

Care service inspection report

Quality themed inspection (day care for children)

Angela Elizabeth Nursery Day Care of Children

The School House
Bonnington Road
Wilkieston
Kirknewton

Service provided by: A.E.N. Limited

Service provider number: SP2003002926

Care service number: CS2003012029

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.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

1 About the service we inspected

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

The service had a well-developed set of aims and objectives which included:

"Providing a caring, safe environment which children will find stimulating, challenging and where they will have fun. They are supported to be creative, foster enquiring minds and learn to care for others and their environment."

The service is currently registered with the following conditions:

"To provide a care service to a maximum of 73 children aged from three months to entry to primary school age."

What we did during the inspection

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme.

We visited the service unannounced on 7 June and announced on 8 June 2016. We spent time in each of the playrooms over the two days.

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

We observed the staff working with the children.

We spoke with:

- children attending
- parents dropping off and collecting children from the service
- students working in the service
- the staff working in the service, the manager of the service.

We looked at:

- registers
- service diaries
- displays
- registration certificate
- questionnaires
- care plans
- accident and incident records
- the environment and equipment
- children's personal learning journeys
- room floor books
- staff planning documents
- staff training
- quality assurance documentation
- service risk assessments
- minutes from meetings
- staff recruitment files

- parents' feedback in our questionnaires and in the service's quality assurance systems
- staff feedback in our questionnaires.

We considered the information gathered and evaluated the service against two aspects under four quality themes.

We gave feedback to the staff team during the inspection and to the manager at the end of the inspection.

Forty-four children were attending nursery during the first day of inspection and fifty-four children were attending during the second visit.

Taking the views of people using the care service into account

The pre-school children and babies using the service appeared to be very happy in the service. The babies and children enjoyed a very good range of activities to promote their individual development.

Taking carers' views into account

"I could not be happier with the quality of care my child receives at Angela Elizabeth. He has a brilliant time there and the staff are excellent."

"All staff are helpful and approachable. Comfort from the fact that so many members of staff are long-standing and committed to the children and parents."

"We are delighted with the nursery. Our child has been there since months old and has thrived in their care. The staff are excellent - always happy to discuss, offer advice and are caring and supportive. The facilities in the new part of the nursery are first class."

"The staff are welcoming and happy to update me on activities my child has participated in throughout the day. I never feel rushed to leave and my child is happy spending time at this nursery. I am particularly pleased with the outdoor space the children have to play on. It is spacious, safe and fun."

"Angela Elizabeth staff always have a warm and friendly nature."

"I made use of AE Nursery now for (many) years. I love what they have done with the place, lots of space, toys, outdoor space and toys. Staff always friendly and happy to help. Love them. My son is very happy to go to AE Nursery."

"A wonderful nursery and excellent staff. My children are very happy there."

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 service completed a self assessment giving us examples of service strengths and identifying areas for service improvement. The service could give consideration to the outcomes for children from the identified strengths, GIRFEC and the SHANARRI indicators when completing the next self assessment. The service could also share how feedback from families and children has been used to inform 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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

3 Quality of care and support

Findings from the inspection

We spoke with the children, parents, manager, staff, watched practice, examined personal plans and considered the completed self-assessment document. We also took account of parents' comments within the Care Inspectorate questionnaires. We found the service to be performing well in the aspects we looked at. We evaluated the service as very good for this quality theme.

The children spend a lot of time outdoors being active which will help them to be healthy. The staff team were knowledgeable about the children and were very caring and kind in their practice, helping the children to feel safe and respected. The service could continue to develop their use of hand signs and symbols in the environment to support all the children's literacy and communication.

The children's needs were met well by the staff team. Care plans were updated regularly with parents and showed how children were achieving in the service. We spoke about ways in which the service could share significant learning for the children to share how they are achieving in the service. The care plans could be further developed in line with GIRFEC and share more about what the next steps for children's development are.

The service could continue to develop the outdoor play and play experiences to provide opportunities which present children with more challenge and creative possibilities.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

We spoke with the children, parents, manager, staff, watched practice, examined personal plans and considered the completed self-assessment document. We also took account of parents' comments within the Care Inspectorate questionnaires. We found the service to be performing well in the aspects we looked at. We evaluated the service as very good for this quality theme.

The service had completed building works which had extended the space available for the children in and outdoors. We found these developments had a positive impact on the outcomes for the children. For example, the babies and toddlers could free-flow into the garden space from their rooms helping them to be independent and make choices about the activities they took part in. This will help the children to stay active, healthy and feel included and respected.

The staff team supported children to direct their own learning through the activities and resources provided. For example, the children were showing an interest in bugs in the outdoor areas. The staff helped them to build a bug hotel to further explore this topic and learn about nature. This practice will help the children to achieve, feel included and respected.

The children were enjoying their time outdoors and were able to access more challenging activities which supported them to assess risk for themselves. Staff told us about plans for a mud kitchen, making more use of the fire pit and accessing the local forest more. This would help to develop the children's experiences in the service. We spoke about using loose materials which have no fixed outcome like logs, planks or blankets to allow the children to develop activities for themselves like den building, which will further enhance their experiences.

Grade

The quality of environment is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

Findings from the inspection

We assessed the service's recruitment and induction practices and the staff skills and knowledge in relation to the aspects we assessed in quality themes one and two. We evaluated the service as very good for this quality theme.

The recruitment policy followed best practice guidance and staff files showed the checks which had been completed before the member of staff started in the service. The staff who were eligible to be were registered with SSSC within six months of starting with the service. We spoke about recording the checks made with SSSC before staff started in the service and considering using a recruitment 'tracker' to show what action had been taken as a result of any checks.

We spoke with staff working in the service. Staff said the induction had helped them to know what standards were expected of their practice and what policies there were and where to access support if they needed it. The staff told us that this and continuing team meetings and access to training helped them to be fully prepared for their role.

Staff knew about their responsibilities in terms of whistle-blowing about any poor practice. This would help to ensure children's safety.

The staff team had accessed training in a variety of courses to increase their skills and knowledge of best practice guidance and used this to develop the service further. We found that this had a positive impact on the outcomes for the children.

The staff could continue to access training to develop their knowledge of:

- child development
- non-verbal communication methods
- challenging play opportunities

to support their continued professional development.

Grade

The quality of staffing is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

We assessed how the service was using quality assurance systems to improve the service. We reviewed relevant documentation, spoke with children, families, staff and managers and observed how quality assurance systems were impacting on the quality of the service. We assessed the service as very good for this quality theme.

We found the service to be assessing the quality of the care and support, environment, staffing and management and leadership with children and their families. All of the families agreed that they had been involved in developing the care provided for their child. We saw that the service shared how they used feedback to change and improve the service, for example through displays in the rooms.

The service have a development plan which was created from the feedback gathered from staff, children and their families and feedback at inspection visits. We saw that this was shared with families and had been used to change and improve the service.

We saw that staff were given opportunities to discuss the quality of their work through regular team meetings and individual one to one and appraisal meetings. We saw that best practice guidance, values and training were routinely discussed and targets set for improvements.

We found that the service were using a range of self-evaluation tools to assess their performance in line with current best practice guidance, for example using 'Building the Ambition'. We spoke about continuing to develop these to show more next steps for the service and drive further improvement.

Grade

The quality of management and leadership is graded 5 - Very Good

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	
27 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
18 Jul 2012	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
5 May 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
30 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
23 Oct 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

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