

Muirtown Primary School Nursery Day Care of Children

King Brude Road
Inverness
IV3 8LU

Telephone: 01463 239 537

Type of inspection:
Unannounced

Completed on:
31 May 2022

Service provided by:
Highland Council

Service provider number:
SP2003001693

Service no:
CS2003017250

About the service

Muirtown Primary School Nursery is located within Muirtown Primary School in the city of Inverness. The service is based in a purpose built annexe which is attached to the main primary school. It has its own entrance and outdoor play areas.

The service is registered to provide a care service to a maximum of 54 children aged 3 years to those not yet attending primary school at any one time.

What people told us

We spoke with some of the children who were playing with their friends. They were happy to speak and engage with us throughout the inspection. Comments included:

'We are making bee ice cream'

'We are going on a bear hunt'

'I am looking for worms'

'I am driving the ship'

'Look I made a crown'.

We received feedback from two parents via email and one parent at pick up time who told us that they were very happy with the overall service provided. All parents and carers found communication between them and the service to be very good. Some of the comments included:

'We have the Google classroom app which is updated daily and I can see what my child has been doing at nursery and what activities my child has taken part in which is lovely to see. I can always have a chat with the staff in person and never feel like I cannot talk to them and they always are very attentive'

'All the staff in the nursery are all very friendly and professional'

'The nursery staff always take the opportunity at collection or drop off to communicate with me with daily updates about my child's day'.

'Staff go above and beyond to make sure my child's needs are met and take the time to communicate and understand my child's needs'.

'All staff are caring, kind and friendly and give the kids 100% always'.

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 systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

During the inspection we considered the quality of care and support, from the evidence gathered we evaluated this theme as very good. We also looked at the quality of management and leadership which we evaluated as very good.

The staff provided a very good service to promote positive outcomes for all children and had a lot of knowledge and understanding of the individual care needs of each of the children. Staff were kind, caring and very nurturing in their approach. Staff knew the children very well and told us about individual strategies used to support children to feel safe and secure.

Children's personal plans and learning journals were organised and kept a detailed range of information about each child which included their medical and dietary needs. The recording of children's progress and development captured significant events of each child's development. This information supported and guided staff to take appropriate action when required and contributed to keeping children safe and well.

Staff within each playroom were responsible for observing children's play and documenting the learning, highlighting their achievements, progress, and next steps. This supported staff when planning and providing high-quality learning experiences for children, enabling them to explore experiences that interest them.

Children enjoyed eating together in an unhurried and relaxed atmosphere. The options for snack and lunch took account of current nutritional guidance as well as any allergies or dietary needs children attending may have. This was a relaxing part of the day and we saw the staff sitting with the children and chatting to them to create a positive social experience. This helped the children to feel included, build confidence and be part of a group.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. This included supporting children with good hygiene practices to minimise the risk of spreading infection.

Staff understood their roles and responsibilities to keep children safe and protected from harm. They could

confidently tell us how they would respond if they had any child protection concerns. This contributed to keeping children safe.

Staff inductions were undertaken to support new staff settle into their role and become part of the staff team. Newly recruited staff understood their roles and responsibilities to deliver positive outcomes for children. All staff spoke positively of the support they received from management in both their personal and professional life. This contributed to trusting and respectful working relationships within the team.

Positive working relationships had also been established with other agencies. This ensured the service had information on how to support children with identified additional support needs. Regular communication and consultation meant plans were being routinely reviewed with parents and relevant agencies. This promoted inclusion and supported the children to feel safe and nurtured.

The provider, management team and staff all worked together to ensure a positive ethos within the service. They had a positive working relationship with the families and maintained very regular open communication through google classroom, social media and verbal feedback at the end of the day. Parents seemed very happy about the service and commented that "the nursery staff always take the opportunity at collection or drop off to communicate with me with daily updates about my child's day". We found that this promoted inclusion and allowed parents and carers the opportunity to speak to staff and see how their child's learning is developing through play.

What the service could do better

Management and staff were looking forward to being able to enhance partnership working with parents and giving families opportunities to come into the service as Covid-19 restrictions were eased. This would support parents to be more included in their child's learning and to have more involvement in self evaluation process.

Medication records were checked and all staff had an understanding regarding the management and administration of medication. However, we asked the service to ensure there is an audit form in place and is checked frequently to ensure the safety and wellbeing of the children in their care. The management team have agreed to address this.

The service could consider further developing the natural and real-life resources available to children to enhance their play experiences and promote creativity and curiosity.

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.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

One member of staff's knowledge and understanding of the requirement to register with the Scottish Social Service's Council (SSSC) and its code of practice was not complete. It is important that new staff familiarise themselves with the Codes of Practice and consider how they influence their role as a social service worker. The provider should revisit the induction process with newly appointed and bank staff.

This is to take into account National Care Standard (Early Education and Childcare up the age of 16) 12.1: You can be confident that the service recruits and selects staff and volunteers through a process which takes account of self assessment practices.

This recommendation was made on 9 November 2015.

Action taken on previous recommendation

All staff were registered with the appropriate body and were familiar with the relevant code of practice.

Inspection and grading history

Date	Type	Gradings
4 May 2018	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
3 Jun 2015	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>
9 Dec 2010	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
21 Oct 2008	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>5 - Very good</div>

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