Crosshouse Primary School Nursery Class
Day Care of Children
Curlew Drive
East Kilbride
Glasgow
G75 8ZY
Telephone: 01355 245300

Type of inspection: Unannounced
Inspection completed on: 29 October 2014
Contents

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2 How we inspected this service
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015287

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com
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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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 the service.

What the service could do better

Methods and systems to record accidents and incidents should be streamlined. Recorded information should be consistent and audits of accidents and incidents should be carried out regularly.

Parents were welcomed at the playroom entrance. Although staff and parents
identified and had worked on easing congestion in the nursery cloakroom, there had been an incident during collection time. Staff should consider how these difficulties could be further addressed e.g. permitting parents access to the nursery playroom during arrival and collection times.

Personal plans had been devised. Staff should ensure they are specific to health, welfare and safety needs and include a statement of intent. Reviews were in place, and these should be robust. Children should be further involved in managing risk to reduce accidents incidents and at arrival and collection times. All information should be included in personal plans.

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

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 playing outdoors. 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.

The opening hours have been extended.

A new head teacher, acting depute head teacher and nursery team leader are now in post. It was evident how parents and children were involved in the service. The staff and new management team worked well together to ensure the outcomes for children had improved. Children were more involved in daily tasks such as preparing snack. The way the children and staff used the outdoors 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 in seven quality statements and at a good level in one quality statement.

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.
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.

Crosshouse Primary School Nursery Class provides day care for a maximum of 30 children aged 3 to those not yet attending primary school. The service operates from Crosshouse primary school in East Kilbride, South Lanarkshire. It is close to shops, local amenities, and bus routes. The accommodation is on one level. There is a small entrance foyer with a secure entry system. There is direct access from the playroom to the outdoor play areas. Children’s toilets are accessible from the playroom. The service operates during term time only. The provider is South Lanarkshire Council.

The full statement of aims is displayed within the nursery, and is also contained within the parents’ handbook.

Based on the findings of this inspection this service has been awarded the following grades:
Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 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 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. Inspector Lynn Clements carried this out. The inspection took place on Monday 27 October 2014 from 1:30 pm to 4:40 pm and Wednesday 29 October 2014 from 8:45 am to 3 pm.

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. Sixteen parents/carers sent us completed questionnaires.

During the inspection process, we gathered evidence from various sources. We spoke with:
- the head teacher,
- the acting depute head teacher,
- the nursery teacher,
- the nursery team leader,
- two practitioners,
- five parents,
- children individually and in small groups.

We looked at:
- mind maps,
- accident, incident and medication records,
- personal plans, learning logs and snap shot jotters,
- newsletters,
- policies and procedures,
- floor books,
- minutes from meetings,
- evaluations and feedback from parents and children,
- the handbook,
- monitoring and planning folders,
- risk assessments,
- transition reports,
As part of this inspection we have focused on how this service has promoted children’s health and wellbeing through infection prevention measures.

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

We made four recommendations at the last inspection.

Staff should involve children in everyday tasks.
Children’s involvement has increased from the last inspection therefore this recommendation is considered addressed.

Staff should review and improve celebrations.
Celebrations have been reviewed and improved therefore this recommendation is considered addressed.

The self-assessment should include outcomes for children.
The information in the updated self-assessment was satisfactory therefore this recommendation is considered addressed.

The complaints procedure should be updated.
The complaints procedure has been updated in accordance with best practice guidance 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.
The self-assessment was completed and returned to us before the inspection. The self-assessment contained information about the inspection themes, what the service did well, areas for improvement and outcomes for children using the service.
Taking the views of people using the care service into account

All children were settled and engaged in play. The children who were able to, 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 and cared for the children.

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 happy with the service, and felt their children’s needs were being met.

We spoke with five parents at the inspection who told us that the facilities in place were fantastic; their child is supported by staff and the resources. The nursery is well organised. There is a good settling in procedure and transition to school.
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 were involved and observed the children at play. We spoke with staff, children, parents, and management and considered information written and verbally presented by the staff.

In the care standards questionnaires returned to us parents wrote:

- “The introduction of the activity/ snack board has been a good idea to provide information”.
- “The comment box has also been good and has been answered in short timescales”.
- “Great nursery and great staff”.
- “My child is very happy at nursery and always enjoys attending”.
- “The staff work with me when either of us identifies a need for support”.

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, initiatives, completed questionnaires, joined the parent council and helped develop the initiatives and projects. They commented and provided written views in for example profiles and about specific events such as family Friday. 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 liked. They were asked their opinion about how the nursery could develop or improve based around themes. In the corridor area a display showed what stakeholders had asked about including staff, the cloakroom, communication and activities. The response from management and staff was displayed. Information displayed demonstrated views, comments and suggestions. The actions taken and planned by staff were recorded 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 showed a keen interest in outdoor play and were absorbed in the very good range of activities and experiences. 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. The children voted; and 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 confident, 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.

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

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.

In the care standards questionnaires returned to us parents wrote:
"Staff are very aware of my child’s dietary requirements and all precautions have been taken to alleviate my child coming in contact with milk".
"My child’s development has come on tremendously; the staff have been willing to listen and offered helpful advice if needed".
"My child is very happy at Crosshouse nursery".

The children had direct access outdoors from the nursery playroom. They really enjoyed being outdoors and moved between indoors and outside freely. At the inspection children played between outdoors and inside. We could see developments and an increase in the range of activities, challenges and experiences offered. Outdoor play is part of the routine to extend the children’s learning experiences and a member of staff is stationed outside. Children were sufficiently clothed. We saw that children also enjoyed planting and growing in the nursery garden. 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 playing with their friends and on their own. Good manners and positive behaviour were reinforced and children took part in initiatives to help them remember and implement the golden rules.

Children said “I have lots of friends” “I like snack” “I like playing outside”.
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 and 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, 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 emergencies occur, risk assessments are completed, incident and accident books are kept. Medication is stored appropriately and documentation supports this.

The health and welfare needs of children were met effectively.

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

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

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

Grade awarded for this theme: 4 - Good

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

Service strengths
We found that the performance of the service was very good for this 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 were involved and observed the children at play. We spoke with staff, children, 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 nursery is always clean and bright and well structured".
"My child is happy and always seems to enjoy nursery".

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

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0
Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The premises met most aspects in relation to providing a safe environment where children are protected. We looked at infection control procedures, lighting and heating systems and viewed the premises and how they were being used.

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 areas. 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. Children sought staffs assistance and were able to influence their own learning, how they spent their time, who they played with, and where they played. 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 questionnaires returned to us parents wrote:
“Staff are good at using the other spaces, ie the sensory room, gym hall, and outdoor space”.
“I know that my child is in a safe, friendly and stimulating environment”.
“The nursery is always kept well maintained and equipped; the children have a good balanced choice of activities”.

Immediately on arrival information displayed in the corridor and entrance areas provided very good information about the service. All visitors are signed into the service and visitors were not given unsupervised access to the children. Children, parents, students and visitors were welcomed into the environment. 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.

Hygiene in the playroom and surrounding areas was of a high standard. There was appropriate heating and lighting. Children accessed the toilets independently, located directly off the playroom. They were very confident in the hand washing routine and used the waste bins available. Antibacterial soap and paper
towels were used. Staff practice and equipment promoted effective infection control. The nursery environment including outdoors is stimulating, welcoming, bright and attractive. 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 were trained in food hygiene and very good hygiene practice was in place.

The environment had a positive impact on children’s development.

Areas for improvement

We looked at a range of documentation including ten accident forms and seven incident forms and we found that:
- Methods and systems to record accidents and incidents should be streamlined. 
- Information recorded on forms should be consistent and include all relevant information including time, place and full name of child involved.
- Audits of accidents and incidents should be carried out regularly. See recommendation one.

Parents were welcomed at the playroom entrance. Although staff and parents identified and had worked on easing congestion in the nursery cloakroom, there had been an incident during collection time. Parents told us, that the provision for the cloakroom is inadequate for the number of children and adults at drop off and collection times and that they felt staff could make a bit more effort to communicate with parents. We recommend that staff consider how these difficulties could be further addressed e.g. permitting parents access to the nursery playroom during arrival and collection times. See recommendation two.

Personal plans had been devised. We reviewed six plans; we recommend that staff ensure each plan is specific to the child’s health, welfare and safety needs. Each plan should include a statement of intent. Although reviews were in place, these should be robust. Children should be further involved in managing risk for example to reduce accidents, incidents and at arrival and collection times. All information should be included in personal plans. See recommendation three.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 3
Recommendations

1. Staff should streamline methods and systems to record accidents and incidents. All information should be detailed and consistent. Audits of these should be regularly carried out.

   National care standards for childcare and education up to the age of 16:
   - standard 2: safe environment.
   - standard 3: health and well-being.
   - standard 14: well managed service.

2. To ease cloakroom congestion and to enable further opportunities for face to face communication, staff should review systems that give parents access to the nursery playroom.

   National care standards for childcare and education up to the age of 16:
   - standard 2: safe environment.
   - standard 14: well managed service.

3. Personal plans should include a statement of intent, be specific to health, welfare and safety needs for example as children are playing outdoors and risk reduction at arrival and collection times. Reviews with parents and or children should be robust.

   National care standards for childcare and education up to the age of 16:
   - standard 3: health and well-being.
   - standard 14: well managed service.
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 were involved and observed the children at play. We spoke with staff, children, 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 staff are very friendly and approachable”.

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

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
At this inspection, we found that the performance of the service was very good for this statement. The service had met all aspects in relation to a professional, trained, and motivated workforce, which operates to National Care Standards, legislation and best practice. We looked at staffs communication and interaction with children, staff awareness, 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).

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 well to plan activities which were challenging and interesting for the children. A trial is currently underway to enable staff to instantly record their observations of the children electronically on the nursery IPAD. Staff were very well informed about children’s needs and development, they 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. 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. 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 have given written feedback about management and leadership.

Parents who took part in the inspection spoke highly of the staff and were satisfied with the service they provided. The told us they felt informed and involved. All parents who completed the care standards questionnaires thought that staff were skilled and experienced and treated their child with respect.
In the care standards questionnaires returned to us parents wrote:
“I think Crosshouse is a fabulous nursery and both my children have really enjoyed their time there. The staff are helpful and friendly and have a lovely manner”.
“This is my second child to attend. Communication has improved. Staff are superb at helping the children. My child’s behaviour and concentration has improved. The transition programme from nursery to school is excellent”.
“Staff are always on hand to answer any questions, I have always found them to be friendly, approachable and professional”.

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. 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 progress the service while maintaining strengths. There was a strong sense of team work ensuring that children developed and achieved well.

**Areas for improvement**

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

**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 were involved and observed the children at play. We spoke with staff, children, 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:
"Overall I couldn’t have chosen a better nursery for my child".
"I am absolutely delighted with the nursery overall".
"The staff are friendly and helpful and we have a good relationship regarding consistency of care".

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

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 working together to improve 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. Staff told us they felt more involved in whole school development.
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 on-going 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. The staff told us they felt the management team listened and implemented their views.

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.

In the care standards questionnaires returned to us parents wrote:
“The nursery is excellent”.
“Very happy with the overall care and learning my child receives”.

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

In the care standards questionnaires returned to all parents were very happy with the quality of care their child receives.

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

**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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<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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<td>Statement 3</td>
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<th>Quality of Management and Leadership - 5 - Very Good</th>
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<td>Statement 4</td>
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6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Unannounced</td>
<td>Care and support Environment Staffing Management and Leadership 5 - Very Good Not Assessed Not Assessed 5 - Very Good</td>
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| 5 Feb 2009 | Unannounced  | Care and support Environment Staffing Management and Leadership 5 - Very Good 5 - Very Good 5 - Very Good 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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