

Thornwood Nursery Class

Day Care of Children

c/o Thornwood Primary School
11 Thornwood Terrace
Glasgow
G11 7QZ

Telephone: 01413 397 445

Type of inspection:
Unannounced

Completed on:
9 May 2022

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003017156

About the service

Thornwood Nursery Class is provided by Glasgow City Council to provide a day care service to maximum of 40 children from three years to those not yet attending Primary School. Children attend term time on a full and part time basis.

The service was provided from Thornwood Primary School in the west end of Glasgow. They had use of three main playrooms, a communal hall area, the gym and an enclosed garden.

Aims and objectives included, 'We aim to provide a nurturing and secure environment where children, staff and parents/carers feel happy and are valued.'

This was an unannounced inspection, which took place between 4 and 9 May 2022. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service. This included, previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered through the inspection year.

To inform our evaluations we:

- spoke with children using the service and received email from
- spoke with staff and management
- observed practice
- reviewed documents.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

What people told us

There were 17 children present during our second visit. All were happy and engaged in their play indoors and outside. They clearly benefitted for positive relationships with staff and valuable friendships with one another.

We received the following feedback from parents/carers of children.

"I am very happy about the care given to my child at Thornwood nursery. She is always well looked after and happy to attend. Online journal is very informative. Gives me good idea how my child is developing. There is very detailed information about what she is learning and what activities she does. Key workers are very caring. Communication is great, they are very responsive to any question I have. I am truly happy about everything in this nursery, except from amount of hours a day they can offer to look after my child."

"I'm emailing you with regards to my daughter's nursery, she attends Thornwood nursery school which she loves and is happy going every day. I'm also more than happy with the nursery all round! I feel like the communication between myself and the staff is great! I also feel like the learning journal is very useful and updated regularly, I don't have any negative feedback to give and can only praise the nursery for their hard work."

"My child has an online journal. The staff team are always nice and kind."

Self assessment

We did not ask the service to submit a self assessment in advance of this inspection. Issues relating to quality assurance, acting on feedback from people using the service, and the quality of the service's improvement plan were considered as part of this inspection.

From this inspection we graded this service as:

| | |
|--------------------------------------|----------|
| Quality of care and support | 4 - Good |
| Quality of environment | 4 - Good |
| Quality of staffing | 4 - Good |
| Quality of management and leadership | 4 - Good |

Quality of care and support

Findings from the inspection

We evaluated this theme as good because there are many strengths that impact positively on outcomes for children and clearly outweighed areas for improvement.

At the time of our inspection there was a relatively small number of children present, who were being cared for by adults who knew them well. Staff spoke knowledgeably about each child's characteristics, interests and needs.

Staff welcomed families at the nursery gate and used this opportunity to exchange any information with parents. Children then began their day playing in the nursery garden for an hour before going indoors. They settled well into the outdoor area, and became immediately immersed in play.

We saw that children had access to a wide range of resources and activities and all were happy and engaged in meaningful play throughout our visits. Since the last inspection, the staff team had reviewed and improved children's experiences. They now benefitted from balance of child-initiated and adult-initiated activities. This meant they were able to choose to follow their interests and learning, supported where appropriate by staff, or take part in activities planned by staff in response to their interests. On the day, we observed experiences for children planned around topics on the lifecycle of frogs and caterpillars.

Through speaking with staff and children, we learned how staff welcomed children's ideas and suggestions. They had helped them recreate activities and experiments in the nursery that they had discovered at home, sourcing resources and following children's instructions.

This had contributed positively to children's self-esteem and gave them confidence to share their ideas with the others.

Children benefitted from close friendships with one another, some were particularly close and their friendships clearly enhanced their nursery experience. We saw that older children enjoyed helping younger ones with tasks they found difficult, for example navigating some of the computer games.

Each of the children had an online learning journal where staff recorded their interest and learning and tracked their progress.

We found there were effective procedures in place to safeguard children's wellbeing and to support staff to give medicines to children when required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We evaluated this theme as good because there are many strengths that impact positively on outcomes for children and clearly outweighed areas for improvement.

The nursery is located within a Primary School where they have three playrooms, an office, cloakroom, children's toilets and easy access to a large enclosed area.

Following recent training, the staff team had reviewed and improved the outdoor area to provide children with a range of valuable experiences which promoted their curiosity, problem solving skills and gave them access to active play.

Children clearly enjoyed being outdoors and were keen to stay in the garden when they arrived. During our visit we saw that they were not deterred by the rain and staff were quick to provide suitable clothing for those who needed it.

Children continued to access the outdoors area at intervals during the session. Staff told us they had reviewed previous arrangements when they encouraged all children to go out together. They had recognised that they sometimes interrupted children's play and focus on a task. They now gave children more choice as to when they went outside but continued to encourage them.

Indoors the three play rooms were well equipped and provided children with access to a wide range of activities and experiences. Staff enhanced children's experience by introducing additional resources, including some natural ones. An example of this was fresh fruit and vegetables in the home corners which resulted in children becoming immersed in valuable role play.

Staff deployment meant that children could access each of the playrooms or two of the playrooms and the nursery garden. We observed children move freely between the playrooms and outdoors, supported by staff. The staff team had introduced new risk assessment procedures for the outdoor area to ensure the suitability of the environment. They involved children in checking for hazards by giving them photographic checklists. There was a new door entry system in place which provided security.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this theme as good because there are many strengths that impact positively on outcomes for children and clearly outweighed areas for improvement.

There was an established staff team in place who all held a relevant childcare qualification. All staff were registered with the Scottish Social Services (SSSC) council. The SSSC is a regulatory body responsible for registering the social services workforce.

Staff spoke enthusiastically about their work and the children they cared for. When the nursery was closed to most of the children during lockdown, staff had maintained links with families by phoning regularly and distributing resources.

All staff were committed to further training and professional developments opportunities. They had recently completed a paediatric First Aid course and had access to a menu of training offered by the local authority.

Staff were keen to build on their skills and knowledge and met regularly to consider how they could implement their learning and knowledge of best practice guidance within the setting. Staff were familiar with current guidance documents such as Realising the Ambition, Space to grow, My world outdoors and Out to play.

They recently focussed on improving children's outdoor play experiences, by referring to training and guidance. As a result, children enjoyed a wider range of valuable resources and more flexible access to the outdoor area.

Through distributed leadership, staff were responsible for developing some aspects of the nursery, these included Eco Schools, Numeracy and gender equality. Staff spoke of being inspired through their role in mentoring students, and the positive impact on them as practitioners.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The team leader and head teacher worked closely together to manage the work of the nursery. The head teacher visited the nursery each day and met regularly with the staff team. At the time of the inspection they were working together on a whole school application to become a language and communication friendly setting. They were in the process of reviewing their environment.

The team leader had addressed requirements and recommendations made at the last inspection by reviewing procedures and implementing changes.

She had just completed an BA in childhood studies and was leading the team in reviewing key documents and guidance.

The team leader was very supportive of the staff team and their ambitions to access training and take on leadership roles.

The service had an improvement plan which set out their priorities for development. The head teacher and team leader were actively monitoring progress in relation to these priorities.

The staff team were also working together to take them forward. A main priority had been to develop outdoor play for children and the positive impact of their work was evident in the improved provision for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

To help make sure children are protected, within 24 hours of receiving this report the provider must ensure that child protection procedures are followed. All records pertaining to the safeguarding of children must be relevant, accurate and organised. There should be a designated central point for recording such information.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 [SSI 2011 No. 210] Regulation 4 (1) a - Welfare of users.

This requirement was made on 24 July 2020.

Action taken on previous requirement

The management team had fully implemented the provider's online system for recording and storing all pertinent information

Met - within timescales

Requirement 2

Within 24 hours of receiving this report the provider must make proper provision for the health, welfare and safety of children. In this instance, the provider must ensure that:

- the entrance and exit door is fit for purpose and is checked and properly maintained.
- staff risk assess all outdoor areas used by the children before use.
- personal risk assessments where necessary are completed for individual children.
- staff training in risk management is provided to improve practice and ensure risk assessments are current and relevant.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) - a requirement for the Welfare of users.

This requirement was made on 24 July 2020.

Action taken on previous requirement

The entrance and exit door had been repaired, new door entry system had been installed and new arrival arrangements put in place for families which ensured the security of the setting.

The management team had introduced new risk assessment procedures for the out door areas which were being implemented by the staff team.

Personal risk assessments had been put in place, where necessary.

Met - within timescales

Requirement 3

To ensure the needs of the children and their families who use the service are met in a way that provides continuity, within 24 hours of receiving this report the provider must ensure that a consistent and stable staff team are in place in sufficient numbers.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) - a requirement for the Welfare of users.

This requirement was made on 24 July 2020.

Action taken on previous requirement

A consistent and stable staff team were in place within the nursery

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Personal plans should be reviewed to ensure they have the right information to meet the health and wellbeing needs of children.

Health and Social Care Standard My support, my life 1.15: My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This recommendation was made on 28 March 2019.

Action taken on previous recommendation

We sampled some of the children's personal plans and found they contained information which showed how children's individual needs were being met.

Recommendation 2

In order to work in a way that ensures continuity of care that is informed by the individual needs of the children, it is important that all staff are given the time to have a full induction which includes support and time to get to know each other, the children and their families.

Health and Social Care Standards

3.18 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

3.19 My care and support is consistent and stable because people work together well.

This recommendation was made on 24 July 2020.

Action taken on previous recommendation

There was an established staff team in place who had undergone a full induction.

Recommendation 3

The provider should ensure that all staff are registered with the SSSC.

Health and Social Care Standard

4.24 I am confident that the people who support and care for me have been appropriately and safety recruited.

This recommendation was made on 24 July 2020.

Action taken on previous recommendation

Staff present during the inspection were all registered with the SSSC. Recommendation Met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|--|
| 13 Mar 2020 | Unannounced | Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate |
| 31 Jan 2019 | Announced | Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate |
| 24 Mar 2016 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good |
| 25 Mar 2015 | Unannounced | Care and support 2 - Weak Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 29 Nov 2012 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 4 - Good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 4 - Good |
| 13 Nov 2008 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 4 - Good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 4 - Good |

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