

Care service inspection report

Quality themed inspection (day care for children)

First Adventures Nursery - Turret Towers Day Care of Children

Turret Towers
53 High Street
Linlithgow

Service provided by: First Adventures Nursery

Service provider number: SP2003002958

Care service number: CS2003012063

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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1 About the service we inspected

The Care Inspectorate is reviewing how it inspects and supports improvement, where necessary, and as part of that review is going to make some changes and carry out some tests of change of how it inspects.

We have decided to inspect this service as a themed inspection, as part of a test of change, as the service has been operating at a very good or excellent level with positive outcomes for children attending. Tests of change are about implementing new ideas on a small-scale, quickly and effectively. The results are then measured and any adjustments made, before rolling out the tried and tested change.

The Care Inspectorate will undertake a full evaluation of the themed inspections and other tests of change. Further information can be found on our website www.careinspectorate.com

Our inspection confirmed that First Adventures Nursery - Turret Towers had improved on its very good grades awarded for all quality themes since it was inspected in January 2014.

Staff provided evidence of how parents were involved in the assessment and improvements of the service and how they involved families in decision making. There was excellent evidence to demonstrate that staff provided a safe environment for children.

Staff attended relevant training which supported best practice; they were motivated practitioners who had a positive influence on the children's development.

The leadership in the service was excellent. Staff sought guidance from the manager and link professionals which helped them to evaluate the quality assurances processes in the setting.

The service is registered to provide a care service to a maximum of 59 children aged 0-5 years with a maximum of 18 children under 2 years.

What we did during the inspection

We compiled the report following an unannounced inspection which took place on Wednesday 16 March 2016 between 9.40am and 1.40pm. The inspection was carried out by a Care Inspectorate inspector.

As requested by us, the service sent us an annual return. The service also sent us a self assessment form.

We issued 20 care standards questionnaires to the manager to distribute to parents of children who used the service. Nine completed questionnaires were returned before the inspection, all of which demonstrated that parents were happy with the service.

In this inspection, we gathered evidence from various sources including the relevant sections of policies, procedures, records and other documents including:

- Evidence from the service's most recent self assessment
- Personal plans of the children who use the service
- Observing how staff work
- Discussions with staff about their continuous professional development
- Observation of mind maps and displays developed by the children
- Observation of the environment including outdoors
- Health and safety records
- Complaints records
- Questionnaires that had been requested, filled in and returned to the Care Inspectorate
- Discussions with various people including the early years practitioners, the nursery teacher, the depute manager, the manager and provider
- Examining equipment and the environment
- Child protection discussions/records
- Quality assurance.

We also observed the lunchtime experience for children.

Taking the views of people using the care service into account

Children in the service were happy and settled. We observed them enjoying a range of activities including outdoor play, baking and completing jigsaws. Children's comments have been noted in the report.

Taking carers' views into account

We issued 20 questionnaires to the manager to distribute to parents/carers. Nine questionnaires were completed, all of these demonstrated that the parents were happy with the quality of care and support their child received. Parents confirmed that they had confidence in staff and trusted them. They stated that they were very happy with their experience there. Some parental comments have been noted in the report.

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 Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	6 - Excellent

3 Quality of care and support

Findings from the inspection

At this inspection, we considered the theme of participation and opportunities for families to be involved in decision making. We found, and parents agreed, the service had improved on its very good practice for this theme. A grade of excellent was awarded at this inspection.

Particular strengths were how everyone involved in the service felt included and respected and how staff were implementing Getting it right for every child (GIRFEC). GIRFEC is the national approach promoted by the Scottish Government for everyone to work together to support good outcomes for children. The wellbeing indicators that are essential for children to flourish are: safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI).

Examples of excellent practice were the child centred approach to how staff gathered and used information about children, involved children in the planning process and how achievements of children, staff and parents were celebrated. Information sharing as well as opportunities for parent involvement were well planned and implemented, for example, the well established parents' forum, parents having autonomy to organise annual events such as fun days/family days and a facebook page run by parents.

Staff and parents worked together to support children's learning and development and ensure positive outcomes for children. They used a wide range of home link materials related to topic work and learning focus, and provided supporting information for parents. Staff actively listened to what children had to say. Their views were respected and acted on.

Children confidently shared their learning journeys with us. They chatted about and reflected on activities they enjoyed that were depicted in their folders. Feedback from parents confirmed this. Parents commented:

"First Adventures Nursery provides an exceptional service. In the 3 years my child has been attending the nursery I have never had a single complaint about the care provided and my son loves his time there."

Children's comments included:

"This is my painting."

"That's a photograph of me at home."

Grade

The quality of care and support is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

At this inspection, we considered the theme of outdoor play and being healthy. We found, and parents agreed, the service had sustained its excellent practice for this theme. Particular strengths were the opportunities for children to maintain a healthy lifestyle through outdoor and active physical play.

Children had daily access to an extremely creative outdoor learning space where they could connect with the natural world, experience life and growth and use their creativity and imagination. Children could engage in activities that increased flexibility and fine and gross motor skills and develop muscle strength, balance and co-ordination, for example, tree climbing, den building, using the zip wire and balance beams. There were opportunities for curiosity and science and nature, for example, weather station, wormery, solar panel, bug hotel. Children also enjoyed a range of outings in the local area and further afield.

We saw staff providing appropriate support and interventions to enable children to achieve and develop confidence.

We saw children following good hand washing procedures and enjoying a healthy lunch. Children told us they enjoyed their lunch. We saw that they had been learning about healthy and unhealthy foods.

Staff had recently attended training on outdoor risky play.

Children commented:

"I like the garden."

"I like climbing."

Grade

The quality of environment is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

Findings from the inspection

At this inspection, we considered staff skills, knowledge and training that helped staff to support children to learn and achieve.

We found, and parents agreed, the service had sustained its excellent practice for this theme. Particular strengths were the enthusiastic, motivated and committed manager and staff team who worked hard to achieve positive outcomes for children, staff practice and training.

Examples of excellent practice were the continuous professional development (CPD) for staff which reflected their own personal interests, the service priorities and the individual needs of children in their care as well as recent training which included Supporting Children with Autism, Developing Phonological Awareness, Developing Early Literacy and Building the Ambition which had positively impacted on outcomes for children. Building the Ambition is the Scottish Government's national practice guidance on early learning and childcare linked to the Children and Young People (Scotland) Act 2014.

Staff were very knowledgeable about children, encouraging them to share achievements from home and providing a wide range of opportunities for them to evaluate their experience in the service.

Staff had created an enabling environment and experiences and activities that were challenging but achievable for children. They used their skills to support children to actively lead their play, explore and investigate. Staff were very skilled and intuitive when engaging with children. Their use of questioning techniques encouraged children to think and explore their environment and use resources in innovative imaginative ways.

Parents' comments included: "Both of our children have thrived in this nursery environment and we have found real confidence as parents watching them getting to know the same staff and key workers."

Grade

The quality of staffing is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

At this inspection, we considered quality assurance systems that the service used to evaluate and ensure good outcomes for children. We found, and parents agreed, the service had improved its practice for this theme by increasing the opportunities for children and parents to be involved in evaluation and modifying their monitoring and evaluation processes.

Particular strengths were how procedures for obtaining and sharing information and good practice in early learning and childcare were implemented and how everyone was involved in the systematic evaluation of the service.

Tools used included periodic audits by the local authority to support nurseries to evaluate and make improvements to the service provided for children and the Child at the Centre evaluation toolkit.

Examples of excellent practice and approaches to monitoring and evaluating the service included involvement of parents and children in assessment audits, evaluating the service improvement plan and deciding on next steps, recent opportunities for parents to provide views and comments on care of children, nursery environment and outdoor play area and professionalism of staff.

The manager regularly involved staff in monitoring and evaluating a wide range of practices that influenced delivery of service, for example, playroom observations, coaching other staff, participating in leadership training. Staff had recently attended Small Test of Change Training to enhance their understanding of trialling change and assessing its outcome.

The manager and staff also participated in organised staff meetings and working groups to reflect on practice and children's learning and drive developments forward.

Parental comments included: "Very happy with my experience with First Adventures."

Grade

The quality of management and leadership is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

9 Complaints

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

10 Enforcements

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

11 Additional Information

There is no additional information.

12 Inspection and grading history

Date	Type	Gradings	
16 Jan 2014	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
16 Jul 2012	Unannounced	Care and support	5 - Very Good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	5 - Very Good
17 Feb 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
10 Dec 2008	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	5 - Very Good

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