

## Care service inspection report

# Angela Elizabeth Nursery

## Day Care of Children

The School House

Bonnington Road

Wilkieston

Kirknewton

EH27 8BD

Telephone: 0131 333 1949

Inspected by: Ruth Orrock

and Seonaid Lowe

Type of inspection: Unannounced

Inspection completed on: 27 March 2014



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### Service provided by:

A.E.N. Limited

### Service provider number:

SP2003002926

### Care service number:

CS2003012029

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

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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	4	Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

The manager and senior staff provide effective leadership to the staff team. Together they support families well, ensuring that the children are happy and well cared for.

### What the service could do better

The limitations of the current premises have inhibited the further development of some aspects of the service. Plans are in hand for extensive work to be carried out including the provision of an extension, a new car park and some refurbishment of existing facilities. One of the main benefits of this work will be the provision of a new base for the 2-3s. Some further areas for improvement were identified during our inspection and we asked the nursery to take account of these too.

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

The service has introduced a transport service which allows staff to offer a drop-off and pick-up service from a number of local nurseries. Improvements have been carried out in the baby room, which should support infection control. Medication records have been reviewed and updated and a new policy on the use of mobile phones has been introduced for staff. These changes should contribute towards children being safe.

## Conclusion

We found that, overall, children's needs are being met and parents are very happy with the service. By continuing to evaluate what they do and by addressing identified areas for improvement, the provider, manager and staff will be able to maintain and further improve the service. This should result in continuing positive outcomes for the children who attend.

## Who did this inspection

Ruth Orrock  
and Seonaid Lowe

**Lay assessor:** N/A

# 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](http://www.careinspectorate.com).

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.

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 Reforms (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 Inspectorate.

The registered provider of the service is Angela Elizabeth Nursery. The nursery provides child-care for children from 3 months - 5 years of age. The service is registered to provide care to a maximum of 41 children at any given time. A maximum of 9 children may be aged 3 months - 2 years; a maximum of 5 may be aged 15 months - 2 years 6 months; a maximum of 27 may be aged 2-5 years. In total, there were approximately 60 children registered to use the nursery, many of whom attended on a part time basis. There were 34 children present during our visit.

The hours of operation are 7.30 am - 6 pm, Monday to Friday.

Adult/child ratios, as specified in the National Care Standards for Early Education and Childcare, must be met. A minimum of 2 adults must be present at all times.

The nursery is close to the town centre and is within walking distance of some local facilities. The service operates from premises which have been converted for nursery use. The ground floor accommodation comprises a large open plan play area for the older children and a smaller room for younger children, in the main building. This second room gives access to the kitchen, toilets and nappy-changing areas at the rear of the building, as well as access to the back door which opens out onto an enclosed outdoor play area.

A self-contained unit for babies is located adjacent to the main building and has its own separate entrance.

The mission statement for the nursery expresses a commitment to providing a caring, nurturing environment where children are encouraged to learn through play and where the curriculum meets the needs, abilities and interests of every child, in partnership with their parents and their community.

The written aims include the following:

- To provide learning across the key aspects of development and to provide a curriculum designed to reflect the needs, abilities and interests of the child
- To provide a caring, safe environment which children will find stimulating and challenging and where they are supported to be creative, foster enquiring minds and to learn to care for others and their environment
- To provide a balance of free play and adult led activities
- To deliver a service of the highest standard where children and families feel welcome, valued and supported
- To maintain and improve standards of care

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

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 4 - 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](http://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 compiled this report following an unannounced inspection visit on Thursday 27 March 2014. Two inspectors were present in the nursery for approximately 6 hours.

The service completed an annual return, as required, providing up to date information about the nursery. A self assessment was last submitted in February 2013. We did not receive an updated self assessment as part of the inspection process. We asked the service to issue questionnaires to parents, in order to allow us to take account of their views. We received 14 completed questionnaires.

During the inspection we gathered evidence from a number of sources, including the following:

- Discussion with the manager and depute
- Discussion with members of staff
- Observation of staff working with the children
- Children's personal plans (learners' journeys)
- Children's records
- Staff records
- Information for parents
- Selected policies and procedures
- Comments from children and a parent
- Inspection of the accommodation and garden

We have taken account of all of the above information when writing this report.

### 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](http://www.firelawscotland.org)

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

There were 2 recommendations arising from the previous inspection. We found that these matters had been 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.

The manager submitted a self assessment in February 2013. This included information about strengths of the service as well as some areas for improvement. We were satisfied with the information provided at that time. The self assessment was not updated as part of the inspection process. The manager assessed various aspects of the service as being excellent (grade 6) very good (grade 5) and good (grade 4). We have awarded grades of very good (grade 5) and good (grade 4) against the statements we considered during this inspection.

## Taking the views of people using the care service into account

The children who were present at the time of inspection were happy and settled. They were seen to be familiar with nursery routines, engaged in their activities and comfortable with staff. Some of the children spoke to the inspectors about what they were doing. Examples of their comments were as follows:

'We wash our hands and faces after lunch.'

'Am I clean now?'

'I'm cutting out with the scissors.'

'We've got sand!'

'They are yellow and black.' (diggers in the sand)

'How do I get it up to the top?' (filling a bottle with sand)

'That's Jessie in there. She's a hamster.'

### **Taking carers' views into account**

Fourteen questionnaires were submitted by parents. Parents had the opportunity to respond to a range of statements by ticking boxes. The responses we received indicated that parents were satisfied with the service. For example, in response to the statement 'Overall, I am happy with the quality of care my child receives in this service', 11 parents strongly agreed and 3 agreed.

Parents were also able to include their own comments. We received the following comments which were very positive:

'Cannot recommend staff and services highly enough. They have a very positive attitude with children and parents and I feel confident that my children are happy and well cared for at all times. Been attending the nursery for last 6 years and level of service has never wavered.'

'The nursery just gets it right in terms of balance with staff and activities etc. The environment is very warm and welcoming which makes it ideal for nursery aged children to flourish. We are delighted with the service provided and actively recommend it to others.'

'Very good service. Both kids have progressed well in all their development.'

'Since my daughter began with this nursery I feel we are regularly consulted. The staff are approachable and often they pick up illnesses, changes to behaviour etc. first, and are always happy to discuss any issues etc.'

Further feedback from parents' questionnaires is included under the individual statements in this report.

We spoke to one parent who told us that she and her child were both happy. She felt that staff listened to her and that they took on board any points she raised.

## 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: 4 - 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 service was performing at a very good level in relation to this statement. We gathered evidence of this by looking at the availability of information about the service, seeking parents' views and talking to the manager and staff about methods of consultation which are in place.

The manager and staff had formed very good working relationships with families and kept parents well informed. A range of written and visual information was on display, including photographs, sample of children's work, some key policies and procedures, curriculum information, and staff photographs/designations. Written parental consent procedures and contracts reduced the risk of any misunderstandings about what was provided.

Parents were encouraged to be actively involved in their child's learning. They were invited to spend time in the nursery. This allowed them to spend time with staff and to learn more about their child's experience. Daily discussion between staff and parents helped ensure continuity of care for the children and helped staff understand and meet their individual needs. Staff completed daily diaries for younger children which informed parents about their child's routine. Personal Learning Plans (Learners' journeys) were used to record and share information about children's overall progress and development. Other methods of involving families included invitations to attend special events and parents' nights which had included a 'come and play' evening. All of these measures helped maintain and improve relationships and provided opportunities for parents to assess the service including the quality of environment, staffing and management.

Parents were encouraged to provide feedback and to make suggestions for improvement, both formally and informally. The nursery consulted regularly with parents, by means of questionnaires. Parents had been asked for their views on various aspects of the service. These measures helped the provider and manager to assess whether the service was continuing to meet parents' needs and to consider whether any changes should be made.

Children were respected and included. We saw that members of staff talked to the children throughout the day, encouraging them to express their views and make choices in their play activities. Staff had used various methods to capture children's comments, including questionnaires, mind maps and circle time. We saw that staff used the information they gathered to help them plan future activities in a way that was responsive to children's interests. For example, a project about cars and tractors took place due to the high level of interest being shown by some children.

All fourteen parents who sent questionnaires directly to the Care Inspectorate, as part of the inspection process, agreed that they had received clear information before their child started. Twelve strongly agreed and 2 agreed that they were kept well informed, for example through newsletters and information boards. In response to the statement 'The service has involved me and my child in developing the service, for example asking for ideas and feedback', 9 parents strongly agreed and 5 agreed. This confirmed that parents felt involved and that they and their children were able to influence what happened in the service.

### **Areas for improvement**

The following areas for improvement were included in the self assessment:

- To continue e mailing the newsletter to parents
- To continue to monitor effectiveness of the revised planning processes
- To review parental questionnaires
- To continue to monitor and review children's questionnaires
- To monitor the drop-off service, for financial feasibility and also in relation to the impact on children and staff
- To continue to develop participation

By keeping parents well-informed about what they should expect from the service, the nursery will help them to assess its overall quality. We therefore asked the nursery to continue to review and update the information that they share.

There were no regular planned meetings between keyworkers and parents. The nursery may wish to consider offering these.

The provider and manager should continue to seek ways of involving children and their families in assessing and improving the service.

**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 that the service was performing at a good level in relation to this statement. We gathered evidence of this from discussion with the manager and staff, reference to children's records and policies and procedures, our own observations and by taking account of feedback from children and their parents.

We saw that children were comfortable with nursery routines and confident in making their wishes known. Members of staff were caring and respectful towards the children and supported them well throughout the day. The nurturing environment in the baby room helped the children to feel safe and secure and enabled them to form good attachments with the staff who cared for them.

Relevant information was recorded during the admission process, which helped staff to get to know the children as individuals and to plan their care. A keyworker system was in place which helped staff to build relationships with children and their families. Staff appeared to know the children well and shared examples of ways in which their individual needs had been identified, in partnership with parents. Learners' journeys were sampled. We saw that staff used these to record targets for the children and to show how they are being supported to achieve these. Parents received a summative assessment of their child's progress.

We found that the snack menu incorporated a range of nutritious foods including fruit, vegetables and home-made bread. We saw that, overall, lunch (provided by parents) was well managed which meant that it was a positive experience for the children. Staff were aware of and accommodated, food allergies and dietary preferences. The nursery took part in the tooth-brushing programme which helped children to learn about dental hygiene from an early age. This contributed to them being healthy.

Children had the opportunity to sleep or rest. Staff sat with the children to help them settle. Traditional prams were used to enable babies to sleep outdoors in the fresh air and staff confirmed that they were monitored which helped to keep them safe.

Clear information about children's health needs was recorded, when appropriate. Procedures were in place to enable staff to administer medication to children, when supplied by parents. We sampled medication records and were satisfied that, overall, this was well managed which helped keep children safe and healthy.

The manager and staff were aware of their obligation to protect children and knew what to do if they were worried about a child in their care.

All had undertaken child protection training. Written child protection and absence management procedures were in place and were shared with parents. This meant that parents would be aware of the action that staff would take, should they have concerns. In response to the statement 'I am confident that staff will protect my child from harm, abuse, bullying and neglect, 13 parents strongly agreed and 1 agreed. This confirmed that parents felt that their children were well protected.

### **Areas for improvement**

The following areas for improvement were included in the self assessment:

- To focus on opportunities which encourage the children to learn about the environment and also provide more opportunities for outdoor activities e.g. composting, gardening
- To review and amend parents' questionnaires to ascertain their understanding of individual education and support plans

Much of the outdoor area was out of bounds as building work had started. Limited use was made of the remaining outdoor area during our visit although it was dry for most of the day. The layout of the premises did not lend itself to a free-flow between indoors and outdoors. This impacted on child choice as children could not decide for themselves where they would like to spend their time.

A pick-up and drop-off service had been introduced for a trial period and was due to be reviewed. The manager acknowledged that the extra demands on staff time impacted on nursery routines and limited opportunities for outings.

While the nursery appeared well-resourced, staff may wish to introduce more heuristic play and make more use of natural resources to further support children's learning. One definition of heuristic play is 'offering a group of children, for a defined period of time in a controlled environment, a large number of different kinds of objects and receptacles with which they play freely without adult intervention' (Goldshmid and Jackson).

The main playroom accommodated a wide age range of children. The manager acknowledged that this required careful management by staff as children's development needs varied and there were times when this impacted on the quality of their experience. We saw, for example, that the home area became very messy after lunchtime which meant that it was not an inviting place for the children to play and they stopped using it. Similarly, access to some equipment, such as scissors, by the older children, was restricted due to safety concerns for the younger age group. It is expected that these issues will be resolved when the premises are extended and children can be accommodated in more appropriate age groupings.

We discussed the requirement that a personal plan must be in place for all children which should be reviewed no less than every 6 months. Learners' journeys were being updated regularly; however, enrolment information was being updated on an annual basis. We asked the manager to ensure that all information held is updated no less than every 6 months, in consultation with parents.

We asked the manager to ensure that children's medication forms are dated on completion by parents, so that staff will know when they are due for review.

Where possible, some staff should sit with the children during mealtimes. This will help them ensure that this is a positive, social experience for the children.

Staff may wish to record details of the monitoring they carry out on sleeping children, to show that this is happening routinely.

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

The evidence for the grade awarded for this statement is included under statement 1.1

### Areas for improvement

The following area for improvement was included in the self assessment; We have recently updated the children's questionnaires and will monitor the effectiveness of these changes

The manager and staff should continue to enable parents and families to assess and improve this aspect of the service.

**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 that the service was performing at a good level in relation to this statement. We gathered evidence of this from discussion with staff, reference to policies and procedures, risk assessments, our own observations and feedback from parents.

The front entrance gave direct access into the main play area; however, staff were vigilant during arrivals and departures, which kept children safe. A visitors' book was used so that staff could easily identify any visitors and be aware of the purpose of their visit.

The accommodation was clean, tidy and smoke-free. Safety equipment, such as child safety gates, was used appropriately. No obvious hazards were noted. The outdoor area was fully enclosed which meant that children were secure when playing outdoors.

We saw that the children were well supervised throughout the day. They could freely access play materials and equipment. Older children were encouraged to tidy up throughout the day. This helped them to learn to be safe and responsible.

Written policies and procedures had been developed which provided guidance to staff on health and safety issues. Risk assessments and cleaning schedules were in place which further demonstrated the measures which were in place to keep children safe.

We saw that staff promoted good hygiene practice. For example, we observed a nappy changing routine which was carried out in line with current guidance. We saw that children were reminded to wash their hands when appropriate and they were given individual face cloths to wipe their hands and faces after lunch. Similarly, bedding was not shared among the children. These measures helped prevent the spread of infection.

A number of staff held current first aid certificates which meant that trained staff were on duty at all times to respond to any accidents or incidents. Similarly, all had attended food hygiene training (except one who was booked to attend). This helped them to prepare and serve food hygienically.

The nursery held appropriate insurance policies in relation to public liability and business use of vehicles.

Parents confirmed that they were satisfied with the nursery environment. For example, in response to the statement 'The service is a safe, secure, hygienic, smoke-free, pleasant and stimulating environment', 8 parents strongly agreed and 6 agreed.

### **Areas for improvement**

The following area for improvement was included in the self assessment; To improve the service with the addition of improved facilities for the under 3s

Space was limited in some parts of the premises. For example, the staff toilet doubled as a nappy changing area. This was not ideal however, improvements have been incorporated within the planned building work which is underway. Some parts of the premises were showing signs of wear and tear. For example, peeling paint on the skirting boards in the children's toilets meant that these areas could not be cleaned effectively. Again, it is anticipated that this will be addressed as part of the overall improvements.

The safety surface in the outdoor area was beginning to show signs of wear and tear which could increase the risk of trips and falls. Staff should take account of this in their overall risk assessment,

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

The evidence for the grade awarded for this statement is included under statement 1.1

### Areas for improvement

The following areas for improvement were included in the self assessment:

- To explore opportunities for children to be more involved in evaluating and improving the quality of staff
- To amend parents' questionnaires, to ascertain their views on the quality of staffing

The provider should continue to seek ways of enabling parents and carers to assess and improve this aspect of the service.

**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 that the service was performing at a very good level in relation to this statement. We gathered evidence of this from discussions with the manager and staff, observation of staff practices, reference to written information and by taking account of feedback from parents.

Members of staff impressed as motivated and appeared to enjoy their work. They displayed a warm, caring manner and overall, they supported children very well, throughout the day. This helped the children to feel safe and included and to gain confidence and self esteem.

Some staff had been in post for a number of years which helped the nursery to provide continuity for the families who used the service. We saw that senior staff provided guidance to less experienced members of the team. Recommended adult/child ratios were met which meant that there were sufficient staff on duty to meet the children's needs.

All staff held a relevant qualification, with the exception of one who was undertaking training. The manager was qualified and experienced and had completed a degree level course. These factors contributed to positive outcomes for children.

The manager expressed a commitment to staff training and development. Induction training was provided to help new staff familiarise themselves with their roles. Staff were encouraged to undertake core training including first aid, food hygiene, infection control and child protection and to identify other areas of interest. We saw that staff had attended a range of training events since the last inspection. In-house training/briefings were also provided when needed. This enabled the manager to update staff about any new developments/practice issues. Staff meetings allowed staff to discuss their work. Meeting minutes were clear and concise which meant that information was easily accessible. These measures should enable staff to develop their knowledge and skills, which, in turn, will help them to meet children's needs effectively and consistently.

Copies of national guidance and best practice documents, which staff are expected to follow, were held in the nursery and were available for reference.

The manager confirmed that all staff were registered with the Scottish Social Services Council (SSSC), with the exception of two who will have the opportunity to register within the required timescale. (The SSSC is responsible for registering people who work in social services and regulating their education and training.)

Its role is to raise standards of practice, strengthen and support the workforce and increase the protection of people who use services).

Parents expressed confidence in nursery staff. In response to the statement 'I am confident that staff have the skills and experience to care for my child and support their learning and development' 12 parents strongly agreed and 2 agreed. Similarly, in response to the statement 'My child appears happy and confident with staff', 12 parents strongly agreed and 2 agreed. These responses confirmed that parents were satisfied with this aspect of the service.

### **Areas for improvement**

The following areas for improvement were included in the self-assessment:

- To continue to seek appropriate training opportunities to allow staff to practise in line with SSSC requirements
- To ensure staff are registered with PVG membership scheme in line with PVG timescales

There were a few occasions when staff interaction with the children could have been more positive. For example, in the 2-5s room, voices were raised to attract the children's attention which added to the overall noise level in the room. Similarly, the way in which a staff member responded to a child who was not following nursery rules meant that she missed an opportunity to help the child to learn from the behaviour.

The provider and manager should continue to encourage staff to familiarise themselves with national guidance and to consider how they may apply it to their day to day work, to help them maintain and improve overall outcomes for children.

Staff had received some input on the government initiative, Getting it Right for Every Child (GIRFEC) and had begun to consider how this will help them to meet children's needs. The manager confirmed that staff would be given the opportunity to complete online training on GIRFEC, to further their learning.

**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

The evidence for the grade awarded for this statement is included under statement 1.1.

### Areas for improvement

The following area for improvement was included in the self assessment; To use the skills I have acquired through completing my BA in Childhood Practice to explore further ways of involving service users in evaluating and improving the quality of management and leadership in the service

The provider and manager should continue to seek ways of involving parents and families in assessing and improving this aspect of the service.

**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

We found that the service was performing at a very good level in relation to this statement. We gathered evidence of this from discussion with the manager and staff, reference to written information including the service's own self- assessment and by taking account of our findings within the preceding themes.

The provider took an active interest in the day to day operation of the service and was in regular contact with the manager. The manager impressed as highly motivated. She had recently completed a relevant degree. This learning, together with her many years of experience enabled her to provide effective leadership to the staff team. Senior members of staff also had supervisory responsibilities and a depute had been identified who could take charge, should the manager be absent. Roles and responsibilities appeared to be clearly defined. Good working relationships within the nursery contributed towards the smooth operation of the service which, in turn, benefited the children.

The manager was not included in adult/child ratios for most of the time. This allowed her time to monitor staff performance and provide guidance and support where needed. Staff confirmed that the manager spent time in the rooms and that she was approachable and helpful. She recognised staff's individual contributions to the work of the nursery and provided support and supervision on an individual basis, in accordance with their development needs. The manager had also carried out annual staff appraisals. Staff development was encouraged and attendance at training was supported. All of these processes should help staff to maintain motivation and further develop their practice which, in turn, should help them to enhance the quality of the children's experience.

The manager made use of current national guidance to help her to assess and improve the service. Similarly, networking with other centres, both within the private and public sector, provided opportunities for the manager to discuss practice issues with others. Audits of nursery records were carried out on a random basis. This enabled the manager to identify any issues and provide further guidance to staff, when appropriate. The whole staff team was involved in monitoring and evaluation. For example, an 'improving quality' notebook was used to enable staff to note down any ideas they had, or actions they had taken, for sharing with their colleagues. They were also encouraged to identify strengths and areas for improvement within their rooms and used audit sheets to record this information. This led to the development of action plans which gave staff a focus for improvement. Similarly, an overall development plan for the nursery was made available to parents, who were invited to make further suggestions.

These processes contributed towards maintaining and improving the quality of the service.

A self-assessment had previously been completed as part of the inspection process. The manager had taken account of feedback from both staff and parents when identifying strengths and areas for improvement.

The manager had a good knowledge of regulatory matters. This helped her ensure that the nursery operated in accordance with current legislation and guidance which is in place to protect service users. A complaints procedure was in place, as required, which meant that parents would know what to expect if they raised a concern.

### **Areas for improvement**

The following areas for improvement were included in the self assessment:

- To regularly monitor progress of the current development plan
- To regularly monitor our action plans
- To monitor feedback from parents re the drop off and collection service
- To explore ways of further involving parents in quality assurance processes

Monitoring of practice, by the manager, was largely informal. She may wish to carry out targeted observations as this could further support staff development.

There had been 2 confirmed cases of chickenpox affecting nursery children. We did not receive a notification about this. We reminded the manager of the need to submit a formal notification to the Care Inspectorate, in the event of any future outbreaks.

**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

The name of the provider which is shown on the registration certificate appears to be incorrect in that it does not correspond to the registered company name. As this is a legal document it is essential that it is accurate. We are therefore working with the provider to resolve this.

### 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

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	4 - Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings	
18 Jul 2012	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
5 May 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
30 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

## Inspection report continued

23 Oct 2008	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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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### Translations and alternative formats

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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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