

## Care service inspection report

# Fraserburgh South Park School Nursery

## Day Care of Children

Philorth Avenue

Fraserburgh

AB43 9QB

Telephone: 01346 518586

Inspected by: Sandra Robinson

Type of inspection: Unannounced

Inspection completed on: 19 September 2013



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### **Service provided by:**

Aberdeenshire Council

### **Service provider number:**

SP2003000029

### **Care service number:**

CS2003015734

### **Contact details for the inspector who inspected this 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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

The staff had created a welcoming, caring and supportive environment for children and their families. As a result, parents and children had confidence in staff and good relationships had been established.

Children had a range of different learning opportunities provided in a warm and stimulating environment, they were confident and happy.

Staff had accessed a range of training opportunities to help them develop the work of the nursery and a good team ethos was being established.

### What the service could do better

The location of the individual learning profiles for the children and the way they were stored could be improved upon so that they were more readily utilised by the children and visually accessible to parents/carers.

Where medication is held at the service, accurate information is exchanged and safe practices are followed.

The manager and staff must maintain clear records relating to risk assessment within the nursery environment to ensure the ongoing safety and wellbeing of the children.

The management team continue to develop and implement effective systems of evaluation that take account of the views of staff, children and parents/carers to support continually improved outcomes for children.

### **What the service has done since the last inspection**

A permanent and suitably qualified staff team was in place and staff ratio's were being maintained to enhance outcomes for the children and ensure that their needs were being met.

The individual learning profiles for each of the children had been placed within the nursery room with them being accessible to the children and parents/carers.

Three recommendations made at the previous inspection had been met.

Children had more opportunities to influence the learning activities offered within the nursery.

### **Conclusion**

The staff team provide a good service which catered for the needs and interests of the children and families using the service. The children appeared very confident and happy at the service and staff were helping them to develop positive attitudes. The partnership with parents and carers was effective ensuring good communication was in place.

Children told us that they liked being at nursery and that they had lots of fun.

Parents told us that they were very happy with the service. Specific comments included:

'the notice board is very good and helps to keep me up to date with what is happening'

'the staff are very friendly and always available to talk to'

'the level of information sharing and communication has improved, it's all good'

'being a helper at the service is good as I get to see what goes on at nursery and how my child is doing'

The parents/carers Care Standards Questionnaires also indicated that overall parents/carers were happy with the service. Written comments included:

'my child has settled very well, staff very friendly'

'my child comes out of nursery happy and excited to tell me about their day'

'I am delighted with the nursery and my views are based on the reputation of the nursery'

**Who did this inspection**

Sandra Robinson

# 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](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 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 Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Fraserburgh South Park School Nursery is a Day Care of Children registered for a maximum of 20 children aged from three years to those not yet attending primary school. The service operates Monday to Friday from a large room situated within the main building of the school. A secure outdoor play area can be accessed directly from the playroom. The service also had regular use of the sports hall and music room.

The aims and objectives of the service include:

\* To provide a safe and welcoming atmosphere for children and parents where each child is encouraged to take pride in themselves, the school and local wider community

\* To enable all children to become successful learners and realise their potential

\* To enable all children to become confident individuals by:

- Creating effective learning
- Encouraging children to learn and think independently in a stimulating and motivating environment
- Promoting and engaging in a healthy and active lifestyle

\* Work in partnership with parents/carers and the wider community

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

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - 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](http://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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

We compiled the report following an unannounced inspection. The inspection was carried out by Care Inspectorate inspector, Sandra Robinson. The inspection took place on 18 September 2013 between 8.45 am and 2.30 pm. Feedback was given to the head teacher on 19 September 2013.

We gave twelve Care Standards Questionnaires to the service to distribute to parents/carers. Ten parents/carers sent us completed Questionnaires.

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

We spoke with:

- \* The head teacher
- \* Nursery teacher and nursery nurse
- \* Five children
- \* Five parents/carers (at the inspection)

We looked at:

- \* Evidence from the service's most recent self assessment
- \* Care Standards Questionnaires
- \* Individual learning folders
- \* Notice board
- \* Weekly plan of activities
- \* Parent & Teacher Association (PTA) minutes
- \* Photographs - displays and photo book
- \* Staff meeting minutes
- \* Newsletter
- \* Accident/incident recording
- \* Volunteer helpers in nursery policy
- \* Child Protection Policy
- \* Medication procedure
- \* The premises

\* Observed the interaction between children and staff

### **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](http://www.firelawscotland.org)

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

### The requirement

The head teacher and staff must ensure that records are maintained that show how:

- i. children's safety in the environment is risk assessed and
- ii. procedures are implemented to protect children's health and safety.

This is to comply with:

Scottish Statutory Instrument 2011/210 Regulation 4(1)(a), Welfare of Service Users.

Timescale: to commence at publication of this report.

### What the service did to meet the requirement

The requirement had been progressed in that risk assessments had been completed for outings. Further details can be found in Quality Theme 2, Quality Statement 2 of this report.

**The requirement is:** Not Met

### The requirement

The provider must ensure that at all times suitably qualified and experienced personnel are employed to meet the required staff to child ratios, maintain good practice in the running of the nursery and provide for the care and education of the children.

This is to comply with:

Scottish Statutory Instrument 2011/210 Regulation 15(a), Staffing.

Timescale: immediate on publication of this report.

### What the service did to meet the requirement

At the time of the inspection staff ratios were being met. Two nursery teachers were employed on a job share basis and a nursery nurse was employed on a permanent

basis. Further details can be found in Quality Theme 3, Quality Statement 3 of this report.

**The requirement is:** Met - Within Timescales

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

Three recommendations made at the previous inspection had been met and are detailed within this report. Two recommendations have been continued see Quality Theme 2, Quality Statement 1 and Quality Theme 4, Quality Statement 4 of this report for details.

### **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/manager. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The self assessment form identified what it thought the service did well, some areas for development and any changes it had planned.

### **Taking the views of people using the care service into account**

We observed the children having fun and taking part in group activities as well as doing activities on their own. Children appeared happy, relaxed and confident. We talked with five children during the inspection, they told us that they liked being at nursery and there was lots for them to do. During the inspection children attending the morning session walked to the local library for a story and to experience a library visit. Children clearly enjoyed the experience and the walk there was lots of laughter and fun as well as learning there were times to be quiet. In the afternoon session children enjoyed free play and taking part in a gym session where they were learning ball skills.

### **Taking carers' views into account**

Ten parents/carers returned completed Care Standards Questionnaires. We had the opportunity to speak with five parents during the inspection. Parents told us that they were very happy with the service, they were kept well informed of what was going on and the staff were very friendly.

Relatives' comments and references to our Care Standards Questionnaires 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: 4 - 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

The service was making good progress in establishing systems to involve children and parents/carers and share information with them.

There were different initiatives to encourage parents/carers to become involved in their child's learning, such as the parent council (school and nursery), parent appointments to look at their child's individual learning profile and helping out on outings/trips. Parents/carers had been asked to bring items from home related to their child's learning such as bikes/scooters for road safety day, supporting home to school links. On the day of the inspection children walked to the library with the help of some parents. Parents told us that they liked to help when they could and it was a good opportunity to see how their child was doing and what went on at nursery.

Further information was also shared with parents/carers through regular newsletters advising them of the things like term projects, reminders about clothing and planned visits/events. A well informed notice board also helped to keep parents up to date with events, activities and some of the things the children had been learning. Parents told us that they found the notice board a good way of finding out what was happening.

A recommendation made at the last inspection was:

The head teacher and staff team should develop approaches to involved children more in assessing and improving their experiences and the quality of provision.

Staff were building on the opportunities to consult with children about what they wanted to do in nursery to inform play activities and planning. Children had demonstrated an interest in learning about dinosaurs and mind mapping (a visual outline created around a central key word or task, what children know, want to know, then what they have learned is recorded) had taken place. The home corner was in the process of being turned into a dinosaur cave using the ideas of the children. Children's individual learning profiles had been moved so that they were in the nursery and accessible to children and parents/carers.

The head teacher and staff stated that they continued to make progress in involving the children in the nursery provision. The recommendation had been actioned and met.

Children clearly benefited from the friendly relationships that were being formed with the staff and between the staff and parents, they were happy and confident.

The Care Standards Questionnaires indicated the majority of parents/carers strongly agreed and agreed that they were kept informed of what was happening in the service, for example, through newsletters and information boards.

### **Areas for improvement**

The self assessment form identified that:

- \* Staff would continue to involve the children in big book planning giving children an opportunity to contribute and reflect on their learning
- \* Ask children to identify a challenge for themselves each term and then involve them in a discussion to see if they had met their challenge
- \* Continue to involve the children in making up photograph books of their learning activity such as Eco Day and display them in the nursery

The location of the individual learning profiles for the children and the way they were stored could be improved upon so that they were more readily utilised by the children and visually accessible to parents/carers. This was discussed further with the staff and head teacher and further consideration to was to be given to having them located in a central area of the nursery room.

**Grade awarded for this statement:** 4 - 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 head teacher and staff demonstrated that they were very effective in meeting the health and wellbeing needs of the children. We spent time observing the children playing, walking to and from the community library, enjoying gym, looking at recording systems and speaking to parents.

Throughout the inspection we saw that children benefited from being able to move freely between different activities, choosing what they wanted to do. A quiet/reading area was available for children so that they could take time out from the hub of activities. Staff interaction with children was consistently attentive, warm and supportive ensuring that children had positive relationships with staff and that they were happy and secure in their care.

An appropriate Child Protection Policy was in place. The head teacher and staff had an appropriate understanding of child protection issues contributing to the safeguarding of children. Staff confirmed the head teacher updated training in child protection issues annually.

Discussions with the staff and a review of records evidenced that staff worked effectively in partnership with parents and a range of other agencies, including speech and language therapy (SALT) and social work, to identify and support children who needed additional support for learning.

A range of healthy foods were provided at snack time which incorporated a good range of fruit and vegetables, and also took account of children's personal dietary needs and any particular food preferences. Children usually took part in flexi snack (choosing when they stopped play to eat and drink), group snack took place on the day of the inspection for a change, it was a nice social time, independence skills were being promoted with children being encouraged to help themselves to cups and plates, food and drink (water or milk).

Two recommendations made at the previous inspection had been actioned and met as follows:

1. The nutritional guidance for early years documents was taken into account when planning snacks.
2. Children were able to take part in the national dental health programme, brushing their teeth whilst at nursery.

Children were involved in a range of activities that promoted their physical skills. Photographs showed children out for walks in the community. On the day of the inspection, children attending the morning session walked to and from the library

and in the afternoon children clearly had fun improving their co-ordination skills in the sports hall.

The Care Standards Questionnaires indicated that parents/carers strongly agreed and agreed that the service made good use of resources in the local community and that their child regularly got fresh air and took part in energetic play. A written comment was:

'in the short time my child has been at the nursery they have been for walks to learn about numbers and had a trip to the library'

### **Areas for improvement**

The self assessment form identified that the head teacher and staff intended to develop the outdoor play area more taking account of natural resources.

Staff ensure that the quick reference system for children with known allergies/ medical conditions is kept up to date and remains accurate. Where additional information is provided such as update/assessment from external agencies such as SALT it is stored in a central location to promote the care needs of the children.

An inhaler had been stored in a plastic container, whilst the name was on the container, the inhaler was not in it's original box and staff had no paperwork providing written consent from the parents or details of the medication to be given. As a result there was no confirmation that correct information had been exchanged. **(See Recommendation 1)**

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. To ensure that accurate information is exchanged and safe practices are followed, medication should be provided in a prescription labelled container, along with a copy of the parent/carer consent and administration details. The head teacher should ensure that such records are held within the nursery setting and known to all staff.

**National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and wellbeing.**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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

Information in Quality Theme 1, Quality Statement 1 is also relevant for this Quality Statement.

Throughout the session, staff were very hands-on and worked closely with children. They listened to the children and were responsive to children's ideas and comments. The home corner was being made into a dinosaur cave based on the ideas of the children.

Storage enables children to make some choices from the play equipment such as choosing craft materials to decorate the dinosaur, a selection of musical instruments and easy access to the chalk board.

The Care Standards Questionnaires indicated that parents/carers strongly agreed and agreed that the service had a suitable range of equipment, toys and materials for the children.

### Areas for improvement

Information in Quality Theme 1, Quality Statement 1 is also relevant for this Quality Statement.

The head teacher increases opportunities for parents/carers to be involved in the session as helpers or stay and play enabling them to gain an insight into the work of the nursery and their own children's learning.

At the last inspection it was noted that there was more scope for the children to experiment and learn through play, craft work was adult led with an expectation that all of the children completed the same piece of work. The head teacher recognised that there was scope for the children to exercise much more independence in choosing activities and expressing their own ideas and creativity in art and craft. The service was making progress in this area particularly through mind maps/big book planning. There still appeared to be a focus on an adult led art activity with children

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following a set model/format decreasing opportunities for free expression from the children and further progress was to be made in this area. The recommendation made at the last inspection whilst being progressed had not been met in full and is therefore continued. **(See Recommendation 1)**

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The manager and staff should continue to provide more opportunities for children to exercise independence and choice and take forward their own learning and play.

**National Care Standards Early education and Childcare up to the age of 16,  
Standard 5: Quality of experience.**

### Statement 2

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

### Service strengths

The head teacher and staff had established good systems and practices ensuring the safety of the children. We looked at the premises, observed staff practice and spoke with parents/carers.

The entrance to the building was secured outwith drop off and collection times, protecting the children from unsuitable people and dangerous situations. There was an expectation that all visitors reported to the main reception area within the school and signed the visitors' book. The outdoor play area was secure and directly accessible from the playroom further promoting the safety of the children.

The building used by the children consisted of a large room and windows provided natural light. On the day of the inspection it was seen to be clean and free from hazards, a number of colourful wall displays brightened up the area. The organisation of the room enabled children to move around safely and independently. The building was owned and maintained by the council, staff said that any reported faults or repairs were dealt with quickly helping to ensure the environment contributed to the children's wellbeing. Accidents/incidents had been minimal because the children were well supervised by staff.

Children were able to learn about keeping themselves safe through their daily interactions with staff and daily routines in the nursery, for example, being aware of their surroundings and tidying up toys and activities towards the end of the session. This was also evident on the day of the inspection children were able to learn about keeping themselves safe through simple road safety and walking together in a

calm manner to the library and back. Children were developing a clear understanding of personal hygiene as their daily routine was to wash their hands before eating and after using the toilet.

A recommendation made at the last inspection was:

The head teacher and staff should ensure that first aid boxes are checked regularly and materials are replenished.

The recommendation had been actioned, stock held in the first aid boxes was in date.

The Care Standards Questionnaires indicated that parents/carers strongly agreed and agreed that the service was safe, secure, hygienic and pleasant.

### **Areas for improvement**

At feedback the head teacher agreed that further opportunities could be provided for the children to be involved in assessing risk both inside and outside encouraging them to begin to understand about safety issues.

The following requirement was made at the last inspection:

The head teacher and staff must ensure that records are maintained that show

- i. children's safety in the environment is risk assessed and
- ii. procedures are implemented to protect children's health and safety.

During the inspection it was noted that progress was being made with risk assessment being undertaken for outings, although on the day of the inspection staff had not taken a first aid kit with them on their walk to the library. The head teacher also highlighted that the location and exit from the nursery had been scrutinized as a child had almost managed to exit the building. Such practice needed to be extended further in terms of the environment as written risk assessments were somewhat out of date and needed to take account of the toilet block and outdoor play area. Further progress was still needed in terms of cleaning and maintenance checks such as fridge temps and the first aid box. It was suggested to the head teacher and staff that a central checklist would be beneficial. The requirement made at the last inspection had not being met in full and is therefore continued. **(See Requirement 1)**

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 1

**Number of recommendations:** 0

## Requirements

1. The head teacher and staff must ensure that records are maintained and show how:
  - i. Children's safety in the environment is risk assessed and
  - ii. Procedures are implemented to protect children's health and safety

**This is in order to comply with:**

**Scottish Statutory Instrument 2011/210 regulation 4(1)(a) Welfare of users**

**Timescale: 2 weeks from receipt of this report.**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

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

### Service strengths

Information in Quality Theme 1, Quality Statement 1 is also relevant for this Quality Statement. We found the service to have a good performance in relation to this Quality Statement.

Staff had got to know the children well through positive interaction and effective communication with parents/carers. This was supported through speaking with parents/carers. Specific comments included:

'staff are friendly and approachable'

'information sharing has improved particularly since the staff team has been consistent'

The Care Standards Questionnaires indicated that parents/carers strongly agreed that their child appeared happy and confident with staff. Written comments included:

'the teachers always welcome my child in with a smile and hello, she leaves the service happy'

'the staff are friendly and welcoming'

### Areas for improvement

Information in Quality Theme 1, Quality Statement 1 is also relevant for this Quality Statement.

The head teacher and staff provide formal opportunities for parents/carers to give feedback about the quality of staff such as a short questionnaire perhaps following a stay and play arrangement.

The head teacher and or staff develop ways of sharing information with parents/carers so that they are kept informed of changes to staff, their registration with the SSSC and training undertaken.

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**Grade awarded for this statement:** 4 - 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

Staff had being provided with good training opportunities attending to improve their professional development and enhance outcomes for the children. Training provided had included active maths, child protection and assessment is for learning (AiFL).

Records showed that staff had registered with the Scottish Social Services Council (SSSC) and had a responsibility for maintaining their own learning and professional development as well as adhering to the Codes of Conduct.

A requirement made at the last inspection was:

The provider must ensure that at all times suitably qualified and experienced personnel are employed to meet the required staff to child ratios, maintain good practice in the running of the nursery and provide for the care and education of the children.

The requirement had been actioned and met. Two nursery teachers had been employed and they shared the role working on specific days. A nursery nurse worked in the service on a permanent basis.

Staff told us that they felt well supported by the head teacher they were provided with opportunities to meet as a team to plan and discuss practice. Despite the staff team being relatively new, on the day of the inspection it was clear they worked well together so that children enjoyed a smoothly run session helping them to feel settled and confident.

The Care Standards Questionnaires indicated that parents/carers strongly agreed and agreed that staff had the skills and experience to care for their child and support their learning and development.

### Areas for improvement

In recognition of the relatively new staff team, the head teacher and staff continue to develop systems that ensure they are well informed about procedures, share responsibilities appropriate to their roles and attend training to keep their knowledge and skills are up to date.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

Information in Quality Theme 1, Quality Statement 1 is also relevant for this Quality Statement. We found the service to have a good performance in relation to this Quality Statement.

The head teacher stated that there had been no complaints about the service. The complaints procedure was displayed on the notice board so that parents/carers were informed about the action they could take if they were not happy about aspects of the service.

Parents told us that they were happy with the service and that they had no concerns.

The Care Standards Questionnaires indicated that parents/carers strongly agreed and agreed that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

#### Areas for improvement

Information in Quality Theme 1, Quality Statement 1 is also relevant for this Quality Statement.

The self assessment form identified that parents/carers would be encouraged to share their views and any suggestions about the management of the service and be invited to meet with the management team.

**Grade awarded for this statement:** 4 - 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

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## Service strengths

The self assessment form identified appropriate priorities in relation to improvement and that good quality assurance systems were being established. Staff told us that the head teacher was very approachable and maintained close links with the nursery and had undertaken formal and informal observations as part of ongoing evaluation. As a result the head teacher had a good overview of the strengths of the nursery and aspects for improvement.

The service had developed systems for consulting with parents/carers and the children using the service; these are detailed in Quality Theme 1, Quality Statement 1.

The work of the nursery was supported by a framework of well written policies and procedures which had been reviewed and updated to take account of current national initiatives. Systems had been established to enable the staff team to work closely together to monitor and evaluate practice and review procedures to drive improvement. For example, an action from the stage meeting (early years to P3 staff) was to further develop opportunities for parents/carers to visit the service and to consider topic sessions.

Parents told us that they were very happy with the way the service was being managed and delivered. They felt that the level of information sharing was good and they felt their views were listened to.

## Areas for improvement

The self assessment identified that:

- \* The head teacher and staff would continue to address any areas for improvement identified in questionnaires or informal feedback
- \* Would involve nursery staff in more systematic and rigorous audit of the service using the Child at the Centre 2

Information detailed in Quality Theme 1, Quality Statement 1 is also relevant for this Quality Statement.

Where procedures/documentation refers to that of the Care Commission (which is no longer in existence) it is updated to that of the Care Inspectorate (the independent scrutiny and improvement body for care services in Scotland).

The head teacher recognised that a general survey of the service had not been undertaken for sometime and that the use of open questions may result in more useful feedback. There was also scope for the service to develop systems for regular evaluation/feedback such as parents helper arrangement, the newsletter and any stay and play sessions. Parents/carers and children should be kept informed of how their views and suggestions have influenced the service as a means valuing their

input. A recommendation made at the previous inspection had not been progressed and is therefore continued. **(See Recommendation 1)**

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The management team should continue to develop and implement effective systems of evaluation that take account of the views of staff, children and parents/carers to support continually improved outcomes for children.

**National Care Standards Early Education and Childcare up to the age of 16,  
Standard 13: Improving the service and Standard 14: Well managed service.**

## 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

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	4 - Good
Statement 3	5 - Very Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	4 - Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	4 - Good
Statement 3	4 - Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	4 - Good
Statement 4	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
8 Nov 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and Leadership 4 - Good
24 Jun 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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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ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم اذہ

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