

Care service inspection report

Paint Pots Nursery

Day Care of Children

7 Strathview Terrace

Perth

PH2 7HY

Inspected by: Lindsay Crombie

Seonaid Lowe

Type of inspection: Unannounced

Inspection completed on: 24 March 2014



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Service provided by:

Paint Pots Nursery

Service provider number:

SP2003002195

Care service number:

CS2003010149

Contact details for the inspector who inspected this service:

Lindsay Crombie

Telephone 01383 841100

Email enquiries@careinspectorate.com

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	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

The children attending this safe, nurturing, inclusive environment were ably supported by staff who effectively contributed to the promotion of positive outcomes for children. Children were seen to be very happy with the wide range of stimulating activities and quality resources both indoors and in the garden which formed an ideal basis for a rich, fun learning environment.

What the service could do better

The owner/manager and staff achieved excellent grades within this inspection and should aim to maintain and develop this standard by remaining vigilant in identifying and addressing areas for improvement.

What the service has done since the last inspection

The service continued to strive towards continual improvement through an ongoing process of identifying and addressing its own areas for development. The service had involved children in risk assessing outdoor learning which had helped to raise their understanding of safety, allowing for the development of opportunities such as the fire pit.

Conclusion

The service maintains a high level of person centred care through positive interaction from staff who know the families well and have a keen interest in providing the best possible outcomes for the children.

Who did this inspection

Lindsay Crombie

Seonaid Lowe

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland.

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

* A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

* A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Paint Pots Nursery is registered to provide a day-care service for a maximum of 80 children. The age range of the children will be from birth - 12 years.

The nursery operates from a detached, stone built, two storey property situated in the Gannochy area of Perth. Internally, on the ground floor there is a designated playroom for 12 children up to two years of age and a series of interconnecting playrooms for 48 children aged three years and over. On the upper floor there are three playrooms for 20 children aged two years and over.

The large, fully enclosed outdoor play area is well equipped and provides an area for physical and energetic play.

The nursery is owned and managed by Mrs Elspeth Beveridge. The service aims to provide a vibrant and stimulating environment with the necessary warmth to give the children a feeling of security and gentle caring.

The nursery holds partner provider status with Perth & Kinross Council's Education and Children's Services.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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 0845 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

This report was written following an unannounced inspection visit on 19 March 2014. The inspection was carried out by Care Inspectorate Inspectors. Feedback on the inspection was provided to the owners on 24 March 2014.

As part of the inspection process, evidence was gathered from a number of sources including:

Eleven Care Standards Questionnaires completed by parents/carers and returned to the Care Inspectorate for inclusion in the inspection process.

Examination pre inspection returns.

Examination of policies, procedures, records and other documentation, including the following:

- * Supporting evidence sampled from the up to date self assessment.
- * Records maintained for individual children.
- * Certificate of registration.
- * Certificate of public liability insurance.

Discussion with the owners and staff.

Inspection of the general environment and equipment used in the provision of the service.

Observation of staff interaction with children.

The Inspectors sampled areas evidence taking the above into account and reported on how the service was meeting specific statements under the Quality Themes of Care and Support, Quality of Environment and Quality of Staffing and Quality of Management.

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.firelawscotland.org

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.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

We spoke with the children throughout the inspection. Some of them sat with us as we looked at their profiles and happily recalled the activities we could see in the art and craft work and photographs. Some of the children allowed us to join in with their activities. We asked the children what they liked to do when they were at nursery and they said:

'I like to draw. Yesterday I drew a tree.'

'Making horses.'

The children spoke to us about their snacks mostly telling us about the different fruits they liked.

Some of the children told us that they had been outside and that they had been learning about jumping.

We observed that the children were very happy and fully involved in the many different activities available to them.

Taking carers' views into account

Eleven of the Care Inspectorate parent/carer questionnaires sent to the service for distribution were completed and returned for inclusion in the inspection process.

An audit of these indicated that, overall, parents/carers were very happy with the service provision.

Some parents provided us with comments about the provision. We have taken steps to remove identifying or confidential information. The comments included:

* "We feel the quality of care and support is excellent. Our child is well supported in her needs within the baby room."

* "The quality of care my child receives is excellent. The staff in the baby room have been amazing. The atmosphere is friendly and welcoming and the children look happy and busy. The staff are patient and supportive. The environment is very calm. Fantastic baby room."

* "We are completely confident that our child is well cared for and nurtured by all the wonderful staff at the nursery. He experiences a fantastic range of well planned and resourced activities on a daily basis which engages and stimulates him. They have developed lovely outdoor learning areas which they utilise every day."

* "I believe the care my child receives is exceptional. All the staff throughout the nursery demonstrate a caring, positive attitude at all times."

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: 6 - Excellent

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

We found the service to be performing at an excellent level in the areas covered by this statement. We concluded this after we observed practice, spoke with children and parents, the owner, staff members and observed relevant documentation.

The service provided varied systems that enabled children and their families to contribute to the assessment and improvement process.

The owner/manager had an open door policy and encouraged parents to discuss their concerns with her. She was very involved in the nursery practices and knew the families well. Her office was situated at the entry of the nursery which meant that parents could easily see her availability.

Parents were encouraged to get involved in activities such as open days and play and stay sessions which provided them with informal opportunities to see the activities and learning opportunities experienced by their children.

Parents also formally contributed to the development of the nursery through evaluative questionnaires. We saw the audit and response booklet that was provided to parents in response to the most recent questionnaire. We saw that parents found the newsletters 'attractive and helpful', 'informative' and 'very helpful to keep up to date with news'. We also saw how the service had responded to parent's ideas such as the introduction of staff profiles in the newsletters which was thought to be a 'great idea' and had already been introduced.

Parents and children received a cheery welcome from the owner and nursery staff which helped to form the basis of strong relationships. Staff within the rooms knew the children and their families well. The children were cared for by staff who took time and had an interest in what the children were saying. We saw examples of staff acting on children's interests such as adding vegetables to the water tray to see if they would float or sink.

The children were encouraged to give their views and ideas through activities such as circle time, group time, talking/thinking floor books and mind mapping. This meant that they could give their ideas on the use of areas and suggest ideas of additional resources. We saw examples such as in the science room and the outdoor areas that showed us that staff respected the children's ideas through including them in the planning for activities. Staff were also very good at using their observations of the children to assess and improve the service they provided. For example they knew which resources were not being used well and would introduce new ones to capture the children's interest.

During the circle time discussions staff ensured that they informed the children of the learning opportunities available within the different play areas such as 'learning scissor skills' at the craft table. This helped the children to think about their own learning and select activities where they could take this forward.

The service had introduced a system of email addresses to reduce paperwork and be more effective in their communication with parents. We saw examples of how the service responded to emails that parents had sent and to the action that they had taken in response to these. This system allowed them to send targeted correspondence such as room specific questionnaires which the owner/manager felt contributed to more confidence and accuracy in measuring the parent feedback and communications. In addition the service had launched a website that allowed parents to fill in details of any concerns or issues they wished to raise and send to the nursery email address for their response.

We saw that the service frequently held eco committee meetings where they consulted with the children and record their findings in their eco folder. Parents commented in the feedback on the great eco ideas that the service had been using and how they planned to take some of these forward to their own work settings.

The "Our thoughts count folder" recently introduced in 3-5 room captured the children's thoughts on different areas and resources in the nursery e.g. outdoor play equipment, book corner and snack.

The children told us about the voting system. Staff told us that they used this when planning changes to the imaginative play area to ensure democracy and fairness. This shows that the staff involved the children, respected their input and took forward their ideas.

Throughout the inspection we observed this information and were able to conclude that the service had a strong belief in the development of opportunities for the children and their families to be involved in the process of assessment and improvement.

Based on the findings of this inspection the service has been awarded the following grade: Quality Theme 1, Statement 1 - Excellent.

Areas for improvement

Consideration could be given on how to address the comment of a parent within the Care Inspectorate questionnaires where it was stated that they would like more opportunities to give feedback on an anonymous basis.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found the service to be performing at a high level in the areas covered by this statement. This resulted in excellent outcomes for children. We decided this after we spoke with the owners, staff, watched practice, examined personal plans, and considered the completed self- assessment document. We also spoke with children and parents and took account of their comments within the Care Inspectorate questionnaires.

Throughout the inspection visit we were aware of the relaxed, nurturing environment. Children received positive interaction from staff who clearly enjoyed their work. Staff were seen to be working at the children's level. The children in the baby room were given lots of cuddles and comfort from staff. Activities such as singing action songs helped to develop language, social and motor development while quality resources helped promote skills such as crawling, sitting and walking. Older children were supported by staff who listened to what they were saying and extended their questions through comments such as "What do you think will happen if?". We noted a wide variety of resources and activities which would stretch and challenge the children. Science and ICT resources allowed the children to experiment, investigate and solve problems. Active, outdoor opportunities helped the children to learn about their bodies and develop their physical skills such as throwing, catching and balancing. Staff enabled the children to take responsibility for their personal safety through identify risks.

Children who needed additional support within the nursery were well cared for. Staff were very aware of their health and support needs and provided person centred care. Meetings between parents, nursery staff and external agencies promoted joint strategies to target the child's learning and development. The transition between playrooms was flexible and extended as required to ensure that the child was settled and secure in their new environment. Staff told us of the transition between the nursery and the local primary school. This included taking photographs of school areas and making these into a book which allowed nursery staff to talk through the child's worries and concerns. Staff from the nursery were working with the head teacher to extend the child's transition into the school to ensure the child felt safe and school staff were knowledgeable of the support needs of the child. The head teacher had dates planned to visit the nursery so that she could see the child in the familiarity of the nursery setting. Staff told us that they valued these opportunities to support parents and help give the child the best possible start to his school life.

During circle time staff took time to explain to the children what was going on in the different areas of the nursery throughout the day which allowed the children to choose their own learning activities.

We asked children if we could look at their profile folders. One child brought her profile to us and was keen to talk to us about the photographs and paintings. She was clearly familiar with the profile and enjoyed looking back on her time within the nursery. We saw that the profiles held detailed information relating to the children's progress and the identified next steps to take forward of learning and development.

Staff followed strict hygiene practices such as probing reheated foods when presenting the lunches for the children. Parents provided packed lunches for the children and these were clearly labelled with the children's names which reduced the likelihood of children eating foods that were not meant for them. The children enjoyed the healthy snacks provided by the nursery. We saw that the variety of snacks provided would support the children to develop a taste for healthy food. By growing their own foods in the nursery garden the children were learning about where their food came from. We saw that parents requests for foods such as 'more dark fruits' and 'pitta and dips' had been introduced into the menu and the children told us that they enjoyed them.

Cots/mats provided areas where children could sleep and rest and recharge their batteries for the play session. The use of blinds helped to create a peaceful, relaxing environment. The separate sleep room for the toddler age group meant that they were not disturbed by those who did not sleep. Staff nurtured the children, considered safety and sat with children until they were asleep, then closely monitored until they were fully awake and ready to join their friends in the playrooms.

Staff were keen to promote the children's physical development and made daily use of the large, secure nursery gardens. The children from the baby room baby were able to move around safely in their own garden where they have a range of resources including a small wooden house and blackboards. The older age groups used the larger garden which had been subdivided into areas allowing the separation of large resources and areas such as the sensory garden. Children were encouraged to take responsibility for their environment through the Eco- project where staff promoted activities such as recycling and growing vegetables.

Based on the findings of this inspection the service has been awarded the following grade: Quality Theme 1, Statement 3 - Excellent.

Areas for improvement

Most of the children in the baby room were seated in high chairs for their lunch. One child was seated at a low table as there were not enough highchairs available. Consideration could be given to the social side of mealtimes which would be improved for that child if one or two of their friends were able to be seated at the same height.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

The comments and grade given at Quality Theme 1, Statement 1 is carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The comments and grade given at Quality Theme 1, Statement 1 is carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found the service to have an excellent performance in relation to this statement. We concluded this following observation of practice, discussion with the owners, staff, a sample of the documentation and observations of outcomes for children.

Parents and visitors to the premises enter the building through a secure entry door and require to be admitted to the building by staff members. This meant that the children were kept safe and protected from the access of unknown adults.

The owners were attentive in ensuring that the premises were well maintained. They regularly monitored the building and surrounds and acted on concerns noted. We were told for example, that the paving stones in the garden had been replaced with non slip decking and a new step had been built to improve safety for the children. Staff were able to report concerns in the repair book and we saw that action had been taken to effectively address issues noted.

The premises were bright and decorated to a high standard. Attractive displays created a welcoming environment for children and parents. Resources such as tables and chairs were appropriate heights for the children in the individual playrooms which allowed the children to fully partake in activities such as sand and water play as they could easily reach activities.

The playrooms were safe for the age groups that were in the areas. Stair gates prevented the children on the upper level having unsupervised access to the stairs. Children in the 3-5 year playrooms had helped in the making and therefore very aware of the rules such as the number of children in the science area at any one time. Children were able to select from resources that were stored at their level which encouraged them to be independent. Had this been explained to them, could link to responsible and respected.

A new initiative provided opportunities for children to be involved in assessing the risks of activities and raising their awareness of dangers.

Topics covered included 'How we keep safe when we are playing in the garden' where children had identified that they should hold on when on the trampoline and that they should be careful with the racquets and balls. A fire pit had been purchased to allow children to take part in activities such as toasting marshmallows. Children's rules included 'Don't touch the fire' and 'no running around the campfire.' The owners reported that the children responded well to the opportunity to identify their own rules and had greatly enjoyed this camp fire which was a new experience for them.

Nappy changing was done in a manner that protected the privacy and dignity of the children. Staff followed good practice guidance by wearing personal protective equipment. Staff chatted with the children throughout the procedure providing reassurance and comfort. Older children were praised for their help with gathering together their nappies and wipes.

Good hygiene practices were promoted throughout the service. Children were very familiar with the routines such as washing hands before snack and after having been to the toilet. Liquid soaps and hand towels were readily available and their use helped to reduce the risk of cross infection. The service took part in the National tooth-brushing programme which promoted good routines and promoted the children to have responsibilities for their oral hygiene.

The children's allergies and medication needs were well recorded. Photographs attached to the individual protocols provided easy identification for staff. Very clear instructions ensured staff were aware of the procedure that should be implemented in emergency situations to safeguard the child's health. Medication was stored securely in individual boxes. We noted that children with severe allergies were discussed at staff meetings which meant that all staff knew of the child's needs and how to respond to urgent situations.

Based on the findings of this inspection the service has been awarded the following grade: Quality Theme 2, Statement 2 - Excellent.

Areas for improvement

The owner could access the recently published ' Nappy changing facilities in early years, nurseries and large childminding services' to keep them updated with the expectations of services providers applying for registration.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The comments and grade given at Quality Theme 1, Statement 1 is carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1

Areas for improvement

The comments and grade given at Quality Theme 1, Statement 1 is carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

Following discussion with the staff, a sample of the documentation and observations of outcomes for children, this service was found to have an excellent performance in relation to this statement.

Throughout the inspection we found staff to be highly motivated to providing high quality care where the needs of the children are at the heart of their work. We saw extremely good interaction between staff members and children and they did this in a gentle and respectful manner.

An audit of staff qualifications confirmed that most staff held recognised qualifications with training in place to provide opportunities to ensure all staff were working towards a recognised childcare qualification. Training for qualified staff reflected personal interests as well as priorities highlighted in the annual improvement plan.

Staff told us that annual updating of child protection training ensured that they were aware of the procedures that they should follow. We spoke to staff of their knowledge on child protection issues and considered that they had a clear understanding of their roles and responsibilities in protecting children from harm and abuse.

Through our review of minutes of meetings and discussion with staff we were able to verify the following statement noted within the self-assessment:

We have a monthly staff meeting where all staff attend and we use this time to self-evaluate, share good practise, review policy or discuss procedures or training etc. Agendas and minutes are kept and shared with all staff.

We found staff communicated effectively formally, and informally with colleagues and management, and worked well as a team. Staff members told us that the meetings provided opportunities to 'bounce ideas of each other' and raised their awareness of what was happening in other areas of the nursery. They told us that information relating to training attended by staff was cascaded during the meetings which helped keep them updated good practice guidance and changes in Legislation.

We saw that training had been implemented that would benefit the whole service such as Talk Listen, Communicate (TLC) training and accreditation where staff learn of language strategies and their impact on staff/child interactions and children's early communication skills.

Staff told us that management encouraged them to attend training to support the needs of individual children such as PECS which helped support children's communication development. Staff told us that they were in the happy position of being able to reduce the use of pictorial signs with a child who had some communication difficulties due to the increase in the child's vocabulary.

All staff had to reflect on training they had attended and consider the impact that they expected it to have on the service provision. Further reflection approximately three months later looks at the actual impact on the service. This allowed management the opportunity to reflect on the value of training and the benefits of to the children and whole service of offering this training to other staff members.

We found the commitment of the nursery team and management to continually improve outcomes for children attending admirable. They had a clear vision for the future of the setting. This was supported by clear plans for its development and improvement for children. The nursery team were committed to continuous improvement, by further developing their knowledge and skills, reflecting on their practice, and enhancing what they did to promote the best outcomes for children.

Based on the findings of this inspection the service has been awarded the following grade: Quality Theme 3, Statement 3 - Excellent.

Areas for improvement

We would promote the service to take forward the areas of improvement as identified within their self assessment document which was:

Encourage staff to take part in training and to research new ideas or practises in planning/profile time.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The comments and grade given at Quality Theme 1, Statement 1 is carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The comments and grade given at Quality Theme 1, Statement 1 is carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found the service to have an excellent performance in relation to this statement. We concluded this following discussion with the owners, staff, a sample of the documentation and observations of outcomes for children. We spoke with staff throughout the inspection and observed their practice and were able to confirm the following as stated within the self-assessment document:

* Above all, the owner/manager tries to develop and promote strong, open and honest relationships with the staff to allow a healthy dialogue and enable the staff to be supported, understood, developed and managed. This approach aims to establish a participative and responsible team who take ownership and pride in the success of the nursery.

Staff were proud of their work and were focussed on the outcomes for the children. They were keen to take forward their own learning to increase their knowledge and skills and to support the needs of the children and families.

We found that the owner and staff team continually reflected on the quality of their practice, assessed what difference it makes to children's welfare, learning and development, and planned accordingly. The owner had a robust, calendared plan of monitoring practice within the nursery therefore this was well embedded within the service. We found that the owner, senior staff and nursery staff worked well together to monitor and evaluate the service as a whole. We saw that monitoring was focussed and provided staff with feedback on their practice which helped to target areas for improvement. These steps ensured continual improvement in the effectiveness of provision and outcomes for children and families. For example, previous monitoring had identified that more detailed next steps would target learning and support the development for the individual children. Monitoring also identified that enriched communication could further support some children's experiences in the nursery. As a result staff accessed training in TLC and baby signing which supported individual children to be more involved in the day to day activities in the nursery.

The owner and her husband continually carried out informal assessments of the premises both indoor and externally and regularly made changes to improve the environment such as painting of the interior and replacing paving stones in the outdoor. These were done to improve the service by making a cleaner, safer environment for the children. Solar panelling had been added in line with the Eco status of the nursery. The owner's husband (who was responsible for the maintenance of the premises) spoke with us about his hopes that the children's learning on saving the environment will have an impact on their future lives.

We saw that changes to nursery provision were made following feedback and discussions with parents. One parent had made comment on the process of transition into the nursery and the owner was able to evidence to us that she had taken these on board and had amended the nursery handbook in respect of this. These changes were made as the owner and staff felt that the requested increase in settling visits would help to reduce anxiety for parents and children and therefore provide a positive experience for all.

Parents and children's questionnaires, the Website, Email and the suggestions box all provided opportunities for parents to comment, suggest and evaluate the service provision.

The service produced a Quality Standards and Improvement Plan annually and this was regularly reviewed by the owner and staff ensuring it remained a high priority. The service was in partnership with the local authority for funded childcare places which meant that they were able to benefit from feedback from Local Authority Pre 5 officer and the quality assurance process related to this funding.

Management and staff were aware of the Public Services Reform (Scotland) Act 2010(1) and National Care Standards. They were aware of the need to provide the Care Inspectorate and the Scottish Social Services Council with notifications of significant events such as accidents and staff disciplinary procedures.

Staff were knowledgeable about GIRFEC and the SHANARRI indicators and knew who the named people would be for the children in their care.

Based on the findings of this inspection the service has been awarded the following grade: Quality Theme 4, Statement 4 - Excellent.

Areas for improvement

The service could consider further involvement of external stakeholders to extend opportunities for reviewing practice.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings	
8 Jul 2012	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	6 - Excellent
18 Nov 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
17 Nov 2009	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

Inspection report continued

20 May 2008	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very Good Management and Leadership 6 - Excellent

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

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