

Care service inspection report

Full inspection

Banchory Primary School Nursery Day Care of Children

Banchory Primary School
Arbeadie Road
Banchory



HAPPY TO TRANSLATE

Service provided by: Aberdeenshire Council

Service provider number: SP2003000029

Care service number: CS2003016308

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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 service has a welcoming atmosphere and inclusive ethos. Staff know children well and parents and families are comfortable in the setting.

What the service could do better

In order to enhance the provision the service has identified that they will further develop the outdoor area in consultation with the children, families and staff.

What the service has done since the last inspection

The team has been working hard to improve all aspects of the nursery provision. This includes introducing a variety of new communication methods and assessing and improving the layout and use of the nursery classes.

Conclusion

The deputy head teacher provides enthusiastic, on-going support to the nursery team. The team work well together, making considerable improvement to the service provided to children and families. The service has gone through a

number of positive changes and is now well placed to make further progress and continue to improve outcomes for children and families.

1 About the service we inspected

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are, safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Banchory Primary School Nursery is situated eighteen miles to the west of Aberdeen.

The service is registered to provide a care service to a maximum of 40 children aged 2 years to those not yet attending primary school.

The aims of the service include:

- To be a centre of inclusive and effective teaching and learning to promote the highest achievement of all learners.
- To develop the full potential of each child and to encourage parents and carers to be involved in their child's learning and the life of the school.
- We believe all learners are entitled to a wide and empowering range of knowledge, skills and values.

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

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

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 wrote this report following an unannounced inspection which was carried out by one inspector. The inspection took place on Wednesday 13 January 2016 between 9:45am and 4:30pm and on Monday 18 January 2016 between 8:45am and 4:30pm. We gave feedback to the team throughout inspection and at the end of inspection.

As part of the inspection, we took account of the completed annual return and self assessment that we asked the provider to complete and submit to us.

We sent thirty Care Standards Questionnaires (CSQs) to the service to distribute to parents. Parents returned fifteen completed CSQs before the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- over 20 children who used the service
- 6 parents/carers
- the head teacher
- the depute head teacher
- two teachers
- one support for learning teacher
- six practitioners
- one relief practitioner.

We looked at:

- health and safety records
- medication policy and procedures
- accident and incident records
- complaints records
- children's records
- service photographs of activities
- planning information
- private and public Facebook pages
- newsletters issued to parents
- information available to parents in the entrance hall
- fifteen CSQs returned to us by parents
- classroom displays
- observing how staff work
- observing staff/child interactions
- staff Continuous Professional Development (CPD) records
- examining equipment and the indoor and outdoor 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.firescotland.gov.uk

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 provider. We were satisfied with the way in which the provider completed this and with the relevant information included for each heading that we grade services under.

Taking the views of people using the care service into account

The children present during the inspection aged from 2 to 4 years. We observed the children enjoying a range of activities which were independently accessible to them. The children regularly went outside to the wooded play area during the two days of inspection. They were happy to include us in their activities and tell us what they enjoyed whilst at nursery.

We observed the children and staff to have comfortable and relaxed relationships and for staff to effectively manage behaviour. Staff knew the children well and we observed staff to effectively extend children's learning when appropriate.

Children's comments included:

- "I like playing babies in that corner".
- "I think I'll have a banana and some water too".
- "I put on my warm jacket and warm boots to go to nursery. We were a bit late".

- "I've got a really, really big DVD player, it's got Thomas and Friends on it".
- "My grandad makes good soup".

Taking carers' views into account

Fifteen parents returned CSQs. We had the opportunity to speak with a further six parents/carers during our inspection. Parents told us that they felt very welcome and included in the service and that they had very comfortable relationships with the staff.

Parent comment in the CSQs included:

- "Overall, I am very happy with the quality of care. The staff this session seem more organised and will, I feel, use assessment to then ensure appropriate planning of activities. My child loves nursery and views it as a positive place where they meet new friends and experience exciting learning opportunities. The nursery is well resourced and uses these resources fully".
- "The nursery is a positive, nurturing environment. I strongly believe the staff have the children's best interest at the centre of all they do".
- "Overall, I am happy with the setting. However, older children/youths appear to use the outside area out of hours leaving bottle caps, cigarette butts and other rubbish which doesn't appear to be picked up before the children used the areas in the daytime".
- "Nursery has a nurturing environment. Staff are friendly and professional with a genuine love of working with the children. My child's confidence has improved dramatically since starting at the nursery. There are lots of stimulating activities and learning. Staff always keep me informed of my child's learning and achievements".
- "Staff have been very helpful and supportive of my child during a time of change".
- "Staff support my child to be included in the nursery environment and are caring of my child".

Parents/carers comments and references to our CSQs are included throughout this report.

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 3.

This statement was assessed as the participation of children and their parents and carers in their care and support is very important to achieving good outcomes for children. In 2015-16 all services are being inspected against this statement.

At this inspection we found that the service was very good at involving children and parents in assessing and improving the overall quality of the service provision, which included care and support. We looked at service improvements, relevant documentation, spoke with children, parents and staff and observed staff practice to assess this statement.

Review of relevant documentation, observation and discussion with children, parents and staff indicated that the service had strategies in place which encouraged children and parents to participate in the life of the service and in assessing and improving the overall quality of the service, including care and support. These included:

- We observed that staff welcomed children and parents into the nursery at the start of the session and parents came into the classrooms to settle their child to an activity before leaving. Children enthusiastically showed their parents their choice of activity and parents told us that they found the service to have a relaxed atmosphere and found staff very approachable.

- Parents had regular opportunities throughout the year to discuss and influence the overall quality of the service provided. For example, parent information meetings, stay and play visits, daily dialogue with staff, parent focus groups, school/nursery social media - Twitter and Facebook. The service invited regular feedback using a number of different methods including confidential meetings should this be appropriate.

- We observed staff to actively listen to children throughout the sessions and for children to directly influence their learning. Children and staff regularly evaluated activities. Documentation reviewed and observation indicated that this information then influenced the forward planning for the activities and the service. Children were included and their opinions respected.

- We observed staff to respond positively and enthusiastically to prompts from children. We observed staff to pick up on children's interests and effectively extend children's play experiences. During one session the class went outside to explore ice/weather following a child's expressed interest. This activity was then extended over the next few sessions with the children exploring ice, how to make it and how it changed.

The service had taken on board previous feedback from their families and had introduced a range of improvements, some of which are detailed previously. Parents told us these improvements had greatly improved their children's and their own experience of the nursery. Parents told us that they felt active participants in the life of the service.

The service provided enhanced provision which supported children with complex needs and their families. The service also provided extended provision which supported children and families, for example, during challenging periods.

Parents told us that the service was absolutely inclusive and made all children and families welcome and comfortable in the setting. Parents comments included:

- "The service is really communicative. We receive regular updates, emails, chats with the staff."
- "I feel staff all do an amazing job looking after xxxxx and making sure xxxxx is happy, comfortable and is given opportunities to join in every activity. The staff have been amazing to work with making sure everything was in place for xxxxx starting and organising meetings to keep me up to date with xxxxx progress".
- "I like the regular e-profile. Receiving it by email is really convenient. Very informative. It gives me real insight into xxxx".
- "The service is really responsive to parent and child input and will action any suggestions whenever possible".
- "I feel they really care about my child as an individual".

Parents told us that, following a suggestion by the children, the service had welcomed them turning the outside cabin into a 'grotto' before Christmas. The children had been really excited about the change and talked about it for some time.

Documentation reviewed, observation and conversation with children, parents and staff indicated that children and parents regularly assessed the overall quality of the service and this feedback then influenced the forward planning for individual children, activities and service improvements.

Most parents who returned the CSQs agreed that the service had involved them and their children in developing the service, for example, asking for ideas and feedback. One parent disagreed.

Areas for improvement

The service should continue to develop strategies which effectively involve children and parents in assessing and improving the overall quality of the service provided.

Grade

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 3.

This statement was assessed as it is important that staff in care services ensure that children's individual health and wellbeing needs are met and that children are supported to make informed, healthy choices about their lives.

At this inspection we found that the service was very good at ensuring children's health and wellbeing needs were met. We looked at relevant documentation, health and safety records; spoke with children, parents and staff and observed staff practice to assess this statement.

Documentation reviewed and parents and staff told us that they shared comprehensive information about each child before they started with the service. This information was then used to support the settling in process and the forward planning for individual children.

Banchory nursery is an Enhanced Provision Centre. Several children who attended nursery have profound/complex additional support needs. The nursery also offered extended provision which supported children and families during difficult periods.

At the last inspection we made a requirement that the service must ensure that staff implemented effective personal plans for the children. Documentation reviewed, discussion with children, parents and staff and observation indicated that all children had care plans which indicated how the service would meet their individual ongoing support needs. All staff had a very good knowledge of the children as individuals and we observed staff practice to support the detail of children's individual care plans. This requirement has been met.

Some nursery staff had significant experience working with vulnerable children and we observed all staff to be fully engaged with all children and to take the opportunity to extend children's learning where appropriate.

Staff demonstrated an understanding of the difference the service was expected to make to children. Where required, there was regular and appropriate communication with other professionals, effectively improving outcomes for children.

Parents told us that staff knew their children very well and were very supportive of the children and their families. Staff kept them well informed about their child's progress and included the parent/s in any decisions regarding their child's care and support.

A parents comment included:

- "Staff are great and know xxxxx really well. The service is fully inclusive and extremely welcoming".

Staff had a clear understanding of their role and responsibilities in relation to keeping children safe and undertook child protection training on a yearly basis which reinforced their knowledge and supported good outcomes for children.

The nursery was a health promoting service and also regularly highlighted health information to parents, for example, a recent focus was hand, foot and mouth disease. Parents told us this was informative and 'an easy read'.

We reviewed documentation which included sharing books, mind maps, big

books and forward planning which indicated that staff routinely supported children to make healthy lifestyle choices and raise their awareness of the wider environment. This included:

- Participation in the Aberdeenshire Life Education Centre (ALEC) visits. This mobile resource delivers a programme on healthy lifestyles appropriate to the developmental stages of the children.
- Participation in forest school type activities which strongly promoted health and wellbeing and awareness of the environment.
- Regular physical activity in the outdoor wooded space which adjoined the building.
- Staff supported child led opportunities for learning. We observed children's expressed interest in the ice and frost outside resulted in the class exploring the frozen puddles in the wooded area and further exploring how to make and melt ice.
- Visits from health professionals and parents with skills to share.

At the last inspection we made a recommendation that staff consider introducing tooth brushing for children particularly for those aged less than three years old. The Childsmile representative had visited and the children now regularly brushed their teeth whilst in nursery promoting good oral and dental health for pre-school children. This recommendation has been actioned.

All of these activities contributed to raising children awareness and promoted children's self-confidence, personal skills and self-esteem.

We observed and parents and staff told us, that staff assisted children to learn through play to assess and manage hazards and challenges for themselves. This supported children to arrive at reasoned decisions and make good decisions about their own safety.

We observed children's successes to be recognised, celebrated and shared. This contributed to the nurturing and inclusive ethos of the setting.

At the last inspection we made a recommendation that staff should evaluate the children's learning and identify and record next steps for learning.

Documentation reviewed and discussion with children, parents and staff indicated that children influenced the direction of their learning and that staff regularly evaluated children's learning and identified, recorded and implemented children's next steps for learning. This recommendation has been actioned.

Most parents who returned the CSQs agreed that staff regularly assessed their child's learning and development and used this to plan their next steps. One parent disagreed. All parents agreed that staff shared information about their child's learning and development with them and, where appropriate, their child.

Please refer to Quality Theme 1 - Statement 1, Quality Theme 2 - Statement 2 and Quality Theme 3 - Statement 3 for further information relative to this statement.

Areas for improvement

We reviewed eight children's personal plans. One of the plans was not appropriately dated and one of the plans was not appropriately signed by a parent. Staff immediately began to undertake a review of all files in order to ensure that all information was accurate and that any oversights were rectified.

The provider, manager and staff should continue to explore a range of strategies which ensure the health and wellbeing needs of children are met.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 2.

At this inspection we found that the service was very good at involving children and parents in assessing and improving the quality of the environment within the service. We looked at service improvements, relevant documentation, spoke with children, parents and staff and observed staff practice to assess this statement.

The CSQs returned by parents indicated that parents agreed that the service had a safe, secure, hygienic, smoke free, pleasant and stimulating environment and that the service has a suitable range of equipment, toys and materials for the children.

For further information relative to this statement please refer to Quality Theme 1 - Statement 1.

Areas for improvement

Please refer to Quality Theme 1 - Statement 1 for further information relative to this area for improvement.

Grade

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 2.

This statement was assessed as it is important that staff in care services ensure that the environment is safe and that children are protected.

At this inspection we found that the service was very good at making sure the environment was safe and the children were protected. We looked at resources, safety records, written risk assessments, medication records, spoke with children, parents and staff and observed staff practice and the environment to assess this statement.

Banchory Primary School Nursery occupied a stand-alone building next to the school. There were two nursery classes with session both morning and afternoon. The children occupied two nursery classrooms which were well laid out and allowed the children safe and easy access to the play equipment. The room layouts allowed children to move safely between activities and encouraged children to make their own choice of activity. The layout and space in the rooms allowed children to play comfortably in groups or on their own.

The building was seen to be secure and in a good state of repair. We observed that potential hazards, both inside and outside, had been risk/benefit assessed and risk minimised as appropriate.

At the last inspection we made a requirement that all cleaning materials were to be stored appropriately. We had observed that wet mops were stored in the

classroom area which may create a risk of the spread of infection.

At this inspection we observed that the environment and resources were seen to be clean and well maintained and staff described effective cleaning systems. All cleaning equipment was stored securely. Children and staff undertook effective hand washing before snack and handling food and after toileting and outside play. This promoted the prevention and control of infection within the setting. This requirement has been met.

Staff were aware of risk/benefit and they encouraged children to make decisions about their own safety, appropriate to their stage of development. This promoted the children's independence, safety and personal development.

Staff supervised all visitors and we observed that visitors did not have unsupervised access to the children. Staff welcomed parents and children into the classrooms when they arrived and when parents arrived to collect their children staff ensured that all children left with an appropriate adult. This promoted the safety of children.

The children regularly played in the outdoor wooded area next to the nursery. There was some opportunity to investigate natural materials, experience an element of risk and further support children's learning in relation to making decisions about their own safety and the environment.

We observed the outdoor area to be free from unacceptable hazards. Staff told us that they and the janitorial team regularly checked the outdoor area and we observed staff to ensure the grounds were safe for use before the children entered the outdoor play area. This promoted the safety and wellbeing of children and staff.

We observed children to be confident and capable whilst using the large and small outdoor equipment; they were happy to include us in their activities and described to us what they were making with the wood and in the mud kitchen.

Staff encouraged all children to join in activities taking into account their individual stages of development. Children who required additional support were supported by staff and children to fully experience the environment both

indoors and outside.

At the last inspection we made a requirement that the provider must ensure that any incidents/accidents were recorded appropriately. Documentation reviewed indicated that children received appropriate and effective treatment from staff for minor injuries. Accidents and incidents were appropriately recorded and discussed with parents when they collected their child. Parents received a copy of the accident/incident record. This requirement has been met.

Staff indicated an appropriate knowledge in relation to keeping children safe and the process should they have a child protection concern.

The parents who returned the CSQs agreed that there was enough space for the children to play and become involved in a range of activities and that the service had a suitable range of equipment, toys and materials for the children.

For further information relative to this statement please refer to Quality Theme 1 - Statements 1 and 3 and Quality Theme 3 - Statement 3.

Areas for improvement

The service had identified that the outdoor area be reviewed and further developed with a view to enhancing the children's outdoor experience.

The provider, manager and staff should continue to explore ways in which the children may undertake supervised risk taking, learning to make good decisions about their own safety.

Grade

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 3.

At this inspection we found that the service was very good at involving children and parents in assessing and improving the quality of staffing within the service. We looked at service improvements, relevant documentation, spoke with children, parents and staff and observed staff practice to assess this statement.

The CSQs returned indicated that parents agreed they were confident that staff had the skills and experience to care for their child and support their learning and development. One parent didn't know. Parents agreed that they were confident that there were always enough staff to provide a good quality of care.

For further information relative to this statement please refer to Quality Theme 1 - Statement 1.

Areas for improvement

Please refer to Quality Theme 1 - Statement 1 for further information relative to this area for improvement.

Grade

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 3.

This statement was assessed as it is important that staff operate to an acceptable professional standard and that staff practice promotes good outcomes for children.

At this inspection we found that the service had a very good professional, trained and motivated workforce, which operated to National Care Standards, legislation and best practice. We looked at staff training records, spoke with children, parents and staff and observed staff practice to assess this statement.

The deployment of staff provided continuity for the children and the service. Whilst staff were primarily allocated to one room, both staff and children moved between rooms when sharing resources and undertaking joint activities. All staff, including the head teacher, were familiar to all of the children and we observed children to be comfortable approaching staff and sharing their thoughts and opinions.

New staff described an appropriate recruitment process which included, panel interview, classroom interview, two references and updated Protection of Vulnerable Groups (PVG).

The head teacher was a regular visitor to the nursery and worked closely with the nursery staff to promote improved outcomes for children and service

improvements. A support for learning teacher (SfL) visited nursery at least once a week and supported staff to deliver improving outcomes for children.

Documentation reviewed and discussion with staff indicated that current staff were appropriately qualified and registered with the General Teaching Council (Scotland) (GTCS) and the Scottish Social Services Council (SSSC) in accordance with the roles they held. All social service workers (that is nursery practitioners) require to be registered and regulated by this professional body (SSSC). The aim of the organisation is to promote and regulate education and training and raise the standards of practice by social service workers, promoting good outcomes for the children in their care.

We observed staff to work well together and be enthusiastic, engage with the children and enhance and extend children's learning opportunities. Staff actively listened to children and supported children to extend their learning in a manner appropriate to each child's stage of development. This promoted children's personal development and confidence.

Staff were caring and nurturing towards the children and encouraged children to be kind to each other. Staff managed children's behaviour in an effective manner whilst respecting the dignity of each child. A parent told us that, "Staff are absolutely brilliant. They know xxxxx really well and are very caring and inclusive".

Discussion with staff and staff training and development records indicated that staff had undertaken regular, comprehensive, training and development which included child protection, outdoor learning, manual handling, curriculum for excellence, epilepsy awareness and infection control. We observed appropriate practice in relation to these areas which supported good outcomes for children.

Staff undertook additional training, should this be required, in order to effectively support children's individual needs.

Staff regularly reviewed their practice; this included visits to other nurseries which allowed them to share good practice ideas with other settings and then use this knowledge to improve their own practice and setting.

At the last inspection we made a recommendation that staff must ensure they are aware of current legislation and their roles and responsibilities in relation to the implementation of national frameworks to support and assess children's needs. We evaluated staff to be fully aware of their role and responsibility in relation to current legislation and meeting the individual needs of the children in their care. This included a knowledge and understanding of the Scottish Government initiative, Getting it Right for Every Child (GIRFEC). Please refer to the introduction and the Scottish government website for further information about this initiative. This recommendation has been actioned.

Parents who returned the CSQs agreed that their children appeared happy and confident with staff. Most parents agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development. One parent didn't know.

Please refer to Quality Theme 1 - Statement 1 and 3, Quality Theme 2 - Statement 2 and Quality Theme 4 - Statement 4 for further information relative to this statement.

Areas for improvement

Staff should continue to support each other in the promotion of good practice and delivery of good outcomes for children.

Grade

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 4.

At this inspection we found that the service was very good at involving children, parents and staff and we observed staff practice to assess this statement.

The CSQs returned indicated parents agreed that overall they were happy with the quality of care their child received in this service. Most parents agreed that the service had involved them and their child in developing the service, for example, asking for ideas and feedback. One parent disagreed.

For further information relative to this statement please refer to Quality Theme 1 - Statement 1.

Areas for improvement

Please refer to Quality Theme 1 - Statement 1 for further information relative to this area for improvement.

Grade

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

We did not inspect all the statements within this Quality Theme on this occasion. The findings are based on inspection of statements 1 and 4.

This statement was assessed as it is important that the provider and staff implement a comprehensive quality assurance system which supports improved outcomes for children.

At this inspection we found that the service had very good quality assurance systems which assessed the quality of the service provided. We looked at relevant documentation, service improvements, spoke with children, parents and staff and we observed staff practice to assess this statement.

The whole school quality assurance processes included the nursery provision. Within this system the nursery had an individual action plan detailing how any identified improvements for 2015/16 would be implemented. When implemented, all improvement priorities identified promoted improved outcomes for children. The improvements identified included:

- **To develop a participation strategy and plan (implementation of effective communication systems).** This is an ongoing collection of strategies which have already improved communication within the nursery and with parents and other professionals. Please refer to Quality Theme 1 - Statement 1 and throughout the report for further information about the methods employed.

- **To formalise guidance, policy and procedure as an inclusive nursery which offers enhanced provision, places for eligible twos and extended provision placements.** Staff are undertaking relevant, ongoing training, within a planned training programme, which has enhanced their knowledge and improved their practice, supporting improved outcomes for children. Please also refer to Quality Theme 3 - Statement 3 for further information relative to this action plan.

- **High expectations for all children.** The team has been supported to embed improved practice. There is regular, ongoing consultation, assessment and evaluation. The team is responsive to identified needs and puts in place appropriate provision to meet those needs.

At the last inspection we made a requirement that any feedback from parents is discussed in detail with staff and improvements made where appropriate. Children, parents and other professionals were regularly consulted and asked for feedback about all aspects of the nursery provision. We found that this feedback was acted upon where possible and influenced improvement planning for the children and the nursery. Please also refer to Quality Theme 1 - Statement 1 for further information relative to this requirement. This requirement has been met.

We observed the team to be enthusiastic about exploring ways in which they could involve the children and parents in influencing nursery improvements. Parents told us:

- "There has been a real, sustained improvement in the quality of communication within the nursery this year. I feel much more relaxed. I am very comfortable approaching staff with any queries or comments I may have regarding my child or the nursery".

- "All the feedback and consultation that the nursery does is great. The staff really listen to parent and child opinion and act on it where possible. They are open to parent suggestion and involvement".

Discussion with children, parents and staff, observation during inspection and examination of relevant documentation indicated that, where possible, staff and

management took action on issues raised or suggestions received throughout the year in order to improve the service. The team was very pro-active in gathering effective feedback and opinions and used this information to implement improvement for the children and the service wherever possible.

Parents made a valuable contribution to the life of the nursery. The parent focus group regularly contributed to the life of the nursery, most recently resulting in parents transforming the outdoor shed into a 'grotto' for Christmas.

Parents who returned the CSQs agreed that overall, they were happy with the quality of care their child received in this service.

For further information relative to this statement please refer to Quality Theme 1 - Statement 1 and 3, Quality Theme 2 - Statement 2 and Quality Theme 3 - Statement 3.

Areas for improvement

The provider, manager and staff should continue to monitor, maintain and improve upon the very good quality assurance systems. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

1. The provider must ensure that staff implement effective personal plans for the children. In order to achieve this they must:

- a) Identify and document the children needs.
- b) Implement effective interventions to meet the children's support needs.
- c) Evaluate interventions and make improvements to planned care where appropriate.
- d) Record any verbal discussions between staff, parents/carers and linked professionals.

This is in order to comply with regulation 5 (2) (a) (b) (i) (ii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

Timescale - 28 days from receipt of this report.

This requirement was made on 17 December 2012

Please refer to Quality Theme 1 - Statement 3 for further action taken on this requirement.

Met - Within Timescales

2. The provider must ensure that any incidents/accidents are recorded appropriately. In order to achieve this they must:

- a) Record all of the child's personal details.
- b) Record the time the incident/accident occurred.
- c) Records all incidents/accidents in a manner, which supports each child's confidentiality.

This is in order to comply with regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210). Cognisance of regulation 19 (3) (d) The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (114) is also appropriate.

Timescale - Within 24 hours on receipt of this report.

This requirement was made on 17 December 2012

Please refer to Quality Theme 2 - Statement 2 for further action taken on this requirement.

Met - Within Timescales

3. The provider must ensure that all cleaning materials are stored appropriately.

This is in order to comply with regulation 4 (1) (a) (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

Timescale - Within 2 weeks on receipt of this report.

This requirement was made on 17 December 2012

Please refer to Quality Theme 2 - Statement 2 for further action taken on this requirement.

Met - Within Timescales

4. The provider must ensure that feedback from parents/carers is discussed in detail with the staff. Concerns must be dealt with respectfully and any area, which highlights a need for change in practice, should be considered appropriately.

This is in order to comply with regulation 4 (1) (a) (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

Timescale - Within 3 weeks from receipt of this report.

This requirement was made on 17 December 2012

Please refer to Quality Theme 4 - Statement 4 for further action taken on this requirement.

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

Previous recommendations

1. The staff should consider ways to evaluate the children's learning and identify and record next steps for learning.

National Care Standards early education and childcare up to the age of 16. Standard 6: support and development.

This recommendation was made on 17 December 2012

Please refer to Quality Theme 1 - Statement 3 for further action taken on this recommendation.

2. All staff must be aware of current legislation and their roles and responsibilities in relation to the implementation of National Frameworks to support and assess children's needs.

National Care Standards early education and childcare up to the age of 16. Standard 3: health and wellbeing.

This recommendation was made on 17 December 2012

Please refer to Quality Theme 3 - Statement 3 for action taken on this recommendation.

3. The staff should consider introducing tooth brushing for children aged less than three years.

Nutritional Guidance for Early Years 3.1 Oral and dental health for pre-school children.

National Care Standards early education and childcare up to the age of 16. Standard 3: health and wellbeing.

This recommendation was made on 17 December 2012

Please refer to Quality Theme 1 - Statement 3 for action taken on this recommendation.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
17 Dec 2012	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
3 Dec 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 5 - Very Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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