, skill and confidence in their ability to cope with new and different challenges. Children were encouraged to participate in opportunities to explore the nursery and community environments. The nursery environment supported them to express themselves in a variety of different ways. They were learning how to assess and manage risks, and act responsibly. Children sought staff's assistance and were able to influence their own learning, how they spent their time, who they played with, and where they played. We could see that the children experienced appropriate interactions in a warm and nurturing environment. Younger children who needed more support were assisted by staff. Positive relationships between the staff and children were evident.

In the care standards returned to us parents wrote:
"It is a safe and friendly atmosphere. My child is more than happy to go. The staff always find the time to give you a warm welcome. I feel informed about what is going on. I am very happy".

Immediately on arrival information displayed in the corridor and entrance areas provided very good information about the service. The children were safeguarded. All visitors are signed into the service and visitors were not given unsupervised access to the children.
At arrival and collection times the staff have reviewed and implemented new systems to ensure the safety and security of the children. Children, parents, students and visitors were welcomed into the environment.
Security systems were appropriate and staff made best use of space when children arrived or were leaving. Children and parents signed into the service and the children present were recorded. Staff knew at all times how many children they were caring for including children who accessed outdoors. Risk assessments are completed regularly. Adult child ratios were appropriate and maintained. There is a rigorous procedure for students, to enable them to implement the high standards that the staff maintain.

Hygiene in the playroom and surrounding areas was of a very high standard. There was appropriate heating and lighting. Children accessed the toilets.
independently, located directly off the playroom. They were confident in the hand washing routine and used the waste bins available. Antibacterial soap and paper towels were used. Staff practice and equipment in use promoted effective infection control. The nursery environment is stimulating, welcoming, bright and attractive. There were very good examples of the children’s work displayed. Children at the inspection immersed themselves in the nursery environment. There was a lively atmosphere; children were busy, occupied and engaged. They used the space well.

Snack times were unrushed and seen as part of the nursery day. Significance was given to healthy eating and children prepared and tidied up. The ordered and chose their own food and were able to go back to snack many times. Staff assisted the children if they needed help. Staff are trained in food hygiene and good hygiene practice was in place.

Carers at the inspection said they didn’t want to leave and spoke highly of the service and the environment.

The environment had a positive impact on children’s development. Since the last inspection the grade for this statement has improved.

Areas for improvement
See the area of improvement and recommendation in quality theme one, quality statement three.

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
We found that the performance of the service was very good for this quality 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 and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented by the staff.

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

In the care standards questionnaires returned to us parents wrote:
"Both my child and I are very happy with the service. Children are met on a daily basis with a welcoming smile. Staff are enthusiastic about learning and my child is always retelling stories about the fun activities. As a parent I feel well-informed and part of what is happening at the nursery".
The grade for this statement has improved.

Areas for improvement
See the area of improvement and recommendation in quality theme one, quality statement three.

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 staff's communication and interaction with children, staff awareness, knowledge of the children in their care, and how staff shared practice and implemented new initiatives.

All staff employed had gained the relevant qualifications and were registered with the relevant professional body such as Scottish Social Services Council (SSSC) or the General Teaching Council (GTC).

Staff self evaluate their own practice against a range of guidance and documentation to improve. Files demonstrated staff achievements, evaluation and training. Staff were motivated and committed to provide a high quality service. They consulted with and used children’s interests very well to plan activities which were challenging and interesting for the children. Staff were very well-informed about children’s interests and development who were motivated and happy in the staffs 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. We heard staff reinforcing positive behaviour and they praised the children regularly. The staff and children had formed positive relationships. This led to children being provided with care and support that met their individual needs. Staff were highly attentive in ensuring children felt included and respected. Children’s achievements are nurtured and celebrated.

There was an ethos of working in partnership with people who use the service and this created a welcoming and friendly working environment. Staff were supported, felt valued, and were consulted regularly. The staff team had attended in-service days focused on reviewing and developing the service they provided. Staff were aware of areas they wanted to develop and were keen to progress the service, they also knew service strengths. There was a strong sense of team work ensuring that children developed and achieved well. The nursery teacher motivated children, staff and parents.

Parents who took part in the inspection spoke highly of the staff and were satisfied with the service they provided. They told us they felt informed, involved, and particularly liked continuity in the key staff that cared for their children.

In the care standards questionnaires returned to us parents wrote: “I am very pleased with the service my child receives”, “Staff are very informative regarding progress and behaviour”, “They provide one to one comfort when a child is distressed or upset”.

In the care standards questionnaires returned to us parents wrote: “I am very pleased with the service my child receives”, “Staff are very informative regarding progress and behaviour”, “They provide one to one comfort when a child is distressed or upset”.
“The staff are first class, I cannot fault the nursery”.

All parents who completed the care standards questionnaires thought that staff were skilled and experienced and treated their child with respect. Since the last inspection, the grade for this statement has improved.

Areas for improvement
See the area of improvement and recommendation in quality theme one, quality statement three.

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
We found that the performance of the service was very good for this quality 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 and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented by the staff.

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

In the care standards questionnaires returned to us parents wrote:
"The development that my husband and I have noticed with our child since attending is astonishing. My child is ready for school and this is due to the fantastic staff, their learning programme and close relationships with the children".

Since the last inspection the grade for this statement has improved.

Areas for improvement
See the area of improvement and recommendation in quality theme one, quality statement three.

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. The service met all aspects in ensuring quality assurance systems and processes involved children, parents, staff and stakeholders.

The staff and management team have been instrumental in improving the service. They had a clear vision for the nursery and this is shared with families who use the service. Robust and monitoring systems are in place and the whole staff team are involved.

Parents, children and staff were encouraged to give their views, opinions and suggestions both in writing and verbally. They strongly influenced the service they received. Documentation provided very good information and supported the work of the staff and demonstrated the views of people who use the service.

A monitoring timetable and calendar is in place and monitoring and evaluation of the overall service is continuous.

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 occurs. Girfec is implemented in accordance with policies and procedures. Staff were aware of Care Inspectorate developments and publications.

Learning outcomes for children, their progress, profiles, care routines and consultations are monitored incorporating national guidance.

Staff and management team review and evaluate staff practice through the improvement plan, meetings, observations and by using various self-evaluation tools such as the national care standards and the curriculum for excellence. Personal plans for each child had started to be devised.

Information is collected, audited, recorded, and next steps are made to progress. Reviews occur regularly. Action plans are in place and suggestions for improvement have been actioned.

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. Staff had attended a variety of training and transferred this knowledge to provide specific care related to children’s individual needs.

Staff and management team meet with outside agencies to support, review and take forward best learning for children that require additional support. Since the last inspection strengths in the service are significant. The management developed parent
consultation in for example the service policies and procedures

In the care standards questionnaires returned to all parents were happy with the quality of care their child receives. Since the last inspection the grade for this statement has improved.

Areas for improvement
See the area of improvement and recommendation in quality theme one, quality statement three.

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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<td>Statement 4</td>
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6  Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>24 Aug 2011</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td>Environment 4 - Good</td>
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<td>Staffing 4 - Good</td>
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<tr>
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<td>Management and Leadership 4 - 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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