Little Hawthorn Loanhead
Day Care of Children
16 Hawthorn Gardens
Loanhead
EH20 9EG
Telephone: 0131 440 3057

Type of inspection: Unannounced
Inspection completed on: 11 May 2015
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: 4 Good
- Quality of Management and Leadership: 4 Good

What the service does well

The service provides a bright welcoming environment for children and their families. Staff were kind and caring in their interactions with children. Parents views were valued and they were given a good range of opportunities to express their views on the service.

What the service could do better

The provider should take action to meet the requirements and recommendations made in the body of the report.

What the service has done since the last inspection

The service has worked to meet the requirements and recommendations made in the last inspection report. Changes to the playrooms and improved resources have led to a better overall quality of experience for children using the service.

Conclusion

We found that the overall quality of the service had improved since the last inspection took place. Areas for further improvement are identified in the report. Attention to these areas will continue to improve the overall quality of 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.

The nursery is registered to provide a care service to a maximum of 36 children aged from birth to five years. The nursery operates between the hours of 7:30 am and 6.00 pm, Monday to Friday.

The service is based in a detached house with a large enclosed rear garden in the town of Loanhead. There are three playrooms, one kitchen, toilets, staff room, office space and resource room.

The aims of the service included:

“To provide a safe and stimulating environment in which children feel secure, valued and confident.
To provide a relevant early years curriculum which builds on the child’s previous experience to promote future learning and development of their physical, personal, emotional, social and intellectual abilities.
To encourage parental involvement and acknowledge the importance of this by offering continuity of contact with staff.”

Recommendations
A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements
A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Act, its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.
We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people’s health, safety or welfare.

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 4 – Good**
**Quality of Management and Leadership – Grade 4 – 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 high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We wrote this report following an unannounced inspection which took place on Tuesday 7 April between 8:00am and 15:30pm and between 8:30am and 16:10pm on Wednesday 8 April 2015.

As part of the inspection we took account of the completed annual return form that we asked the service to complete and submit to us.

We sent 20 Care Inspectorate Care Standards Questionnaires to the service to distribute to parents. Eight of these were returned to us before the inspection took place.

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

- The certificate of registration.
- The annual return.
- Policies and procedures.
- Medication recording systems.
- Accidents and incidents.
- Information for parents.
- Training records.
- Staffing information.
- Staff interaction with children.
- Equipment, toys and environment.

We spoke with:

- The area manager (currently acting manager).
- Staff.
- Children and some parents.

All of the above was taken account of and reported on under the relevant Quality Themes and Statements within 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
What the service has done to meet any requirements we made at our last inspection

The requirement
The provider must ensure that there are comprehensive cleaning systems in place and clear instructions for staff which are appropriate to their role which includes the care and cleaning of nursery equipment. This should include the action all staff must take if they have any concerns over the cleanliness of equipment.

Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/SSI 210 Regulation 4(1)(a) and (d)

What the service did to meet the requirement
The requirement was dealt with at the time of the inspection. During the current inspection we found the nursery, toys and equipment were clean and staff were aware of their responsibilities in this area.

The requirement is: Met - Within Timescales

The requirement
It is required that the damaged magnetic board game attached to the wall in the decking area is removed as it represents a hazard to children’s safety.

Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/SSI 210 Regulation 4(1)(a).

What the service did to meet the requirement
The requirement was dealt with at the time of the inspection. During the current inspection we found that toys and resources were in a good state of repair.

The requirement is: Met - Within Timescales
The requirement
It is required that the provider must take action to ensure that children attending the nursery experience high quality provision which meets their needs both in the playrooms and in the outdoor play areas.

What the service did to meet the requirement
On the day of the inspection we walked around the nursery and looked at toys and resources. We found the quality and condition of toys, resources and equipment had improved. They were well presented which helped children to access them without assistance. Core play was available throughout the nursery.

The requirement is: Met - Within Timescales

The requirement
The provider must put a system in place to:
- Audit, monitor and record staff practice in playrooms in order to ensure that proper provision for the health and welfare needs of children are met.
- Monitor and evaluate play provision and how this meets individual children’s needs.
- Audit effectiveness of procedures.
- Ensure that where unsatisfactory practice is identified this is recorded and dealt with effectively.

Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/210 Regulation 4(1)(a).

What the service did to meet the requirement
On the day of the inspection we found the acting manager was able to describe the action taken to meet this requirement. We found the layout of playrooms had been reviewed. The overall play experiences had improved. Staff were able to describe how they met the needs of individual children. Monitoring was on-going and the acting manager was able to describe how she planned to continue to take this forward.

The requirement is: Met - Within Timescales

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 completed self assessment document was received before the inspection took place.

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

On the day of the inspection we spent time observing children throughout the nursery. The children were too young to express their views on the service they received. However we saw they were engaged in their play and confident in approaching staff for support. Staff were kind and caring in their interactions with children.

**Taking carers’ views into account**

Before the inspection took place we sent 20 Care Standards Questionnaires to the service for distribution to families. Eight of these were returned to us before the inspection took place. Seven families told us they strongly agreed with the statement “Overall I am happy with the quality of care my child receives in this service.” One family told us they did not know.

The following representative comments were received:

“As a first time parents and leaving my child for the first time my experience of the service has been great. I would recommend this nursery to family and friends.”

“My two children attend this nursery. I am happy because they are happy.”

“I have always been happy with the nursery although I have seen some great improvements recently including more information, Facebook page and overall a more organised feel.”

“My child is always happy when I drop them off and collect them. They especially love the garden.”

“This is a good nursery.”

“The menu is good and varied. My child loves the garden the most. My child is always happy to go to nursery. We were recommended the nursery from other parents.”

“I have always liked little Hawthorn’s and felt confident about my choice of nursery however over the last few months concerns have developed. They have included high turnover of staff, some staff appear disengaged and negative. I have witnessed some bickering and complaining. There has been a lack of communication over the last few months. That said there are some staff members who are outstanding.”

All of the above comments were shared and discussed with the acting manager.
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 the service provided very good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

Before families decided to take up a place in the service they were shown round and given written information about it. This helped them to decide whether it would meet their family's needs.

A photo board gave families information about staff. Plans displayed outside playrooms told them about activities their children would be taking part in.

We saw several examples of staff chatting to parents as they picked up and dropped off their children. We spoke to some parents who told us staff were welcoming and made time to pass on information, answer questions and discuss concerns.

The acting manager told us that newsletters had been produced from time to time updating parents about events in the service.

Parents evenings were held twice yearly. This was a formal opportunity for parents to talk to staff and to look at their children’s ‘All About Me Folders’. It also allowed them to make sure information held about children was up to date and relevant to their care and developmental needs.

A secure Facebook page had recently been introduced. The acting manager told us this had been successful in engaging parents. This was supported by comments in our Care Standards questionnaires. The acting manager felt that used properly it
might prove to be a more successful way of gaining the views of families and other stakeholders on the overall quality of the service.

We saw a poster advertising the ‘question of the month’. This was a new opportunity for parents to ask the nursery a question and would supplement existing questionnaires. The intention was that responses would be displayed within the service.

Consultation with children took part in age appropriate ways including circle time and by using mind maps. Mind maps are a way of helping children to think about what they already know about a subject and what they might like to find out. We saw several examples of staff checking with children that they had what they needed and showing skills in giving very young children time to express themselves.

Parents who returned our questionnaires told us they agreed or strongly agreed that they were able to visit the service and received clear information about it before their child started using the service.

Areas for improvement

We spoke to the manager about the importance of continuing to look for innovative ways to help families to participate in assessing the quality of care and support provided. We felt this was particularly important for younger children and pre verbal children who could benefit from, for example better use of prompts for songs and stories and simple ‘yes/no’ voting systems. The manager told us she had already started to explore these areas with staff.

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 the service provided good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

The service’s aims and objectives were included in the information sent to families using the service.

Families were asked to complete enrolment forms for their children. They contained key information about the child including GP contact details, information about general health and wellbeing, specific needs and family contact details. In addition the forms held information about the child’s general routines and interests.

This information helped staff to settle children into the service and, as far as possible, follow home routines. The information also formed the basis of children 'All About Me ' folders. The folders were used to record information about children’s progress and development and to plan activities to meet their specific developmental needs and interests. Parents were able to view the folders at any time and a formal review meeting was held twice a year to ensure information was up to date and relevant.

We were shown confidential information confirming that children with additional needs were well supported. We spoke to key worker staff, we found they understood the system for making referrals to other professional agencies and were able to describe children’s needs. Meetings had taken place to make sure there was consistency and planning for these children.

We looked at staff planning for children’s activities. Staff were clear about the information they used in their planning and how it linked into their observations of children’s needs and interests so that it remained responsive. Planning was displayed where it could be seen by parents. This helped to keep them informed of events within the playroom.

During the inspection we spent time in all of the playrooms observing the quality of interaction between staff and children. We saw examples of good practice throughout the service. Staff were supportive, kind and caring in their interactions with children. This helped to ensure that children were happy and content and able to make the most of their time in the service.
Children had the opportunity to brush their teeth once a day. Staff followed Child Smile guidance on tooth brushing, making sure that toothbrushes were clean, in good condition and were stored properly. This helped support good dental health.

The nursery provided all meals and snacks for children based on the NHS food guidance document ‘Setting The Table’. On the days of the inspection the cook was absent, however, the member of staff preparing food was trained in Food Hygiene and was following a pre planned menu.

Staff understood the importance of helping children to follow good hygiene routines. Hand washing was well supported. We saw staff reminded children to wash their hands at key points in the day.

Staff had worked hard to improve the children’s lunch time experience across the nursery. We found lunch was a relaxed event, staff sat with children offering support and encouraging conversation. Toddlers and pre school children served themselves at lunch time. This respected their ability to make choice, supported independence and self esteem.

All of the parents who returned our questionnaires told us they agreed or strongly agreed that staff shared information about their child’s learning and development. They also told us they agreed or strongly agreed that the service provided their children with a healthy and well balanced diet.

**Areas for improvement**

As previously stated formal meetings to review placements and information in children’s folders were held at least twice a year. Not all children’s folders showed evidence of this. We spoke to the manager and reminded her of the importance of having a consistent system to evidence that reviews had taken place and children’s information had been updated. The acting manager was aware of this and shared her plans to rectify the situation.

We looked at a sample of children’s folders across the nursery. We found that although staff had been confident in describing how they planned activities to meet individual need this was not reflected in individual folders. Staff needed to work on the links between their observations and their recording of focused next steps for individuals.

The manager had picked this up in her audit system and shared her plans to improve this.

We made a recommendation about this.

See recommendation 1.

During the inspection we found the following areas of concern relating to infection control within the service:
- The acting manager told us the gloves usually used when changing nappies had run out and they were awaiting a delivery. The protective gloves staff were using when performing personal care tasks with children did not meet current best practice guidance for preventing the spread of infection. This was because they had seams which could split which increased the risk of spread of infection. More information on this can be found in our publication entitled Disposable Gloves: use and management dated 10 April 2014 which can be found on our website at www.careinspectorate.com

- We found three containers of nappy cream which did not have children’s names on them. This meant staff could not be clear that these creams were only used on the specific child they belonged to. This increased the risk of infection spreading between children. (The creams were disposed of by the manager as soon as this was pointed out.)

- The lids of some boxes used to store children’s nappies were not closed. This meant the absorbent filling in the nappies could absorb moisture and other airborne contaminants. This made the nappy less effective and increased the risk of spread of infection.

We made a requirement about this see requirement 1.

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

**Number of requirements:** 1

**Number of recommendations:** 1

**Requirements**

1. It is required that the provider ensures that:

   - The nursery always has sufficient supplies of disposable gloves of the type recognised as being suitable for staff to use when carrying out personal care tasks.
   - Nappy creams must clearly state the child’s name in order to ensure there is no risk of the cream being used for the wrong child. Staff must keep a record of the date creams were opened and their use by dates. These should be checked regularly as part of the service’s audit system.

   - Once opened children’s nappies must be stored in closed containers.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/SS1210 Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users and(d) where necessary, have appropriate provision for the prevention and control of infection.
Time scale: Action was required at the time this was pointed out.

Recommendations

1. It is recommended that the acting manager takes action to ensure that issues she identified in her audit of children’s folders are rectified. This should include ensuring that staff’s observation on individual children are clearly and consistently recorded across the nursery and that where next steps are identified they are focused, meaningful and state how they will be achieved.

NCS Standard 14 Well Managed Service
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 the service provided very good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

The strengths identified in Quality Statement 1.1 apply to this Quality Statement.

Areas for improvement
The areas for improvement identified in Quality Statement 1.1 apply to this Quality Statement.

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 the service provided good evidence of how they met the areas of practice covered by this Quality Statement.

A buzzer entry system and a signing in book helped staff to be aware of who was in the building and the purpose of their visit.

We found the overall appearance of the building was clean, well maintained and inviting. A maintenance person was employed by the nursery.

Policies were in place to support children’s wellbeing. They included child protection and safety evacuations.

Playrooms were bright and welcoming. Core resources including paint, sand and water were well used. Children’s art and craft work was displayed throughout the nursery, often supported by photographs of children engaged in making the work. Staff had taken time to consider the use of space. The layout of the rooms allowed children to move around freely between activities. Toys and equipment were stored where children could reach them by themselves which supported choice and decision making. Overall we saw an improvement in the quality of toys and resources available to the children which supported development and provided greater interest and options for imaginative play.

The nursery had a large decked area and large garden. These were used throughout the year to help ensure that children had regular access fresh air and exercise. In addition, the local community was well used. We saw evidence that children went to the weekly Book Bug sessions at the local library, walked to a nearby park and local pond and occasionally went shopping for snack food.

Accidents and incidents were recorded and parents were asked to sign to confirm they understood what had happened and the action taken by staff.

Families who returned our questionnaires told us they agreed or strongly agreed that the service provided their children with a safe, secure, hygienic, smoke free, pleasant and stimulating environment. They felt that children had enough space for their children to play and get involved in a range of activities and that the service had a suitable range of toys and materials for the children.
Areas for improvement

A maintenance book was in place however we found this was simply a list of concerns. There was no information about when a concern was reported or when it had been dealt with. We asked the manager to record the date when concerns were recorded and the date when they were dealt with. This would provide an audit trail on maintenance issues. The manager agreed this would be useful in making sure the environment was well maintained and agreed to implement the system.

During the inspection we found some areas for concerns relating to health and wellbeing that had not been picked up through the risk assessments system. They included:

- Parts of the fence around the decking area were damaged and rough and could present a splinter risk to children.
- A gap in the perimeter fence in the rear garden which had been filled by a piece of equipment. We were concerned that children could potentially leave the garden through the gap.
- The door of the wooden hut was damaged. The large hole was jagged and could present a risk to children.
- A bin in the toilet area used for nappies and hand towels did not have a lid. Bins used for nappies must have lids. Information about this can be found in the NHS document Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings).
- An area of the garden occasionally used for the babies and toddlers was not safe because the surfaces were uneven and there was a small area of open water. At the time this was pointed out the acting manager agreed the areas would not be used until it had been renovated and made safe.

We made a requirement about this.
See requirement 1.

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

**Number of requirements:** 1

**Number of recommendations:** 0

Requirements

1. It is required that in order to ensure children’s safety:
   - Action must be taken to make the areas described above are made safe.
   - The acting manager must review the existing risk assessments to make sure they are rigorous in covering all areas of the service both inside and in the outdoor play areas.
   - Staff must be must be rigorous in identifying and reporting these concerns.
   - The repair log must be used to track repairs and ensure they are completed with reasonable time scales.
This is in order to comply with the Social Care and Social Work Improvement Scotland(Requirements for Care Services Regulations 2011 No210. Welfare of Service Users 4(1)(a) a provider must make proper provision for the health welfare and safety of service users.
Time Scale: within two months of the date of this report
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 contained in Quality Statement 1.1 applies to this Quality Statement.

Areas for improvement
The areas for improvement identified in Quality Statement 1.1 apply to this Quality Statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0
Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths
We found that the service provided adequate evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

The acting manager had not been in post at the time the appointments relating to the issue described below were made. She sent us evidence of the action she had taken to rectify the situation.

Areas for improvement
We looked at the recruitment folders for four recently employed members of staff. We found the following issues:

- Staff starting employment with only one reference.
- Staff files with no record of Scottish Social Services Council (SSSC) registration.
- Staff files with no record of qualifications.
- Staff files with no Protection of Vulnerable Group (PVG) scheme update.

We made a requirement about this.
See requirement one.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements
1. It is required that the provider must ensure that safer recruitment practices are followed at all times and staff do not start their employment until:

   - At least two references are taken up and retained on file for each newly appointed member of staff. A reference from the most recent employer must always be in place.
   - Satisfactory proof of registration with the Scottish Social Services Council (SSSC) is received and a record of this is in the file and shared with the nursery manager.
   - A record of qualifications is received and a copy is in the file.
   - Satisfactory Protection of Vulnerable Group Scheme (PVG) information is received and a record of this is in the file and shared with the nursery manager.
   - There must be consistency in the information required, the date the information is sent for and the date it is received.
- This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/SSI 210 Regulation 9(2)(b) - a requirement to ensure that staff have the qualifications, skills and experience necessary for the work they are to perform.

Time scale - before a new staff member is employed.

The acting manager had not been in post at the time the appointments were made. She sent us evidence of the action she had taken to rectify the above situation.

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found the service provided good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

Staff (with the exception of the situation described in Quality Statement 3.2) were registered with the Scottish Social Services Council and were qualified or in training for the post they held.

When we spoke to staff we found they were motivated and enthusiastic about their work. They were familiar with the key documents informing their practice.

Most staff had taken part in training in First Aid and Child Protection and plans were in place to ensure all staff took part in this on a rolling basis. Since the last inspection took place staff had taken part in training on Getting It Right For Every Child (GIRFEC). GIRFEC is the national approach to reforming children’s services in Scotland and to improving outcomes for children. Others had taken part in training on Schematic Play. Staff were confident in talking about how this training had supported and improved their practice. Since the acting manager came into post staff have been keeping a record of training in their staff folders.

The acting manager had put a rota in place to ensure that staff received support and supervision of their professional practice once every eight weeks. This would support the existing annual appraisal all staff took part in. Staff told us they welcomed this positive step in supporting their development.

An induction programme was in place for new staff. The induction covered areas including the actions they should take if they had concerns over children’s welfare, emergency evacuation and general expectations of conduct and behaviour.
Staff told us they took part in regular team meetings to discuss general practice and focus on any areas of concern. They confirmed that the acting manager attended these meetings.

Six families who returned our questionnaires told us they strongly agreed, one agreed and one disagreed with the statement “I am confident that staff have the skills and experience to care for my child and support their learning and development.

All of the respondents told us they agreed or strongly agreed that their child appeared confident and happy in the care of staff and that staff treated their child fairly and with respect.

Areas for improvement
Since the last inspection took place we found that there had been an increase in the practice based training opportunities available to staff as described above and this had increased staff confidence. However there were still gaps in this and in mandatory training.
We made a recommendation about this.
See recommendation 1.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that the provider continues to source training opportunities for staff that support their learning and understanding of mandatory training for example only three staff are trained in Food Hygiene and infection control.
In addition we feel that staff and children would continue to benefit from staff attending courses focused on play and activity experiences.
NCS Standard 13.
Improving the Service.
Standard 6 Support and Development.
Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

**Service strengths**

The evidence contained in Quality Statement 1.1 applies to this Quality Statement.

**Areas for improvement**

The areas for improvement identified in Quality Statement 1.1 apply to this Quality Statement.

**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 provided adequate evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

A complaints procedure was in place. This was displayed in the nursery and included in the information given to families. The procedure told parents what they could do if they had a concern about any aspect of the service. This included their right to contact the Care Inspectorate at any time.

The nursery was in partnership with the Local Authority for the provision of pre school care and education. This meant they received regular support visits and feedback from Quality Improvement Staff.

Self evaluation was carried out using Child at the Centre II and the National Care Standards.

Since coming into post the temporary manager had started to audit and review procedures and practice within the nursery. She has been meeting regularly with staff to review practice and identify training and development needs. Staff were positive about the impact this had on the playrooms and felt it resulted in improved outcomes for children.

The Standards Quality Improvement Plan which identified strengths and areas for improvement in the nursery was currently being reviewed to ensure that identified targets were being met.

Eight parents returned out Care Standards questionnaires. Six parents told us they strongly agreed and on agreed with the statement “Overall, I am happy with the quality of care my child receives in this service”. One parent told us they did not know how they felt about the statement.

Areas for improvement
The grade for this Quality Statement reflects the requirements made in the body of the report. We were aware that the management team had taken action to meet many of the requirements made in the previous report and this had resulted in positive outcomes for children and families using the service.

However during the inspection we identified areas of practice that had not been picked up by current risk assessments and audit systems. These led to the
requirements and areas for improvement identified in the body of the report. We made a requirement about this. See requirement 1.

Grade awarded for this statement:  3 - Adequate

Number of requirements:  1

Number of recommendations:  0

Requirements

1. The provider must ensure auditing and monitoring systems within the nursery are reviewed in order to ensure they are effective in identifying and dealing with aspect of practice that led to the requirements made in the body of the report. This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011. SSI 2011/210 Regulation 4(1)(a) Welfare of Service Users. SSSC Codes of Practice for employers of Social Service Workers.

Time Scale: within three months of the date 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

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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<th>Quality of Care and Support - 4 - Good</th>
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6 Inspection and grading history

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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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