

# Care service inspection report

Full inspection

## **3 Bears Nursery @ Linwood** **Day Care of Children**

33 Napier Street  
Linwood  
Paisley



HAPPY TO TRANSLATE

Service provided by: 3 Bears Nursery Ltd

Service provider number: SP2006008256

Care service number: CS2009193627

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of care and support	4	Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

### What the service does well

The staff have gelled well as a fairly new staff team. They provided a safe, stimulating and nurturing environment for children to thrive and learn.

### What the service could do better

Please refer to recommendations noted in this report.

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

The service had made some improvements to the outdoor play area. The nursery had lost some of the original staff team however the management team had recruited well.

### Conclusion

The staff team were highly motivated and well trained. This created a harmonious and caring environment. The children were all engaged and played happily together or independently.

# 1 About the service we inspected

3 Bears Nursery @ Linwood is registered to provide a day care service for 57 children from birth to children of primary school age. The service operates Monday to Friday, 7.30am to 6.30pm. The service provider is 3 Bears Nursery Ltd.

The service operates from a converted building in the Linwood area of Renfrewshire. The accommodation offers four playrooms and an enclosed outdoor play area for children.

The service aims to provide a safe, stimulating environment for children to learn through play.

The full statement of aims and objectives is available to service users.

## 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 Public Services Reform (Scotland) Act 2010 (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 5 - Very Good**

**Quality of staffing - Grade 5 - Very Good**

**Quality of management and leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://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 medium 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 that took place on Monday 29 February 2016. One Care Inspectorate, inspector carried out the inspection.

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

We sent 20 Care Standards Questionnaires (CSQs) to the manager to distribute to families. Seven completed questionnaires were returned to us prior to the inspection visit. Feedback from questionnaires was shared with the operations manager, manager and senior practitioner. It is documented within this inspection report.

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

We looked at:

- children's learning journeys and care plans
- safe sleeping policy
- safe sleeping monitoring checklist
- lunch menus
- children's mind mapping
- children's daily feedback notes
- staff meeting minutes
- infection control policy
- nappy changing chart

- registration certificate
- girfec/shanarri display
- parental questionnaires
- staff training certificates
- medication forms and storage
- staff training calendar
- action plan
- nursery handbook
- monitoring and evaluation folder
- photographs.

We also observed staff interaction with children and parents. We looked at the indoor and outdoor environment.

### **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.firescotland.gov.uk](http://www.firescotland.gov.uk)



## 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.

A completed self assessment document was submitted by the service. This was fully completed to a good standard and gave relevant information for each of the quality themes and statements. The service identified its strengths and some areas for future development. We discussed this document could have contained more detail and include an outcomes focus.

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

The children were relaxed and confident in the service. They played happily and were familiar with the playrooms and garden area. Some of the comments from the children included:

"We like coming to Nursery, the ladies are kind and play with us."

"I like to play with the toys. My gran works in Tesco."

"Look at all the food I have in my basket."

## Taking carers' views into account

Please refer to parental comments noted throughout this report.

## 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 3

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

#### Service Strengths

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

Parents were involved in their child's direct observations and were invited to make comments to support their child's learning progress. We saw extensive parental information about their child's learning and daily diaries for the children contributed to the continuity of care between home and nursery. We saw that each child had a child centred care card. Parents had been consulted on their child's routines and personal information.

Parents we spoke with confirmed that they had lots of opportunities to discuss their child with the staff at drop off and collection times. Parents' comments included:

"They verbally tell me everyday all my baby's routine for the day."

"The staff are lovely, we did notice a high turnover of staff, I think it is a lot better now, they all seem to get along." "My son was really shy at first, he is now a confident, bright wee boy."

"Every time you collect them they are all really busy playing and learning."

Staff knew children and families very well, we saw a mutual respect between them.

Parents had provided the service with information on their child such as emergency contact details and medical history prior to their child starting the service. Staff were able to find out more about each child through the use of "All About Me" documents which parents completed giving additional information such as position in the family, likes and dislikes and favourite toys and activities. This information provided staff with a foundation to plan activities around children's particular interests and wellbeing needs.

The service had collated information and contained this in the personal care plans. These were child centred. They included the assessment and review of developmental needs as well as the identification of how needs would be supported and some of the plans had next steps taken forward. The service will ensure that these plans are reviewed with parents/carers every six months or sooner depending on the needs of the child.

The service was part of the Smile toothbrushing programme which promoted good oral health and wellbeing practices. The programme taught the children about the importance of toothbrushing and good oral health and healthy lifestyles.

We observed children being offered a healthy snack including fresh fruit, water or milk. This contributed positively to a healthy diet. The children were being encouraged to taste and try different varieties of fruit.

The older children told us:

"We are all friends in this nursery."

"I can enjoy and eat all my lunch by myself."

"I like to sit next to my best friend at lunch."

"I like to draw."

"I like to play in the water."

Some comments in the parental questionnaires included:

"A friendly nursery, I find the manager and her staff very approachable, would recommend this nursery."

"I am really happy with the care my wee boy is getting from the nursery. He has come on leaps and bounds since starting."

"I put my son into nursery when he was nine months. It was nerve wracking for me, but staff made me feel at ease, were helpful in making him feel welcome, the transition from him constantly being with me to daycare. Their fantastic attitude made it so much easier, as it wasn't smooth sailing. Their vigilance when my son developed a temperature in their care, monitoring of his situation and contacting when appropriate made me even more confident about leaving my son in their care."

"The staff are always friendly. They know all my kids names, even those that don't yet attend. The only thing I feel needs worked on is some communication with me. My son only attends for his funded sessions where most other children also attend through private places. As such I feel I miss out some information such as when the school holidays are etc. I would receive this at a council nursery."

On the day of the visit we saw the monthly newsletter. We saw all parents had their names on them, the manager was going to distribute them. They had all the school holidays documented.

Of the seven questionnaires returned to us, all parents strongly agreed/agreed that the nursery is catering for the children's health and well being needs.

## Areas for improvement

The provider should fit a door/barrier in the babies' nappy changing area. We discussed the safety of the mattress in the pop up cot. The manager agreed to check this out. We suggested this cot doesn't have as loose fitted mattress sheet and not placed next to a radiator.

The service should follow best practice guidance in medication protocols, adhering to Handling Medication in daycare settings [www.careinspectorate.com](http://www.careinspectorate.com) The Hub.

We discussed a review of the procedures and experiences for children aged 3-5 years.

We discussed the recordings and statements in the children's personal learning journals. We agreed these should be mainstreamed to identify the start, middle and end of the child's learning experiences, targets and outcomes in nursery education.

## Grade

4 - Good

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 2**

1. The provider should improve protocols of the prevention of the spread of infection.

National Care Standards Early Education and Childcare up to 16: Standard 2: A safe environment.

2. Personal learning profiles should be informative and state children's learning journeys.

National Care Standards Early Education and Childcare up to 16: Standard 3: Health and Well Being.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

#### Service Strengths

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

We found that staff made good use of the space available to them. Children were accommodated in playrooms according to their age and stage of development. During the inspection visit the majority of children were engaged and were settled and happy in the environment. A variety of resources and activities were easily available for children to access independently.

The wall displays were a mixture of parental information, children's work and photographs. Children's work was linked to themes, topics or interests. The service reflected cultural differences and festivals.

Children were integrated into the play sessions and were included, respected, encouraged and supported when facing challenges. Planning for children demonstrated they were being provided with self directed responsive play.

All children were offered a variety of good quality resources and were all engaged in activities. The 3-5 year olds were encouraged and supported to maximise their potential. The 2-3 year olds enjoyed role play and storytelling. The babies enjoyed singing rhymes and exploring in the house corner.

All parental questionnaires returned stated they agreed that the nursery was a safe, secure, hygienic, smoke free, pleasant environment and the majority stated it provided a stimulating environment.

### Areas for improvement

The provider should continue to further develop the outdoor play area. The manager should ensure all children have the opportunity to enjoy fresh air and physical play regularly.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 3

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

### Service Strengths

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

The staff felt well informed and supported by the manager. Training was regular and appropriate and specialised training had included:

- numeracy
- eco awareness
- child protection.

Staff records showed that training and Scottish Social Services Council (SSSC) registration was documented. Personal training records were maintained for individual staff members, recording and evaluating how training had impacted on their daily practice and the children's learning and development.

Staff knew children and families well and responded appropriately to their individual needs and interests. Children were observed to know staff and be comfortable around them. The staff were hard working and endeavoured to engage with all children. The staff team took ownership of the inspection and wanted to demonstrate the very good planning and activities they carried out.

Displays and photographs demonstrated to parents that the nursery followed best practice guidance.



The staff team recognised its strengths and deployed staff to lead children's learning.

The staff team met regularly to discuss planning and developments. We saw from the minutes that staff continually looked for innovative ways to enhance learning for children. We also saw this from the programmes, personal care plans and information to parents. Of the seven care standards questionnaires returned, all parents/carers strongly agreed or agreed that the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment. This was also confirmed in discussions with parents and carers on the day.

A parent stated:

"My child enjoys going to 3 Bears Nursery. She has made a few friends and I can tell she is really okay. She is so happy to see the care workers as soon as she walks in the door. In particular the ladies in her room. They are fantastic and my daughter just loves to see them."

Of the seven questionnaires returned to us, all parents strongly agreed/agreed that the nursery staff were well trained and highly motivated.

## Areas for improvement

The staff should continue to be well trained and highly motivated.

## Grade

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 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

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

The aims and objectives of the service were available to parents/carers in the handbook along with a complaint's procedure and other operational policies.

A parental participation policy had been developed. This included admission, transition and exit questionnaires in respect of all four quality themes being covered.

Staff participated in formal annual appraisals of their work.

Staff and parents had been consulted about the improvement plan. The improvement plan set out short term and long term goals. This was available for parents in the nursery foyer.

Management and staff were committed to continually assessing and improving the service and were responsive to feedback from staff, parents, carers, children and external agencies. All parents and carers consulted indicated that they were confident that if they had concerns, staff would deal with them appropriately.

Regular staff meetings provided opportunities for discussion and consultation. Staff used continuous assessment practices to monitor children's development and the programme of activities available to them.

We saw that management undertook monitoring and evaluations of the service. For example, we saw audits of children's personal plans and information recorded. We saw that monitoring and on the floor coaching took place. This enabled them to assess their childcare practice. The monitoring calendar displayed robust quality assurance methodology. The staff were encouraged to get involved in peer assessment of childcare practice.

A Working with Parents participation policy was in place detailing consultation methods.

Documents including The Child at The Centre, Curriculum for Excellence, National Care Standards, Building the Ambition and inspection reports were used in the monitoring and evaluation of the service.

The manager has implemented distributed leadership. This enables staff to champion areas of work for example, outdoor learning, eco awareness, numeracy and health and safety.

Of the seven questionnaires returned to us, all parents strongly agreed/agreed that they were involved in developing the service and were asked for their ideas and feedback.

### **Areas for improvement**

The service should continue to further develop quality assurance procedures.

### **Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

1. The children should be offered healthy meals and use appropriate crockery and utensils for their age and stage.

National Care Standards Early Education and Childcare up to age of 16:  
Standard 3: Health and Wellbeing.

This recommendation was made on 03 March 2015

The parents are now providing their own child's lunch.

2. The nursery should follow best practice guidance for infection control.

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

This recommendation was made on 03 March 2015

The nursery had improved the infection control procedures and protocols.

3. The staff team should be vigilant to identify risks and hazards.

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

This recommendation was made on 03 March 2015

The service had developed robust risk assessments.

**4. Children should be offered physical play and outdoor experiences.  
National Care Standards Early Education and Childcare up to the age of 16:  
Standard 3: Health and Wellbeing.**

**This recommendation was made on 03 March 2015**

On the day of the visit we saw the majority of the children enjoyed fresh air and physical play.

**5. The staff should implement best practice guidance to stimulate, support and encourage young children to enjoy a wide range of activities.  
National Care Standards Early Education and Childcare up to the age of 16:  
Standard 3: Health and Wellbeing.**

**This recommendation was made on 03 March 2015**

We saw young children enjoy stimulating and educational experiences.

**6. The provider should revamp the outdoor play area. This would enable children to enjoy outdoor play.  
National Care Standards Early Education and Childcare up to the age of 16:  
Standard 2: A Safe Environment.**

**This recommendation was made on 03 March 2015**

The service have made good progress in conjunction with parents in the development of the garden area.

**7. The service should review its procedures for monitoring sleeping babies, nappy changing, toilet facilities and infection controls. This is to keep children safe and minimise the spread of infection.  
National Care Standards Early Education and Childcare up to the age of 16:  
Standard 2: A Safe Environment.**

**This recommendation was made on 03 March 2015**

The service now have a sleep monitoring checklist.

## 6 Complaints

No complaints have been upheld, or partially upheld since the last inspection.

## 7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings	
9 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
25 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
10 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	4 - Good
30 Jun 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	3 - Adequate

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