

## St. John's Pre-school Day Care of Children

St. John's Hall  
5 Southside Road  
Inverness  
IV2 3BG

Telephone: 07999 959943

Type of inspection: Unannounced  
Inspection completed on: 26 February 2018

**Service provided by:**  
CALA Direct Management Services

**Service provider number:**  
SP2010011106

**Care service number:**  
CS2010278790

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

St. John's Pre-school is registered to provide a care service for up to a maximum of 20 children aged from three years to those not yet attending primary school. The service operates from St. John's Church Hall in Inverness.

The service is provided by CALA Direct Management Services which operates several other day care of children services within the Highland region. The service is in partnership with the local authority to offer commissioned places to children.

The service's aims and objectives include:

- Work towards a provision which encourages every child to be safe, healthy, achieving, nurtured, active, respected, responsible and included.
- To provide a broad range of appropriate pre-school experiences and ensure practice will promote the values, purposes and principles of A Curriculum for Excellence (3-18 years), providing opportunities for all children to develop as: Successful learners, Confident individuals, Responsible citizens and Effective contributors.
- To place meeting the learning and development needs of each child at the centre of our work.
- To actively work together with our families, staff and children to evaluate our practice using Aifl and self-evaluation guidance from Education Scotland with a commitment to continuous improvement to our service providing a high level of childcare using National Care Standards, Building the Ambition and How Good is Our Early Learning and Childcare.
- To respect and involve parents in the care and education of their child.
- Identify and provide relevant training for staff as part of an ethos of continuous improvement in which staff at all levels share responsibility to ensure the successes and achievements for children including meeting the registration requirements of the SSSC.
- To provide outdoor sessions daily promoting cross curricular learning and linking with agencies and parents.

## What people told us

"The staff have done a fantastic job of taking over when Karen left. Though things were up in the air for a term due to staff changes. I would like to see parental evenings being offered to find out how my child is getting on."

"The service provides a stimulating setting for the age group. The staff are friendly and show a keen interest in my child's development."

"Communication has been very poor from the start and so we have known very little about what has been happening. There have been several changes of staff due to unavoidable events, but this has not been well

managed or communicated." This was written in March 2017 we have found that communication has improved since then.

Four parents were spoken with at this inspection:

"Very happy with communication and more than happy with the service that has been provided."

One parent spoke about her son and allergies and how the service worked in partnership with her to ensure the safety of her son.

Another parent spoke about separation from their child when first starting at the nursery, and again she was very pleased with the support from staff and that they kept her informed with phone calls and texts to reduce and overcome her anxiety.

Other parents were very happy with the way in which the service was delivered and found the communication to be very good and had no fears leaving their children knowing they would be well cared for.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

Parents and children were warmly welcomed to the service by staff who spent time listening to the day's news from children and parents.

Important information such as; poor night's sleep or other influences was exchanged and reassurances given or specific agreed action points.

We found that children had the confidence to immediately explore their surroundings, interact with staff and access games and toys independently. Staff provided care in a warm and nurturing way that resulted in children feeling safe and secure within the service.

We found that the staff extended the children's language by asking why, who and how and that children were given time and space to consider their answers before offering a reply.

The games and activities were appropriate for the age of children, and children's views and ideas were taken into consideration as they had taken part in the compilation of mind maps and floor books (participation tools).

We found that children with medication and allergies had very good protocols in place, and that they were reviewed and discussed with parents on a regular basis.

The staff team had a good insight into all the children and were observed supporting and encouraging children on an individual basis.

Numeracy was very well promoted within the service and children were competent when it came to addition.

Children were able to access the toilets independently and we observed children washing their hands at the appropriate times. A healthy lifestyle was promoted and children were introduced to healthy fruit and drinks at snack time along with books and games that promoted a healthy lifestyle. Tooth brushing and how to keep safe were other activities that were introduced to children attending the service.

We also found that risk assessments had been carried out for the service and other systems were in place to ensure the children were cared for in a safe environment.

The furniture and fittings within the service were age appropriate and in a reasonable state of repair. Games and toys were also suitable and there was ample floor space for the children to play on.

The room was well heated, and again there was ample natural light within the nursery.

The outside area was limited in size though the children had areas they could plant and grow, play on a small grassy patch and use pieces of equipment that were suited to the development of gross motor controls.

The position of the nursery was close to many amenities within the town centre and a large public park was within easy walking distance.

## What the service could do better

We found that the service was very good at introducing children to numeracy and we would welcome a similar approach when it comes to literacy.

There was a lack of natural materials within the service and we suggest materials that introduce children to their natural environment along with reasons as to why some materials are light and others heavy, which are better explained using natural resources.

At snack time children were enjoying this social occasion along with sampling different foods. By providing jugs of water/milk on the table during snack time will introduce children to developing a new skill. Allowing them to decant paint in to small pots would also be beneficial.

Outside play was limited due to the size of the garden along with a lack of play materials that challenged the children physically. We suggest that equipment within the garden is evaluated to ensure that it is age appropriate and challenges the children both physically and mentally.

We have noted that the service has had numerous changes of manager's (four manager's in four years) and that a new staff team was in place. Though the new staff team shows excellent potential, a continual change of manager is not helpful.

When it came to displays within the hall, we noted that all the children had completed the same and that these displays may be more adult than child led. When displaying children's work we would welcome that they demonstrate children's choice and individuality.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
7 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Feb 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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