

Care service inspection report

Early Days Nursery

Day Care of Children

36 Palmerston Place

Edinburgh

EH12 5BJ

Telephone: 0131 226 4491

Type of inspection: Unannounced

Inspection completed on: 25 February 2015



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	12
4 Other information	26
5 Summary of grades	27
6 Inspection and grading history	27

Service provided by:

Early Days Nursery Ltd

Service provider number:

SP2003002857

Care service number:

CS2003011916

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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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The relationships between children and staff in all age groups were very loving and nurturing.

The provider of the nursery is committed to providing staff with a diverse range of training opportunities.

The level of staff retention is high which results in consistency of care for children.

What the service could do better

We asked the nursery to highlight the importance of following the services infection control policy and training to staff.

We asked the nursery to ensure that planning for play activities ensured that children under two years had a good range of activities to engage them.

What the service has done since the last inspection

Early Days Nursery had established a new three to five nursery which came under the same registration and management. This had been carried out smoothly and enabled children to stay at early Days instead of moving on to another of the groups nurseries.

Conclusion

Early Days Nursery provided positive experiences for children. Parents told us that they were very happy with the quality of care their children received. The manager of

the nursery was committed to improving the service through excellent auditing and monitoring processes.

1 About the service we inspected

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

This service was previously registered with the Care Commission and transferred registration to the Care Inspectorate on 01 April 2012.

Requirements and recommendations

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

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (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 Inspectorate.

Early Days Nursery is one of five nursery services provided by Early Days Nursery Ltd. The service is registered with the Care Inspectorate to a care service to a maximum of 110 children at any one time aged from birth to 12 years. A maximum of 65 children at any one time aged between birth and three years can be cared for at 36 Palmerston Place, Edinburgh, EH12 5BJ. A maximum of 45 children at any one time aged three years to 12 years may be cared for at Old Coates House 32 Manor Place Edinburgh EH3 7EB.

The nursery is provided over two sites in the centre of Edinburgh. Children under three years were accommodated in a terrace town house building in Palmerston Place. The nursery used two floors and the basement of the building. An outdoor play space was situated at the rear of the building and nursery offices, kitchen and staff rooms were in the basement. Children aged three to five years were accommodated across the road in Old Coates House. This building is situated in the grounds of St. Mary's Cathedral and had been recently renovated by the provider to accommodate children over three. The premises consisted of a main playroom on the ground floor and a large playspace on the first floor. A kitchen and snack/baking area was situated on the ground floor. Children used the cathedral garden for outdoor play.

The aims and objectives of the nursery include the following:

'To develop the self-esteem of each child in our care.

Ensure a safe, carefully planned environment for the children to play.

To provide learning opportunities appropriate to children's individual needs which take

account of national guidelines.

To foster and develop an awareness of, and appreciation of other races and religions.

To cater for the development of the whole child, cognitive, emotional, moral, physical and social.

Through personal and professional development we aim to extend our knowledge and skills within the framework of an effective team.

To work in partnership with parents.'

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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 0345 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

We completed this report following an unannounced inspection on 25 February 2015. The inspection was carried out by an Inspector from the Care Inspectorate.

As requested by us the service sent us a completed annual return. The self-assessment form was also completed prior to the inspection.

We issued 30 care standard questionnaires to families using the service. Twenty five parents using the service returned the questionnaire. We e-mailed five parents who had given us e-mail addresses and spoke to two parents by phone.

In this inspection we gathered evidence from various sources, including the following:
We spoke with:

Staff present on the day of our visits.

Children.

Parents.

We looked at:

Planning for play.

Electronic learning journals.

Information used to formulate care plans.

Some relevant policies and procedures.

How staff worked with children.

We examined the resources available to children and the suitability of the environment.

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 requirement

The provider of the service should immediately address the condition of the deputy manager's registration. This will have a positive impact on children's learning experiences. This is in accordance to legislation as stated within SSI 210 7.2. and SSI 210 9.2 c.

National Care Standards Early Childhood and Education up to the age of 16. Standard 14 - A Well Managed Service.

What the service did to meet the requirement

All staff were appropriately registered with the Scottish Social Services Council.

The requirement is: Met - Within Timescales

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

We made two recommendations at our last inspection.

Recommendation One

We recommend the service ensure that personal files for children contain sufficient information to enable them to meet the needs of the children. They should review all care plans when the provider is requested to do so by the service user or if there is any significant change in a child's health, welfare or safety needs and at least once in every six month period. National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well Managed Service.

Progress.

The nursery had developed a more robust system to develop care plans and ensured they were reviewed regularly.

Recommendation Two

We recommend that management review their systems of monitoring all aspects of the service. Monitoring of practice should be recorded and used to develop action plans and communicated to all staff. This would ensure continuity in practice and children's records. The good systems of self-evaluation by staff we saw should now be embedded into practice. National Care Standards Early Childhood and Education up to the age of 16. Standard 14 - A Well Managed Service.

Progress.

Monitoring and evaluation had been significantly increased in the nursery. We comment on this in Quality Statement 4.4.

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.

The Care Inspectorate 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 statement that we grade them under.

Taking the views of people using the care service into account

Over the course of the day we spoke to several children. We did not ask them for formal comments but chatted to them about nursery. Children confirmed that they went out to play every day. One said the best thing about nursery was lunch. Two told us that they really liked the staff in their playroom.

Taking carers' views into account

We issued 30 care standard questionnaires to parents using the nursery. We received 25 completed questionnaires prior to our inspection. We e-mailed five parents which gave us contact details and spoke to two parent by phone. All parents agreed or strongly agreed with the statement: 'Overall, I am happy with the quality of care my child receives in this service.' Comments made by parents are included in this report. Additional comments include:

'Fantastic nursery - my child is well engaged, adores the staff and is excited to go to nursery. The staff seem genuinely interested in each child and are very enthusiastic in their work. The staff work hard to keep children stimulated and entertained by offering a huge variety of activities.'

'Early Days Nursery is a lovely nursery for my child. His brother also attended this nursery and already you can see that it set him up extremely well for school. The outings that children go on are far more frequent than any other nursery I know of. The staff are interested in my child's wellbeing and take great care in looking after him.'

'The website needs updating. I would like more information about her development. They take them out on trips a lot. The room my child is in could be more spacious and a more stimulating environment but the nursery is undergoing some refurbishment so perhaps they have not updated for this reason.'

'We used the nursery in part because my older child also attended this nursery and was very happy. I think the nursery is, compared with others, proactive in engaging in local events such as the Festival.'

'I have used this nursery for almost four years and have never had any complaints about the service. I've felt confident leaving both my children in the care of staff, the nursery environment is excellent. I'm aware that there is a lot more paperwork to complete about children than there used to be but I've never felt this was at the expense of time with the children. I don't hesitate to recommend the nursery when asked. Staff always have time to talk if needed.'

'Excellent all round. Our son looks forward to nursery and sometimes he doesn't want to leave.'

'This is a fantastic nursery, my child thoroughly enjoys coming here. The staff are friendly and kind and look after my child well.'

'My eldest child has been at the nursery for some time and now my younger child attends. Both of them have been happy there and I think they have developed really well partly due to the nursery. Early Days staff are excellent. They are kind, caring and I have always felt at ease leaving my children in their care. I also like how the children are taken regularly out of the nursery, even if it's for a short walk to give them some exercise and fresh air.'

'This is my second child to go through Early Days. It is an excellent nursery that has a positive environment. I like the way the staff nurture and develop the children while they treat the children as individuals. I also think the high level of staff retention speaks volumes about the nursery and provides consistency for the children. I also think the nursery takes more trips than typical and really follows through on any projects.'

'At times of transition or keyworkers are leaving - some communication with parents could be better. i.e. more notice when keyworker is going to change as this can help prepare young children better.'

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: 5 - Very Good

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

In this section we took account of Quality Statements 1.1 and 1.3.

We found that the nursery provided very good opportunities for parents and children to be involved in the assessment and improvement of the service through a range of methods. We assessed this through:

Speaking to staff.

Information provided for parents.

Looking at how children influenced the pace of the session and play activities.

Opportunities for parents to give their views.

The nursery had implemented a number of methods to encourage parents to give their views and opinions on the quality of service they and their child were provided with. A range of short questionnaires had been used as had survey monkeys. Where parents had taken part in these assessments the nursery had fed back results to parents and highlighted any action which was to be taken. Along with formal questionnaires a 'You said, We did' notice board told parents how issues which had been raised had been addressed.

Parents could raise issues through the parents committee which met regularly and had been successful at bringing parents ideas and views to the attention of the manager and provider. Minutes of meetings were available and shared with parents for their information.

There was a range of information displayed in the hallways of the nursery but there was also information pertinent to each playroom displayed in that playroom. The

manager corresponded with parents regularly by e-mail, verbally and produced a regular newsletter. The newsletter provided parents with a good range of information about what was going on throughout the nursery and activities and events which were planned.

The provider had commissioned the development of the website as this was slightly out of date and cumbersome to use. We were given a tour of the site by the web designer and agreed that this new site would be a good information tool. The manager and staff were proactive at looking at other types of media which could be used to give parents information and reminders.

All parents who responded to the Care Standards Questionnaire issued as part of our inspection process, agreed or strongly agreed with the statement: 'The service has involved me and my child in developing the service, for example asking for ideas and feedback.'

Parents were encouraged to come into the nursery to take part in sessions by helping with baking or reading activities. Parents were involved in the garden planning process which was taking place to further develop the nursery outdoor areas.

We saw staff working in ways that made children feel secure in the knowledge that their contributions would be valued and respected. Children were active, happy and relaxed in the care of the staff. Staff involved children by listening to them and discussing questions with them, this was part of everyday practice. This helped towards increasing children's confidence and to participate in their learning through:

- * Group time.
- * One to one time with staff.
- * Mind mapping through 'talking, thinking' books to give their thoughts and ideas when planning activities.
- * Contributing to their e-journal.

Areas for improvement

We asked the manager to ensure that children's views continued to be sought actively by staff.

The care service should continue to monitor and maintain the high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

The nursery provided a very good service to meet children's health and wellbeing needs. We assessed through looking at:

A range of health and wellbeing policies and procedures.

Observing infection control practice.

Information collected when a child starts at nursery.

The settling in procedure.

Staff interaction with children.

Staff had collected a range of information on each child at the registration and settling in stage. This ensured that parents were able to share information needed to meet each child's individual needs. Information was updated regularly to reflect changing needs.

A settling process was encouraged by staff which met children's needs. We saw several children at the settling in stage. This was handled sensitively and sensibly by staff and took into account both the needs of the child and the parent. The approach taken to settling children in was more likely to result in children being confident and comfortable in the nursery environment.

The established key worker system effectively supported children's emotional well being for all age groups. When we spoke to staff about the key worker system they were clear about the objectives of having key workers and what the responsibility this role entailed. A transition document was completed before a child moved from one room to the next age group. The records we looked at gave a good range of information for the parents and the new keyworker, who was identified before the move, to make sure the parents knew who to ask if they had questions or wanted to share information.

The nursery had involved children in a number of opportunities to learn about being healthy and develop independence. Staff supported this through:

* Offering a varied and wholesome menu.

* Involving children in making snack, being responsible for pouring their own drinks and putting their dishes away.

* Sitting and talking to children at snack time.

* Offering daily outdoor play and opportunities to learn about outdoors through feeding the birds, composting, and planting/growing vegetables and flowers.

* Offering children a range of activities such as yoga, swimming and tooti footi.

* Carrying out a tooth brushing programme.

* Encouraging children to take care of the toys, equipment and to tidy up when they had finished with them. This encouraged respect and independence in children.

Planning for play was in place and reflected children's interests. This was especially so

in the three to five age group where floor books had been fully completed to show the progression of a topic or interest. Play was planned for under three's using the pre-birth to three outcomes for children. On the day of our visit we noted that children were engaged in a range of activities and were well supported in their play and learning by staff.

The nursery used e-journals to track a child's development. Staff said that they liked the method and that parents liked the fact that they could easily see the journal and add to it. We looked at several journals and saw parent's comments on their child's observations. The journals we looked at were well maintained and in many there were next steps for that child's learning. Two parents we e-mailed said that they felt far more a part of their child's development with the introduction of the e-journal.

To enhance the e-journal experience for children staff were looking at ways to improve the accessibility of the journal for younger children. On the day of our visit older children were looking at their journals on the nursery smart board. Staff and children used floor books to record their activities which enhanced the opportunities for being involved in their own learning.

The pace of the day reflected children's emotional, social and personal needs. The atmosphere in the nursery was calm and friendships and mutual respect was actively encouraged by the actions and attitude of staff who provided very good role models for children.

Procedures were in place to record the administration of medication, record accidents, emergency procedures and infection control procedures. We found that these policies were effective and in most cases consistently followed.

A child protection policy and procedure was in place. As the child protection co-ordinator the manager had an in depth knowledge of Getting it Right for Every Child and how this new Act influenced child protection. All staff had recently taken part in child protection refresher courses.

Meals were cooked on the premises. Parents indicated that the nursery was very good at accommodating children with special dietary requirements. The menu for both lunch and snacks were displayed for parents and included a range of meals which followed sound nutritional guidance. We noted that children ate very well in the nursery. There was very little food waste and staff supported children to eat and drink enough at lunch and tea. One parent commented: 'I don't know if it's unusual to get home cooked food at nursery but my child loves it. He eats well at nursery and they are offered a good range of foods.'

Arrangements for sleeping children were good. Babies slept to their own individual pattern but older children slept after lunch. Children had sufficient space to sleep, their own bedding and although encouraged to sleep were not forced to go to sleep.

We spoke to staff about children who did not sleep when the rest of the group did and were assured that these children were given a range of activities to do at this time.

Staff, especially the manager, had good working knowledge of Individual Education Plans (IEPs) which were in place to support children with identified needs. We discussed IEP's and found that targets had been set which had review dates and next steps.

Areas for improvement

Some infection control practices were not followed in the youngest age group, for example washing hands before bottle feeding and after nose blowing. (See recommendation 1.)

The youngest children used the basement level of the nursery. On the day of our visit children were in the one room. We spoke to staff about range of activities for the older children in the group as children were not particularly engaged with what was available. We acknowledge that earlier that day children had taken part in planned activities and this point was addressed in the afternoon by using the playroom normally used by older children. As an area for development we asked staff to continually assess what was provided for children to make sure it was suitable for the age range.

Some staff working with younger children were not fully familiar with the planning procedure. We asked that room supervisors and staff ensure that the planning is shared and method understood by all staff.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should be reminded of infection control practices through information and training. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

This section takes account of Quality Statements 2.1 and 2.2.

The nursery provided parents and children with very good opportunities to participate in assessing and improving the quality of the environment provided.

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Grade awarded for this statement: 5 - Very Good

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

The nursery provided a very good environment to ensure that children were safe and protected. We assessed this through:

Looking at the environment used by children.

Looking at policies and procedures which referred to safety and protection.

Procedures were in place to ensure that only those known to staff were admitted to the building. A visitor log was in place to ensure that visitors could be identified.

The nursery had two buildings. One was a large town house over three floors which was used for children under three years. This building provided playrooms for four age groups: Babies, Tweenies, Waddlers and Toddlers. All rooms were bright and well ventilated. The wooden furniture was of very good quality. Children had enough space

to play individually or in groups.

Children over three used Old Coates House which was a detached building in the grounds of St. Mary's Cathedral. This building provided children with a main playroom which was used in conjunction with a large room on the first floor used daily for indoor physical play, small groups and smart board activities. This new premises had been refurbished providing children with a bright and attractive premises.

The equipment, furnishings and resources were age and stage appropriate for the children attending the service. Staff planned appropriately to ensure resources were on offer for the children. Toys and equipment were laid out to allow children to access them easily. This developed their sense of independence.

The nursery had an outdoor play and garden area at the rear of the under three building. They also had daily use of the cathedral garden. To promote active lifestyles outdoor areas were used by children on a daily basis. Children told us: 'We go out all the time!' 'We play outside everyday but we go swimming and in the forest too.'

In addition to the daily outdoor play opportunities a number of trips and outings were also undertaken. On the day of our visit children went on a Gruffalo hunt in response to children's interests. Children told us about playing in the forest during the forest school activities and regular walks and outings throughout Edinburgh.

Risk assessments and safety checks were in place for significant areas in the nursery. This included the outdoor area, playrooms and toilets. These checks ensured that children could play safely. The senior staff monitored and audited the cleanliness of the playrooms and equipment. To ensure that the areas were clean and well maintained for children to use.

To ensure children's safety and security a range of policies and procedures were in place. Procedures including:

- * Child protection.
- * Complaints.
- * Administration and recording of medication.
- * Recording of accidents.
- * Infection control were available.

We asked staff if they were familiar with nursery policies. They said that they were and that if changes were made these were brought to their attention during staff or team meetings and through staff memos and policy quizzes.

Parents told us that they thought the environment was very good. All agreed or strongly agreed with the statement: 'The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.' Parents comments included:

'I love that they go outside every opportunity. The food provided is fantastic. Not sure if there is any formal planning particularly for my child's development but on an everyday chatting basis the staff certainly seem aware of her individual development and needs, I would prefer this to no everyday awareness but folders everywhere.'

Areas for improvement

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

This section takes account of Quality Statements 3.1 and 3.3.

The nursery provided parents and children with very good opportunities to participate in assessing and improving the quality of staffing in the service.

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Grade awarded for this statement: 5 - Very Good

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

The nursery provided a very good workforce which was professional, trained and motivated. Staff operated in line with National Care Standards, legislation and best practice. We assessed this through:

Speaking with staff.

Looking at training opportunities and the training plan.

Checking evidence of SSSC registration.

Minutes of team meetings.

There were policies and procedures in place to ensure that good quality staff were recruited into the service. There was a recruitment and selection policy, appraisal and professional development policy and staffing policies regarding professional conduct.

Policies were found to reflect good practice and current legislation.

All staff had completed their registration with the Scottish Social Services Council (SSSC), which is a body responsible for the registration and professional development of childcare workers. Staff we spoke to were aware of their responsibility as a registered childcare worker to undertake training and follow codes of professional practice. Teachers had appropriate registration with the Scottish General Teaching Council.

All staff held a childcare qualification or were working towards one. This provided a staff team with a very good working knowledge of childcare and education issues.

Staff were aware of current good practice documents such as Curriculum for Excellence, Building the Ambition and the National Care Standards. A staff training plan was in place and the manager had an overview of staff skills and gaps. Staff confirmed that a wide range of training opportunities had been made available to them. The provider and senior management team had an expectation that staff would share information with each other if they went on a training course. The provider was very proactive about offering training to ensure a well-qualified and motivated workforce.

Staff continuity and the retention of staff within the organisation was very good. A significant number of staff had worked for the organisation for several years. Parents commented: 'Staffing is consistent and there are never really regular or unexplained changes in staff which is great for my child and helps me to have confidence that it is a good environment for both staff and children.'

'Some of the staff have worked here for years.'

'The fact that there is good staff retention makes me confident about the care of my child.'

Staff confirmed that they received regular appraisals from the manager. Those we spoke to said that the process was helpful in encouraging staff to examine their professional practice and look at what they wanted to do to develop as a childcare professional.

We saw during our visit and through discussion with staff and parents that the staff team were very motivated to provide a high quality service to both children and parents. Staff provided a warm, calm and fun environment for children.

Parents made positive comments about the staff group. Comments included:

'The staff are loving, caring and professional and we're delighted with the care our child receives.'

'Excellent nursery and staff.'

'I think staff in the nursery are brilliant. They seem happy with the children and

engaged.'

'Really nice staff.'

Areas for improvement

We asked the manager to continue to monitor that training undertaken by staff was being pulled through to practice in the playrooms.

The care service should continue to monitor and maintain the current standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

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

This section took account of Quality Statements 4.1 and 4.4.

The nursery ensured that parents and children using the service had very good opportunities to participate in the assessment and improvement of the quality of management and leadership in the service.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Areas for improvement

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Grade awarded for this statement: 5 - Very Good

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

The nursery had excellent quality assurance systems and processes in place. We assessed this through:

The auditing work carried out by the head teacher

Talking to staff.

Talking to parents.

Improvement plans.

It was apparent from our discussions with senior staff that they had a clear understanding of the strengths and areas for development in the nursery and had a clear vision of where they wanted and expected the nursery to be in the future. These

expectations had been shared with staff and staff confirmed that they were part of the assessment and evaluation processes carried out in the nursery.

Systems and processes were in place to make sure there was a systematic approach to evaluation, reflection and assessment of quality. This included:

- * Annual self-evaluation and monitoring calendar.
- * Sampling parent views.
- * Sampling children's views.
- * Review of policies.
- * Use of Child at the Centre and the Pre-birth to Three Tool kit.
- * Monitoring staff practice.
- * Management attendance at planning and team meetings.

Assessments included what action was to be taken and by when. We could see evidence of identified actions being followed up and addressed.

A Standards Quality Improvement Plan (SQIP) was in place. This was a tool used by the local authority to enable services to evaluate and make improvements to the nursery. Staff and parents had been included in the evaluation of the service to develop the SQIP. Targets had been regularly reviewed to ensure that progress was maintained. Copies of the SQIP were available for parents to read and make comment on.

In our questionnaire, all parents/carers confirmed that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

The self-assessment document which is requested for the Care Inspectorate inspection process was completed in conjunction with the staff group. This ensured that staff were included in the evaluation of the whole service.

A complaints policy was in place to enable parents and carers to raise concerns about the service. Information on this process and other policies and procedures was displayed in the hall of the nursery.

The manager was aware of the service's responsibilities to send relevant notifications to the Scottish Social Services Council (SSSC) and the Care Inspectorate.

The manager attended meetings for the organisation to share information and practice with other managers. Staff confirmed that they had opportunities to go on visits to other nurseries and to share information and practice.

Regular staff meetings were held to ensure that information was shared and any issues addressed. These meetings were minuted and staff confirmed that they were able to add to the agenda for these meetings.

Areas for improvement

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

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

No additional information was collected for the purpose of this inspection.

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings
19 Mar 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
2 Aug 2011	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing Not Assessed Management and Leadership Not Assessed
9 Jun 2011	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing Not Assessed Management and Leadership Not Assessed

Inspection report continued

17 Feb 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
26 Feb 2009	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 6 - Excellent 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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ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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