Care service inspection report

Full inspection

Stepping Stones for Families Ardoch Childcare Centre
Day Care of Children

Ardoch Childcare Centre
157 Bardowie Street
Possilpark
Glasgow

Inspection report for Stepping Stones for Families Ardoch Childcare Centre
Inspection completed on 23 March 2016
Service provided by: Stepping Stones For Families

Service provider number: SP2003001274

Care service number: CS2007146789

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.

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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: 5 Very Good
- Quality of environment: 4 Good
- Quality of staffing: 5 Very Good
- Quality of management and leadership: 5 Very Good

What the service does well

We found that the manager and staff had created a very happy and welcoming environment for children. They had formed very good relationships with the children and their parents.

The manager and staff worked closely with parents and other specialist services to help achieve good outcomes for the children attending the nursery. Staff had a very good understanding of the needs of the children they are caring for.

The staff were very keen to develop their skills, with the ongoing support from the management team, in order to enhance the experiences of the children attending the nursery.

What the service could do better

The manager should, with input from the staff team, take action on the recommendation and areas for improvement identified within this report.
What the service has done since the last inspection

The manager and staff had met the requirement and all but one element of the recommendations from the previous inspection.

The manager and staff had continued to develop their skills and knowledge by attending training and development events. Staff had put in place new ideas they had learned while on the training courses and this has had a positive impact on the outcomes for children.

Conclusion

Ardoch Childcare Centre continues to offer a service that is highly valued by the children and families living in the local community.

Children were confident and happy attending the nursery and enjoyed taking part in the activities with the very good support of the staff.

The manager and staff knew the children and their families very well. They were enthusiastic and committed to improving the nursery provision. They strive to provide a service that puts the children and their families at the heart of their service.
1 About the service we inspected

Stepping Stones for Families Ardoch Childcare Centre is registered to provide a care service to a maximum of 42 children:

12 children - 0 years to under 2 years
30 children - 2 years to those not yet attending primary school.

The nursery operates 8am to 5:30pm, Monday to Friday, 52 weeks per year.

The provider is Stepping Stones for Families, a national voluntary organisation that operates projects in Glasgow and Ayrshire.

Stepping Stones for Families Ardoch Childcare Centre is in partnership with Glasgow City Council to provide early learning and childcare places for children from three years of age.

The service is located in the Possilpark area of Glasgow. The accommodation is on one level. There is a secured entrance area with cloakroom facilities, three playrooms, a small kitchen, toilet facilities, office and staff room. There is a secured outdoor area with a garden and large play area.

One of the nursery aims states: "The curriculum will be responsive to the needs and abilities of each and every child, taking into consideration their individualities, personalities and any other needs that they may have."

A full statement of the service's aims is contained within the handbook and is available to people who use the service.

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.
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 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. This was carried out by an inspector over two days, Thursday 17 March 2016 between 10.40am and 6.15pm and Friday 18 March 2016 between 9.15am and 3pm. We gave feedback to the manager and senior childcare worker on Friday 18 March 2016. Additional feedback was given by telephone to the manager on Wednesday 23 March 2016.

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 30 care standards questionnaires to the provider to distribute to parents. Twelve parents sent us completed questionnaires. We also asked the provider to distribute five questionnaires to staff and five completed questionnaires were returned. Please note throughout this report, the term 'parents' should be taken to include carers such as relatives, friends or foster carers.

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

We spoke with:

- children
- five parents
- the manager
- the senior childcare worker
- childcare workers.
We looked at:

- supporting evidence from the up-to-date self assessment
- handbook for parents
- 0-2 daily feedback sheets
- registration form
- photographs of children taking part in activities
- completed care standards questionnaires that had been sent to the parents and staff from the Care Inspectorate
- children’s care plans and profiles
- Stepping Stones for Families pledge to children
- audit of parents’ responses to a survey relating to the quality of the service
  You Said, We Did - service response to survey feedback
- minutes of staff meetings
- plan for staff meetings and training days
- staff supervision records
- staff induction record
- staff training records
- staff evaluation of centre records
- observation of how staff worked
- environment and equipment
- snack and lunch procedures
- policies and procedures documents including protection of children and young people, infection prevention and control, participation strategy and suggestions and complaints policy
- risk assessments and cleaning rotas
- medication, accident and incident records
- certificate of registration
- certificate of insurance.
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
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 Care Inspectorate received a completed self assessment document from the manager. Relevant information was included for each heading that we grade services under. The manager had identified what she thought the service did well, some areas for development and any changes planned. As discussed, it would be beneficial in future self assessments if the document detailed more outcome based information.

Taking the views of people using the care service into account
There were 14 children attending on 17 March 2016 and 15 children attending on 18 March 2016. We observed the children enjoying a variety of play experiences that covered both indoors and outdoors. We talked with the children as they took part in activities and observed them as they played. During our discussions, children made the following comments:

"Painting yellow." A child’s comment when showing us her folder.

"It’s a ghost; it’s got no eyes." A child showing us her painting

"I like nursery. It’s very cold outside."

"Orange and blue make purple." A child mixing paint
"I was going to play with a Minion pirate."

**Taking carers' views into account**

We received views from 17 people using the service. Twelve people gave their views in care standards questionnaires and we spoke with a further five parents during the inspection.

The five parents we spoke with were very happy or happy with the service provided for their children. Comments included:

"Really welcoming. Staff are brilliant, really lovely. They are there for the families...Can't fault them."

"Been using this nursery for years. Love this nursery. You can tell them anything. Friendly atmosphere. [Staff] Always happy."

"It's the best. First moment he [son] came he was happy. I felt comfortable. He loves it and asks to go to nursery at the weekend. Loves the staff."

"He [son] loves it. I just like the way they work. Staff are great. Every morning ask how he is. Really good feedback."

"Very accommodating and supportive. Manager is very friendly. Approachable and someone I can talk to. Staff ok and keep you up to date. Get emails and leaflets."

Comments from the questionnaires:

"...We visited the nursery unplanned, they had an open door policy. I was reassured and pleased with what I saw in the interaction between teachers and kids. This made me feel I was making the right decision when enrolling my baby...We can't thank you all enough."
“Very happy with the childcare my daughter receives...I have every confidence in the staff and the management. They are professional, approachable and go above and beyond their roles to ensure children and parents are happy and well informed and that each child’s individual needs are met.”

“The staff are always very friendly and welcoming towards everyone. Me and my son have great relationships with the staff and he is always very happy going to nursery which makes me feel good when leaving him.”

We have included further comments and views from children and parents using the service within the 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: 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

At this inspection we found that the service performance in the areas covered by this statement was very good. We decided this after we spoke with parents, children, the manager and staff. We viewed information displayed throughout the nursery. We looked at samples of relevant documentation including questionnaires returned to us by parents. We also observed the children’s experiences and staff practice. We found that the manager and staff team actively sought the views of the children and parents to help develop and enhance the service.

The manager and staff had put in place effective systems to help seek parents' and children’s views on the nursery provision. This process helped staff to support the children and their families and inform the audit and improvement process. The process included:

- staff discussion with parents regarding the individual needs of their child
- keyworker system
- staff consulted with the children throughout the day
- flexible settling in procedure
- children’s thoughts and feedback through mind mapping, circle time, individual and group discussions, 2 stars and a wish questionnaires
- planning records
- newsletters which detailed future events and projects
- parents’ meetings with staff to share information and their children’s achievements parent participation in nursery activities
- general information about the nursery
- nursery to school transitions
- parents’ committee and management board
- family away days
- questionnaires for parents and You Said, We Did response sheet
- participation strategy which described the ways in which families could be involved in the service.

We found that parents felt that the manager and staff were very approachable and were open to suggestions they had made. One parent commented:

"I've never felt anything in this nursery bar welcomed. She [manager] cares for every family and I can talk to her about anything and she solves it."

We spoke with staff, parents and children. Viewed photographs and activity planners, children's folders, and watched the staff and children’s interactions. This confirmed that the children had lots of opportunities to share their views and help decide the daily activities and topics. Staff listened to the children and helped and supported them while they played.

The children were very aware of the nursery routines and enjoyed participating fully in them. One child told us: “Play-dough is red, that’s my favourite colour.” Observation of, and discussion with, staff during the inspection confirmed that all staff were very responsive to the children in their care. Staff used feedback from parents and children when planning the children’s next step for learning. Staff respected the children and encouraged them to make choices throughout the day. This approach had helped to support and guide the children in their learning, empowered them to make choices, express themselves and develop confidence and self-esteem.
Parents and children had an opportunity to visit the service and meet the children and staff prior to starting nursery. We found that staff and parents had discussed the children’s care and support needs when settling their child. Parents told us they had completed relevant documentation for example; child’s likes and dislikes, routines, emergency contacts and health issues. Parents told us they were very happy with the process. This approach had helped staff to provide an environment where children were nurtured and respected and additional support was given when needed.

We looked at the responses from the questionnaires parents returned to us. We also considered the comments from parents spoken with during the inspection. Parents told us they felt welcomed by the manager and staff. Parents’ comments included:

“Small nursery but good. Feel like you are at home. Good for the child.”

The completed care standards questionnaires told us that parents had received clear information about the service before using it and were able to visit the service before starting. Parents strongly agreed that the service involved them and their child in developing the service, for example asking for ideas and feedback. Parents also strongly agreed that overall they were happy with the quality of the care their child received in the service.

We found that regular newsletters, verbal communication, notice board information, emails, children’s folders and photographs had kept the parents informed of current events and activities taking place in the nursery. This practice had helped promote opportunities for parents and staff to share the children’s achievements and learning.

Parents and children were encouraged to express any concerns or complaints. The service had a complaints policy. Parents we spoke with told us that they felt the nursery would address their concerns.

At the last inspection, we made the following recommendation relating to care and support under statement 1: The staff team should ensure that the daily routines provide sufficient time for children to play and learn at their own pace.
We found that the service had met this recommendation. We discussed the recommendation with the manager and staff and found that they had reviewed the routines, making them more flexible to the children’s needs and interests. This approach encouraged the children to be included in the decision making process, giving them more responsibility and recognised their achievements while participating in the life of the nursery.

In conclusion, we found the manager and staff team were very keen to encourage the parents and children to participate in the ongoing evaluation of the nursery provision.

**Areas for improvement**
As discussed with the manager. The handbook should be revised to update policies and give information about the parents’ committee and the management board and the benefits of joining them.

**Grade**
5 - Very Good

**Number of requirements - 0**
**Number of recommendations - 0**
Statement 5

“We respond to service users' care and support needs using person centered values.”

Service Strengths
We found the service had performed to a very good standard in the areas covered by this statement. We decided this after we spoke with parents, children, the manager and staff. We also observed staff practice and viewed relevant documentation which included:

- parents’ and children’s questionnaires
- you said we did; nursery response to parent/child feedback
- children's folders and personal plans
- minutes of staff meetings
- staff training records
- 7 golden rules for participation and our golden rules statements displayed on notice board
- Stepping Stones for Families pledge to children document
- Getting it right for every child (GIRFEC) - displayed for parents.

Staff used the above documentation and procedures to help create a welcoming and homely environment, where children were nurtured and respected. Staff offered help and comfort to children as needed. For example, across all the rooms, children were encouraged by the staff to take turns, listen to others and make choices. Within the baby room, staff had set up a sensory area that had lots of natural materials. We noted that the babies and toddlers really enjoyed playing there. Staff had introduced new equipment into the baby room and the babies and toddlers had lots of fun looking at themselves in hand held mirrors. Staff were responsive to their needs and spoke with them in a warm and gentle manner. Babies and toddlers were given space to explore their environment at their own pace.
Staff interacted positively with children and parents who used the service. We found that children benefited from having a keyworker (staff member identified as key person for child). Parents told us that they knew who their keyworker was and that staff were friendly and caring. A parent commented:

"I feel very happy to leave my son in the care of all staff. They have helped my son and me through a lot of ups and downs, and helped him turn into the happy young boy with lots of imagination."

We found that documentation held by the nursery provided relevant details about each child’s personal care needs, routines, diet, family and preferences. Each child had their own folder. Staff reviewed and updated these to include records of discussions with children and parents, photographs of activities and drawings. This approach enabled staff to support the children in their learning which in turn had helped them develop their skills, confidence and self-esteem.

The management and staff worked closely with other agencies including speech and language and health visitors. We found that staff took forward additional support plans for individual children, as required. Two members of the nursery team had attended autism training in order to help support a child with additional needs. This approach had ensured that the child was cared for by staff who demonstrated an inclusive approach to care, would nurture the child, and help keep them safe. A comment via a questionnaire confirmed that the parent felt the nursery had worked in collaboration with another service to support their child and that this approach was having a positive outcome for their child. As a result of joint working practices, children benefited from having additional resources and support to aid their development and learning.

Getting it right for every child underpinned the ethos of the nursery. Staff were beginning to utilise the Building the Ambition document in order to enhance the wellbeing of the children and their families attending the nursery. One parent commented:
"The nursery does not look great from the outside. The staff have tried and make amazing use of the outdoor area in all weathers. And indoors is amazing, in welcoming, safety, play, stimulation - everything a nursery should be. I really appreciate all they do for my family and my child. I truly believe that I could never find a better nursery."

Areas for improvement
The manager plans to introduce floor books to show the children’s experiences within the nursery and next steps for learning. However in relation to the children’s folders, the manager should, with the support of staff, review how the children’s information is collated to help make the folders more meaningful and easier to follow for both children and parents.

Grade
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 2
“We make sure that the environment is safe and service users are protected.”

Service Strengths
We found the service had performed to a good standard in the areas covered by this statement. We decided this after we spoke with parents, children, the manager and staff. We observed staff practice and sampled relevant documentation including security, hygiene, infection prevention and control and risk assessments.

The nursery had a secured door entry system. This helped staff effectively monitor people arriving and leaving the service. Visitors signed in and out of the building and staff monitored visitors while they were in the nursery. Staff kept a daily register of all children attending the service. Procedures were in place if a child was being collected by an adult other than their parents.

The nursery entrance area was welcoming and bright with informative noticeboards and displays. This meant that the parents and visitors were kept informed about what was happening in the nursery and the local community services available to them.

The three playrooms were bright and welcoming. Wall displays showed samples of the children’s work and photographs of the children taking part in a range of activities indoors and outdoors. Children were able to select the toys and equipment they wanted to play with. We noted that the children moved freely around their allocated playroom and outdoor play areas with confidence. Staff praised and encouraged children while they played. Children’s comments on playing outdoors included:
“Playing games, ring a ring of roses and we jumped up.”
“We were talking about opposites. And checking to see if it was safe. And we cleaned the slide.”

“XXXX [child] was chasing me, we were playing the police.”

We found that written risk assessments and checklists were in place. Staff made checks of the building and outdoor space on a regular basis. This approach had helped, in the main, to reduce risk and ensure that the building and outdoor areas were safe for children.

The service had a maintenance procedure and staff were aware of the procedures for reporting issues.

At the last inspection, we made the following requirement under environment, statement 2: The provider must safeguard children’s health and wellbeing by improving infection prevention measures.

We found that the service had met this requirement. Observation and discussion with the manager and staff confirmed that each of the elements raised in the previous report had been addressed.

We found that staff had appropriate seating when feeding the children in the baby room and were no longer sitting on the floor. This had improved the lunchtime experience for the children and staff. Dishes that had been previously washed at the sink in the baby room were now washed in the dishwasher in the kitchen. Previously, the staff had used wet wipes to clean the children’s hands before eating. Children, with the help of staff, now washed their hands at the sink. At the last inspection, we noted that the carpet in the baby room needed cleaned. The carpet has now been replaced. Cleaning rotas are now in place for cots and the manager had contacted the Scottish Cot Death Trust to get advice on space between cots.
Infection prevention and control procedures were in place. Staff were aware of policies relating to prevention of infection. Staff told us that they had discussed the best practice guidance; Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) at team meetings. Staff had been given a copy of the document on a pen drive. We observed staff throughout the day and this confirmed to us that they had a very good understanding of infection prevention and control including hand washing. Children were actively encouraged to wash their hands throughout the day and were keen to do so.

At the last inspection, we made the following recommendation relating to environment under statement 2: The manager should ensure that overall cleanliness of the accommodation is improved.

We found that the service had met most of this recommendation. The manager had discussed this recommendation with head office and additional time had been allocated to the cleaning contractor to allow for a deep clean of the nursery. The manager confirmed that deep cleaning would continue on a regular basis as needed. A cleaner was employed to undertake various cleaning duties in the evening. In addition, staff helped keep the nursery clean by undertaking various cleaning duties throughout the day. This approach had helped improve the cleanliness of the nursery.

The manager had also arranged for the children’s bathroom and kitchen to be renovated. This had still to be undertaken. Please see areas for improvement.

Child protection procedures were in place and staff attended refresher training on an annual basis. Discussion with staff confirmed that they were aware of the procedures they should follow in the event of a child protection issue arising. We noted that the service operated a mobile free zone. The child protection officer had attended additional training to support her in this role. This approach helped ensure that children received appropriate protection, care and guidance from staff who were aware of the signs of abuse and knew who to contact.
First aid procedures were in place. Nine out of 10 staff held a current first aid certificate. We noted that the training plan showed the member of staff who did not have a first aid certificate had been booked on to a training course for June 2016. We found that there was a rolling programme of core training for example; first aid, food hygiene, child protection and infection, prevention and control.

**Areas for improvement**

We found that children had been allocated to a playroom dependent on their age range. As discussed with the manager, we feel that it would be beneficial for the children aged 2-5 years to be allowed to utilise both the playrooms, as this could help increase the range and challenge of their daily play experience.

We noted that staff did risk assess the outdoor area with the help of the children prior to children playing outside. However, we found when walking round the outdoor area with the manager, that not all aspects of risk had been considered. For example, the post holding the gate into the play area was weak. Staff had put a barrier in front of the gate to prevent children from touching it. We discussed this with the manager and it was agreed that a new gate and post should be put in place. This was quickly addressed and we have received photographic evidence that the new gate is in place. The manager agreed to review the risk assessments to make them more robust and relevant to the service. (See recommendation 1)

As discussed, the manager should link the maintenance procedure to the risk assessments to help make the procedure more robust.

In response to a recommendation in the previous report, the manager should ensure the overall cleanliness of the accommodation is improved. The manager confirmed that they intend to replace the sinks and put in new splash backs in the children's toilets. They also plan to upgrade the kitchen. Funding was in place and they were just waiting for a start date from the builder.
The general decoration of the nursery needed to be improved. The manager was aware of this and there is a rolling programme of accommodation improvement in place to address this. One parent commented:

"...The only negative I have with the service is that it could be doing with a coat of paint to freshen it up..."

Grade
4 - Good
Number of requirements - 0

Recommendations
Number of recommendations - 1

1. As discussed and agreed with the manager, the risk assessments for the building and outdoor areas should be reviewed and updated to make them more robust and relevant to the operation of the nursery. This would help ensure the continued safety of children, staff, parents and visitors attending the service.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 2.4 - A Safe Environment.
Statement 3
“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths
We found the service had performed to a good standard in the areas covered by this statement. We decided this after we spoke with parents, children, the manager and staff. We observed staff practice, looked at the environment and equipment available on the day and viewed relevant documentation. We also watched the children at play.

Staff were very good role models. They were very positive and encouraged the children to share responsibility for keeping the nursery safe and tidy and a good place to play. Children were aware of the nursery routines and actively participated in helping each other, taking turns and following the rules. Children enjoyed choosing toys and taking part in activities. Children’s comments included:

“I’m playing in the sand.”

“I like playing on the computer, learning writing; I’m good at it. I was outside playing and running and climbing.”

Staff ensured that children had opportunities to play in a group or on their own.

Outdoor play was actively encouraged. Staff told us that children played outside on a daily basis and active play was built into the daily plan. We watched the children take the lead in activities and staff were on hand to support children to develop skills such as getting ready for playing outside by putting on their jackets and helping with the outdoor risk assessments.
The nursery had a fantastic outdoor space which included a large climbing frame, some fixed sitting toys and sensory area. Children were encouraged to climb, run, balance, explore and plant. The nursery also linked into the local community project Concrete Garden and the children had participated in planting at the local allotment. Children had grown various fruits and vegetables. We found that children were nurtured by staff who praised and respected them. They encouraged them by providing opportunities for children to be active, get lots of fresh air and explore their environment, keep safe, and make choices. A parent told us: “He [son] has been up at the allotment. They grow carrots and onions. Loves it, fresh air, makes friends...“

Children's folders showed samples of the children’s work and the activities they had taken part in. Folders were kept in the playrooms. Children could look at them and share them with their friends and family. The children were keen to show their folders to us.

“That’s a snake.” A child showing us a picture from their folder.

"My folder is in here. That's mine. That's me painting, I made that. I drew it and I messed it up. I made that for my mummy, made my hands blue..."

This approach helped the children recognise their achievements and made them feel included.

Staff ensured that children had opportunities to learn about healthy living, diet, exercise, environmental issues, keeping safe, personal hygiene and tooth brushing. For example, we found that children were keen to wash their hands after toileting, being outside and before eating. Children were confident at washing and drying their hands. As stated previously, children were encouraged to exercise daily through taking part in various activities and outdoor play. A tooth brushing programme was in place. Children’s comments included:

"I like brushing my teeth."
"Wash my face and you can brush your tongue (with the tooth brush)."
Parents' comments included: "Teeth brushing; in here he [son] knows he brushes after every meal."

The service provided breakfast in the morning and a snack in the afternoon. Parents provided their child's lunch. We watched the children having their lunch and snacks. This showed us that staff provided children with regular fruit and vegetables which would help contribute to a healthy diet. A parent told us that this had helped her child to eat more fruit and vegetables. The children had helped decide the menu. Staff were very aware of what the children liked to eat. Staff sat with the children and were on hand to support the children during snack. This approach created an opportunity for the children to develop independent skills and good manners. We observed children confidently interact with staff and their peers creating a pleasant snack and lunch experience.

The service held information on children's dietary requirements and this information was shared with staff to ensure that the children’s diet needs were being met. The children were provided with drinks, either water or milk, at snack and lunchtime. Water was available to the children throughout the day.

We looked at the medication records and medication procedures. This told us that parents had given consent for staff to administer medication. Staff and parents worked together to support children. The manager agreed to update the medication policy and procedures to bring them into line with current best practice guidance.

Accident forms were completed by staff and signed off by parents.

Staff were very aware of the individual needs of the children attending the nursery and put in place additional support as required. Activities were flexible to allow children to make choices. Staff were on hand to support children and gave them one to one support or worked with them in small groups. This nurturing approach helped children to feel safe and included. Staff were seen to praise the children’s achievements which would help build their confidence.
Areas for improvement
As discussed with the manager some of the toys needed to be replaced as they were past their best. The range of toys needs to be extended to help continue to challenge the older children.

Grade
4 - 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
We found the service had performed to a very good standard in the areas covered by this statement. We decided this after we spoke with parents, the manager and staff. We looked at samples of relevant documentation including questionnaires returned to us by parents and staff, minutes of team meetings and training and development plans. We also observed the children’s experiences and staff practice. We concluded that the manager and staff team were highly motivated and were very keen to develop a care service that operated to the National Care Standards, legislation and best practice.

Staff were registered with the Scottish Social Services Council. National Care Standards and the Scottish Social Services Council’s codes of practice were available to the staff.

There was a rolling programme of staff training in place to support the continuous professional development of staff. Staff told us that they had taken part in a range of training. We found that staff were highly motivated and had very good relationships with the manager. They were very keen to continue to develop their childcare skills and knowledge to ensure best outcomes for children attending the service. Staff discussed the training events and development opportunities they had taken part in. These included child protection, Getting it right for every child (GIRFEC), Building the Ambition, autism awareness, infection, prevention and control and food hygiene. Staff were able to give us examples of how they had then used this training effectively to support children and families using the service.
Staff knew their individual roles and worked hard to promote children’s development and wellbeing. They were very caring towards the children. Staff worked very well together as a team. We found that this approach had a very positive impact on the day-to-day experiences for the children and families. Parents’ comments included:

“Staff have always respected my wishes in relation to my daughter. I can’t fault them in any way.”

“The staff are always very friendly and welcoming towards everyone. Me and my son have great relationships with the staff and he is always very happy going to nursery which makes me feel good when leaving him.”

Management and staff held meetings to discuss the children’s needs and service improvements. We looked at a range of documents including short term planning, monthly planning sheets, children’s folders and staff minutes. These confirmed that staff discussed service improvement in order to support the children’s interests and development needs.

We sent questionnaires to the service for staff to complete. The response from staff questionnaires was positive and confirmed that staff were given opportunities to grow and develop in their childcare roles. Policy and practice information was shared with staff to enable them to undertake the tasks allocated to them.

At the last inspection, we made the following recommendation relating to the quality of staffing: The manager should ensure that all members of the staff team undertake training appropriate for their individual roles and responsibilities.

We found that there was a rolling programme for staff training which included core skill training of infection, prevention and control and food hygiene. We viewed training records and observed staff undertaking duties that involved implementing these skills and found them to be competent in these areas.
Areas for improvement
As identified in the self assessment, the manager and staff intend to continue to ensure that they are kept abreast of current legislation and the National Care Standards.

Grade
5 - Very Good
Number of requirements – 0
Number of recommendations – 0
Statement 4
“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service Strengths
We found the service had performed to a very good standard in the areas covered by this statement. We decided this after we spoke with parents, the manager and staff. We looked at samples of relevant documentation including questionnaires returned to us by parents and staff, minutes of team meetings and training and development plans. We also observed the children’s experiences and staff practice. We concluded that the manager and staff team were working in a service that had an ethos of respect towards the children, parents and each other.

Staff training and induction ensured that staff understood their part in promoting a positive ethos within the nursery and their community. The manager and staff had utilised various documentation such as Getting it right for every child, Building the Ambition, Pre-Birth to Three: Positive Outcomes for Scotland’s Children and Families and the Curriculum for Excellence. This helped support them to build a service that put at the centre, the children and families that used the nursery. Staff were seen to respect and support each other. In addition, discussion with the manager and staff confirmed that staff felt valued.

Staff encouraged children to be responsible, safe and respect others. Staff were very good role models, knowing the children and their individual needs. We found that the children had responded positively to the nursery rules while playing. Staff praised the children’s achievements throughout the day. They encouraged the children to be respectful by putting in place opportunities for children to take turns, listen and make decisions. A parent commented:

“All the staff are welcoming and friendly. They are all very approachable. My daughter loves going to nursery...Overall, it is a fantastic nursery.”
The nursery had an open door policy and some of the parents we spoke with were able to give us examples of how they had felt very supported by the manager and staff and the positive difference this had made to their family.

**Areas for improvement**
As highlighted in the self assessment, the manager and staff will continue to encourage an ethos of respect for all children and families attending the service. The manager would like to develop support and resources for families who have English as an additional language.

**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 2
“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths
We found the service had performed to a very good standard in the areas covered by this statement. We decided this after we spoke with the manager and staff. We looked at samples of relevant documentation including questionnaires returned to us by staff, minutes of team meetings, training and development plans and the nursery improvement plan. We observed the children’s experiences and staff practice. This told us that the manager and staff team were involved in helping to determine the direction of future objectives of the service.

We found that the manager valued the staff and had built a team that was keen to be involved in helping to decide the direction and future plans of the nursery. We spoke with staff and viewed minutes of team meetings. This showed us that the manager had sought and listened to the views of staff. Staff had input into team meetings and took responsibility for action points. Staff told us they were encouraged to put forward new ideas as to how the service could be improved. Ideas had been shared verbally at meetings or through completing the staff evaluation. This helped inform the nursery improvement plan and in turn helped towards improving the overall service for children and families.
The manager had a very good understanding of how to build staff knowledge and skills and had put in place procedures and training opportunities to enable staff to be reflective practitioners and gain confidence in their childcare roles. This approach had enabled them to take forward a shared vision. Staff told us that they felt that the manager was very supportive. We found staff were enthusiastic and worked very well as a team to help improve the quality of service for the children and parents. Each person had an identified role within the nursery and they had taken on the tasks associated with that role. For example, child protection, health and safety, pre-birth to three, outdoors and allotment. This encouraged staff development and helped strengthen the team to work together for the good of the children and parents. Staff comments included:

"I love working here. Love being outdoors, going to the allotment growing carrots, cabbage, onions, they [children] love it. What they can learn outdoors they can't learn indoors; tying ropes, jumping in puddles, mark making...We get outside often."

The nursery had a range of policies that were shared with staff and available to parents. Each member of staff had been given a pen drive that included service policies and relevant documents. Staff told us how this had helped them keep abreast of current best practice guidance. For example, how they were using information from the Setting the Table document to encourage children and parents to become more aware of healthy choices when preparing a packed lunch box or choosing snacks.

A parent commented: "The best thing I have done was put my child into this nursery. He loves going. The staff are excellent with the children."

**Areas for improvement**
The manager should continue to develop opportunities to support staff to help them to determine the future objectives of the nursery.
Grade
5 - Very Good
Number of requirements - 0
Number of recommendations - 0
Statement 3
“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths
We found that the service performance in the areas covered by this statement was very good. We decided this after we spoke to the manager, staff, children and parents and observed staff practice. We sampled relevant documentation including returned questionnaires from parents and staff.

The manager oversees the work of the nursery. We found that she was enthusiastic about her role and had very good skills and experience to take the staff team forward. She had undertaken a range of training and had continued to develop her skills and knowledge in order to support the staff team and families attending the nursery. She had attended a range of courses over the past year including Introduction into children’s human rights in practice, autism awareness, nurture principles; next steps, meeting learning needs and child protection. She was currently studying for a BA in Childhood Practice with a completion date of June 2016.

As stated in quality theme 4, statement 2. Staff were very keen to develop their roles and responsibilities to benefit the children and their families. Each member of staff had a specific role and was supported by the management team to implement their role. We found that staff training was linked to the needs of the children, for example the autism awareness training. The child’s parent and staff were able to confirm the positive outcome this training had for the child. Staff confirmed the training had enhanced their practice and helped build their confidence. Parents comments included: "My son has been showing some positive sign via the support." While a staff member commented: "The autism awareness training was fantastic. It gave me a greater understanding..."
Meetings held between the manager, parents, children and staff demonstrated a commitment to improving outcomes for people using and employed in the service. We found that parents had been encouraged to participate in the life of the nursery for example one of the parents had helped by installing an outdoor tap in the garden. Another parent visited the nursery to read stories to the children in Polish. Parents also commented how they had helped the nursery fundraise for special events such as the family away day.

Staff appraisals and supervision were in place. Staff told us they felt that the manager was very supportive. The manager had introduced a new strengths, weaknesses, opportunities and threats (SWOT) analysis. This helped staff and the manager clearly identify strengths and areas for improvement. The information was used by staff and the manager to set manageable targets that supported their continued personal development and linked to planned nursery improvements. This approach was helping staff to grow in their roles and develop their skills and knowledge to benefit the children and families attending the service.

Stepping Stones for Families had achieved Investors in People accreditation. The nursery was a Breastfeeding Welcome venue and was also working towards an Eco-School’s Green Flag Award. These activities supported the service’s ongoing commitment to investing in its staff, promoting leadership and improving the service for children and their families.

**Areas for improvement**
The manager has indicated in the self assessment that they intended to continue to monitor and develop the service and staff.

**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

1. The provider must safeguard children's health and wellbeing by improving infection prevention measures. This is in order to comply with Regulation 4.- (1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210). This regulation requires providers to make proper provision for the welfare of service users. Timescale for implementation: By 31 April 2015.

This requirement was made on 23 January 2015

The information relating to this requirement can be found under quality theme 2, statement 2.

Met - Within Timescales

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

Previous recommendations

1. The staff team should ensure that the daily routines provide sufficient time for children to play and learn at their own pace. National Care Standards Early Education and Childcare up to the age of 16. Standard 5.2 - Quality of Experience

This recommendation was made on 23 January 2015
Staff had reviewed the daily routine to make it more flexible to the needs and interests of the children. Information on the progress of this recommendation can be found under quality theme 1, statement 1.

2. The staff team should ensure children follow effective hand hygiene routines. National Care Standards Early Education and Childcare up to the age of 16: Standard 2.4 - A Safe Environment.

This recommendation was made on 23 January 2015

The manager and staff had updated their knowledge and skills by re-reading and implementing the procedures in the best practice document: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings). We observed staff and children wash their hands regularly throughout the day in line with best practice guidance. Information on the progress of the recommendation can be found under quality theme 2, statement 2.

3. The manager should ensure that overall cleanliness of the accommodation is improved. National Care Standards Early Education and Childcare up to the age of 16: Standard 2.4 - A Safe Environment.

This recommendation was made on 23 January 2015

Information about the progress of this recommendation can be found under quality theme 2, statement 2.

4. The manager should ensure that all members of the staff team undertake training appropriate for their individual roles and responsibilities. National Care Standards Early Education and Childcare up to the age of 16: Standard 12.2 - Confidence in Staff.

This recommendation was made on 23 January 2015

The member of staff had attended food hygiene training March 2015. All staff had undertaken infection prevention and control training. A copy of the document and the nursery’s policy had been downloaded onto individual pen drives for staff. An in-service day highlighted the document Building the Ambition. This has helped staff to develop their understanding of children’s learning and development.

5. The manager should develop robust procedures to monitor and evaluate staff practice and the service as a whole. National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service.
This recommendation was made on 23 January 2015

The manager had introduced a new strengths, weaknesses, opportunities and threats (SWOT) analysis. This helped staff and the manager clearly identify strengths and areas for improvement. The information was used by staff and the manager to set manageable targets that supported their continued personal development, which would be used to form future planned improvements. Staff evaluation - How is our centre? has also been implemented to help improve the nursery management and staff practice.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>23 Jan 2015</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very Good</td>
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<td></td>
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<td>Environment: 3 - Adequate</td>
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<td></td>
<td></td>
<td>Staffing: 5 - Very Good</td>
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<td></td>
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<tr>
<td></td>
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<td>Management and Leadership: 3 - Adequate</td>
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</table>
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