

Care service inspection report

St Constantine's Nursery Class

Day Care of Children

45 Drumoyne Road

Govan

Glasgow

G51 4AX

Telephone: 0141 632 7724

Type of inspection: Unannounced

Inspection completed on: 22 September 2014



HAPPY TO TRANSLATE

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Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Care service number:

CS2003014802

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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	3	Adequate
Quality of Environment	3	Adequate
Quality of Staffing	3	Adequate
Quality of Management and Leadership	3	Adequate

What the service does well

The service supports children and families well. Staff know the children and families well and are responsive to their individual needs.

What the service could do better

The service should address the areas for improvement, requirement and recommendations made within this inspection report.

What the service has done since the last inspection

Changes to management structure had meant that a new team leader had been appointed to the service. Whilst the depute head had overall responsibility of the nursery class, the new team leader took day to day responsibility for the running of the nursery class.

Conclusion

Overall, children and families were happy in the service. Parents we spoke to told us that they felt welcomed, valued and included within the service.

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 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 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 Care Inspectorate.

St Constantine's Nursery Class is part of St Constantine's Primary School in the Govan area of Glasgow. The service is registered to care for a maximum of 30 children aged three to those not yet attending primary school. The service operates from 8.30am to 11.40am and 12.30pm to 3.40pm, Monday to Friday, during term time. The service provider is Glasgow City Council.

The accommodation includes a main playroom, an outdoor area, toilets and baby changing facilities, laundry and kitchen.

The service aims to:

"Achieve continuous improvement in attainment, achievement and success for all engaging in a range of quality processes.

Provide learning experiences which are engaging, enjoyable, motivating and challenging and ensure that every child is a successful learner, confident individual, responsible citizen and effective contributor.

Celebrate social and cultural diversity, reduce inequalities and promote social justice and inclusion."

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

Quality of Care and Support - Grade 3 - Adequate

Quality of Environment - Grade 3 - Adequate

Quality of Staffing - Grade 3 - Adequate

Quality of Management and Leadership - Grade 3 - Adequate

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 0345 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 that took place on Monday 8 September 2014 between 8.30am and 5pm. The inspection was carried out by one inspector. Feedback was given to the head teacher and depute head teacher on the same day and grades were confirmed on 22 September following receipt, from the service, of additional information.

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

We sent 15 care standards questionnaires to the manager to distribute to parents prior to the inspection. Five completed questionnaires were returned to us prior to the inspection visit. Feedback from questionnaires was shared with the head teacher and is documented within this inspection report.

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

We spoke with:

- the head teacher
- the depute head teacher
- members of staff
- parents/carers of children using the service
- children using the service.

We looked at:

- aims and objectives
- children's profiles and care plans
- administration of medication information and records
- health and safety records
- risk assessments records
- accident and incident records

- infection control policy, procedures and records
- complaints policy
- staff files including training and appraisals records
- service monitoring and evaluation systems.

We also observed staff interaction with children and families.

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 the following recommendations at our last inspection.

1. The service should continue with the implementation of a Curriculum for Excellence and assessment is for learning methods within the nursery. National Care Standards Early Education and Childcare up to the age of 16: Standard 5 - Quality of Experience.

This recommendation has been met.

2. The head teacher should further develop systems to allow children, parents and carers to assess and improve the quality of the service. A more formal approach to consultation with parents and carers should be introduced. National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service.

This recommendation has not been met and has been repeated under Quality Theme 1, Statement 1, of this inspection report.

3. Further input from the EAL teacher should be accessed to support children with English as an additional language within the nursery class. National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support and Development.

This recommendation has been met. The remit of the EAL teacher's involvement with the nursery class had not yet been established for the new term. The depute head teacher told us however that her remit in the school had been extended and it was hoped that she would have more opportunity to work in the nursery class.

4. A system to actively monitor and evaluate the quality of service provision should be introduced. National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service.

This recommendation has not been met. We have made a requirement under Quality Theme 4, Statement 4, around monitoring and evaluation of the service.

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self assessment document from the service provider. We discussed with the head teacher and depute head teacher the importance of providing as much information as possible under each of the headings we grade under.

Taking the views of people using the care service into account

We received the following comments from children attending the service.

"We are going to the gym; we are going to use the musical instruments."

"I had an apple and milk."

"We are making sand castles."

"Sand is at the beach."

Taking carers' views into account

We received the following comments from parents and carers whose children attend the service.

"I am happy with this nursery. My child enjoys it and happy with the teachers too."

"I am very happy, the staff know my child well and look after her well."

"My child has additional support needs. Speech and language therapist visits the nursery. Staff are very good with my child."

"I got lots of info before we started a handbook with copies of policies and procedures. I like the fact that the door has two handles and you need to buzz in. I also like that you have to put down who is coming to collect your child. I like that they brush their teeth every day."

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: 3 - Adequate

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

After examination of relevant documents, feedback from service users, staff and management this service was found to have an adequate performance in relation to this statement.

The service shared information with parents and carers through the parents' handbook, parents' notice boards and monthly newsletters.

The service had some systems in place to consult with children and parents about the quality of care and support provided. However, we found that formal consultation had not been carried out for some time. For example, minutes of a children's planning meeting and consultation about what children wanted to learn about was dated January 2014.

A parents' survey was carried out in January 2014. The service sent out 60 questionnaires to parents. Eleven questionnaires were returned. Topics covered included the quality of care and support and the quality of the staffing. Most parents commented positively about the service. One parent commented:

"My son loves coming to the nursery he talks about his friends and what he's been up to that day. Staff are very nice."

One parent disagreed that they had the opportunity to give ideas about improving the nursery and that their ideas and skills were valued in the nursery.

We observed staff settling new children in a caring and responsive manner, families and children were welcomed into the playrooms. Staff spent time speaking to, and listening to, parents about their children's needs.

Children had the opportunity within their learning folders to evaluate short-term plans and learning experiences. Having sampled some children's folders we found that no entries had been made since November 2013.

All five parents who returned questionnaires to us strongly agreed or agreed that the service kept them informed about what was happening in the service through newsletters and information boards.

Areas for improvement

The service should involve parents, children and staff in the Care Inspectorate's self assessment grading process.

The service should reintroduce the good systems it had in place for evaluation and consultation with children and families. Management should ensure that regular, meaningful consultation takes place and record how children's and parents' views influenced the provision and development of the care and support provided.

We discussed ways in which the head teacher, depute and staff team could further involve parents and children in meaningful consultation. The depute head teacher confirmed the need to further develop and improve methods to gain the views of parents, children and staff on all aspects of the service. (See Recommendation 1)

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should further develop systems to allow children, parents and carers to assess and improve the quality of the service. A more formal approach to consultation with parents and carers should be introduced.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 13 - Improving the Service.

Statement 3

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

Service strengths

After examination of relevant documents, feedback from service users, staff and management this service was found to have a good performance in relation to this statement.

The service had an effective promoting health in the nursery policy in place. We could see that staff were committed to the health and wellbeing of children using the service. We observed staff providing children with opportunities to have a healthy snack of fruit, milk or water. Snack time was a very pleasant experience for children. Staff used the time to talk to, and listen to, small groups of children during snack time. Children spoke positively about their healthy snack and how much they enjoyed it.

We observed staff ensuring the health and wellbeing of children through observations of good hand washing and infection prevention and control practices. Children saw staff being good role models washing their hands before preparation of snacks. Children were encouraged to wash their hands before snacks and after using the toilet. This contributed to the risk of any cross contamination and helped to keep children safe.

Staff were aware of any allergies children may have had. Information including children's photographs were displayed discreetly in the pantry/snack preparation area. This prompted staff to ensure that appropriate foods were served to children. We discussed the allergy lists with the team leader who agreed that the information could be further developed to inform staff what actions should be taken if a child displayed as having an allergic reaction.

We found that some children attending the service required medication at times. We looked at the storage and the consent received for medication to be administered and found that it was appropriate.

The service was part of the Smile toothbrushing programme. We observed staff encouraging and supporting children to brush their teeth. This contributed to children's knowledge about good oral hygiene and helped to promote healthy teeth and gums.

Children had opportunities for outdoor play on a daily basis. We observed children playing outdoors during the inspection visit. A variety of resources and activities was available to children to support their physical development whilst playing outdoors.

Staff we spoke to knew children and families well. At the time of the inspection, several new children had just started or were just settling into the service. Staff supported the children and families well offering comfort and reassurance when necessary.

Prior to starting the service, parents provided information about their child such as emergency contact information, medical history and consent forms for outings and toothbrushing.

Children who required additional support were well supported by staff and other visiting professionals to the service. We looked at additional support plans and could see that staff worked closely with other professionals sharing information and creating, where applicable, next steps to support children in their development.

We observed an activity where a staff member was discussing emotions with a child that had been upset. The positive and responsive language used demonstrated to us that the staff member was also nurturing the child's emotional wellbeing. The child responded very well to the staff member and later played happily and independently with less support from the staff member.

Areas for improvement

Staff should use the information from children's enrolment forms and learning folders to create more robust personal plans. Staff should ensure that these plans are reviewed and next steps for development identified and shared with parents. (See Recommendation 1)

We found that the service's policy for the safe administration, storage and recording of medication was not up to date and did not reflect the service's practice. We discussed this with the head teacher and depute head teacher and signposted them to the Care Inspectorate document, Management of medication in daycare of children and childminding services, to assist them in updating the policy.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should further develop personal plans for all children using the service.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 6 - Support and Development.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

Following discussion with the provider, manager and staff, feedback from parents and carers and a review of the documentation relating to participation, the service was found to have an adequate performance in relation to this statement.

Strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

From care standards questionnaires returned to us, all five parents strongly agreed or agreed that staff ask for their child's views about the activities and outings and use them to plan future activities.

Areas for improvement

The provider should address the areas for improvement and recommendation made within Quality Theme 1, Statement 1.

Grade awarded for this statement: 3 - Adequate

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

Following discussion with the provider, manager and staff, feedback from parents and carers and a review of the documentation relating to participation, the service was found to have a good performance in relation to this statement.

The nursery class is located within the primary school. Access to the nursery class is via a buzzer entry system at the main entry to the school. Visitors are required to sign in and out of the building. Keyworkers sign children in and out of the playroom and this register is used as a fire evacuation register.

Staff and children make good use of the space available to them. Children can access a large playroom, well-resourced outside play area as well as timetabled access to the school gym hall, assembly hall and media suite.

We observed children involved in activities in the playroom, outdoors and taking part in a physical activity in the gym hall with their key worker. We could see that children were familiar with their route to the gym hall and that staff reminded them of correct walking and safety issues of being in the gym hall.

Playrooms, corridors and toilet facilities were observed to be clean with appropriate facilities for nappy changing and hand washing. A good supply of liquid soap and paper towels was easily accessible to children and staff. A toilet cleaning schedule was in place.

We observed staff carrying out good hand hygiene and encouraging children to wash their hands before snack and after using the toilet. Child friendly hand washing signs were displayed in the toilet area to remind children of the importance of hand washing.

When we arrived to carry out the inspection, a fire in the locality had prevented parents and children accessing the playgrounds. We observed the head teacher and support staff ensuring that children were escorted safely into the building and that parents were well-informed of the situation. We noted that contact and advice had been sought from the local authority to ensure the safety of the children in the school and the nursery. We were satisfied that correct procedures and systems were in place to ensure the safety of the children.

During the inspection the fire alarm went off. We observed staff calmly and safely escorting the children to the appointed safe meeting area in the school playground. This was handled well and staff reassured children, particularly new children, who were upset about what was happening and ensured their safety in the playground. The school was checked by the fire service and staff were informed of when it was safe to return to the building.

We found that detailed risk assessments had been carried out for outings. The team leader had visited and photographed potential risks that the children may have been subjected to during the trip. On her return discussion with other team members and children took place and a risk assessment was developed. Consideration of potential risks to children contributed to their safety and wellbeing on outings.

All five questionnaires returned to us highlighted that all parents strongly agreed that the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment and that there was enough space to play and get involved in activities.

Areas for improvement

Staff should ensure that when they leave the playroom, for example when visiting other areas of the school and following fire drill procedures, the first aid box and children's medication is taken with them in order to deal with any accidents/incidents that may occur. (See Recommendation 1)

Staff should review and update risk assessments to identify the risks in the environment, outdoor play area, activities and resources. (See Recommendation 2)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The provider should ensure that children's medication and first aid equipment is with them when visiting other areas of the school.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 2 - A Safe Environment.

2. The provider should ensure that risk assessments are carried out, reviewed and appropriate to activities, resources and children using the service.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 2 - A Safe Environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

Following discussion with the provider, manager and staff, feedback from parents and carers and a review of the documentation relating to participation, the service was found to have an adequate performance in relation to this statement.

Strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

Areas for improvement

The provider should address the areas for improvement and recommendation made within Quality Theme 1, Statement 1.

Grade awarded for this statement: 3 - Adequate

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

Following discussion with the provider, manager and staff, feedback from parents and carers and a review of documentation, the service was found to have a good performance in relation to this statement.

We observed staff to be caring and responsive to children. We observed staff to be involved in activities with children, encouraging them to choose resources and activities independently. We observed staff comforting children who were upset in a caring, nurturing manner.

Staff took time to get to know new families and children. Parents we spoke to whose children had recently started the service spoke very positively about how welcoming and responsive staff had been. One parent told us:

"I am very happy, the staff know my child very well and look after her well."

The small staff team consisted of the head teacher, depute head teacher, one team leader, one full-time and two part-time child development officers. Nursery staff held appropriate childcare qualifications and were registered with the Scottish Social Service Council (SSSC).

We spoke to all staff members during the inspection process. Staff told us that they were very committed to the development of the service and the development and care of children using the service. Staff told us about training they had been involved in since the last inspection which included:

- child protection training
- early literacy
- curriculum for excellence
- first aid
- behaviour management
- oral health.

We saw evidence that staff meet weekly as a team to discuss, plan and prepare for children using the service.

Areas for improvement

The provider should support staff to access training particularly around Getting it right for every child (GIRFEC). Staff should ensure that they record any training they have attended and also record the impact that training has on their day-to-day practice. (See Recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider and head teacher should support staff to access further training particularly in relation to Getting it right for every child (GIRFEC).

National Care Standards Early Education and Childcare up to the age of 16:
Standard 6 - Support and Development.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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

Following discussion with the provider, manager and staff, feedback from parents and carers and a review of the documentation relating to participation, the service was found to have an adequate performance in relation to this statement.

Strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

Areas for improvement

The provider should address the areas for improvement and recommendation made within Quality Theme 1, Statement 1.

Grade awarded for this statement: 3 - Adequate

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

Following discussion with the provider, manager and staff, feedback from parents and carers and a review of the documentation relating to participation, the service was found to have an adequate performance in relation to this statement.

Some methods of consultation could be evidenced through parents' questionnaires which we have reported on in Quality Theme 1, Statement 1. Through conversation with the head teacher and depute head teacher, we were confident that a more robust system for involving parents, staff and children in quality assurance process would take place.

The service provided parents and carers with a range of information prior to their child starting the service. Additional information was displayed for parents on notice boards throughout the service.

Staff were aware of the whole school improvement plan and the areas of it that were relevant to the nursery class. For example, staff knew that science had been identified as a priority and plans were in place to further develop science activities and learning opportunities for children in the nursery class.

Areas for improvement

We were unable to sample evidence of any formal monitoring that had taken place. Staff we spoke to confirmed that no formal monitoring or supervision sessions took place. Staff informed us, and the head teacher confirmed, that staff had not had professional development reviews for some time. Two staff members we spoke to told us that they had not had any formal professional development or review meetings in six years.

The head teacher and depute head teacher should plan formal professional development and review meetings, monitoring visits and feedback to staff on findings in order to quality assure the work of the staff team. We found that the lack of formal monitoring systems had a negative impact on the morale of the staff who told us that they would welcome a more formal approach to support and supervision.

We sampled the whole school improvement plan, however the improvement plan did not fully reflect the work of the nursery class or how it planned to develop. The service should involve staff in the writing and implementation of the improvement plan, in order to ensure that both management and staff have the same vision for the service. The improvement plan should be a working document that staff use to measure success and identify areas for development.

The head teacher should ensure that monitoring of all aspects of the service including delivery of the curriculum, staff practice, accident records and cleaning schedules is carried out. We found no evidence of monitoring visits or checks relating to the health and safety of the children. (See Requirement 1)

The head teacher and depute head teacher were unaware of notifications that must be made to the Care Inspectorate. We provided them with guidance on notifications and records that providers must keep.

Whilst the service had a complaints policy in place it needs to review and update the policy in line with current legislation and ensure that accurate contact information is provided to enable parents to contact the Care Inspectorate.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must implement a robust system for monitoring and evaluating the quality of work of each member of staff and ensure the service as a whole is monitored effectively.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation (4)(1)(a) Welfare of users.

Timescale for meeting this requirement: three months from receipt of this report.

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

Quality of Care and Support - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	4 - Good
Quality of Environment - 3 - Adequate	
Statement 1	3 - Adequate
Statement 2	4 - Good
Quality of Staffing - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	4 - Good
Quality of Management and Leadership - 3 - Adequate	
Statement 1	3 - Adequate
Statement 4	3 - Adequate

6 Inspection and grading history

Date	Type	Gradings
7 Mar 2012	Unannounced	<div>Care and support 4 - Good</div> <div>Environment Not Assessed</div> <div>Staffing 4 - Good</div> <div>Management and Leadership Not Assessed</div>
20 Feb 2009	Unannounced	<div>Care and support 4 - Good</div> <div>Environment 4 - Good</div> <div>Staffing 4 - Good</div> <div>Management and Leadership 4 - Good</div>

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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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