

Care service inspection report

Abernethy Primary School Nursery

Day Care of Children

Abernethy Primary School
Nethybridge
PH25 3ED
Telephone: 01479 821274

Inspected by: Rod Coltart

Type of inspection: Unannounced

Inspection completed on: 27 September 2012



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Service provided by:

Highland Council

Service provider number:

SP2003001693

Care service number:

CS2004074207

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

What the service does well

The staff aim to provide a flexible, responsive service; and they seek to maintain relevant current information linked to meeting the needs of each child. Many parents and carers believe the staff to be "excellent" and "approachable". A range of activities, equipment and toys is available to develop the children attending the nursery. The working relationship between staff and parents and children remains very positive.

What the service could do better

The manager and staff could make better use of the Care Inspectorate's self assessment process to identify and build in action points linked to future areas of development.

We recognise that the staff group are keen to further develop future planning linked to the involvement of service users and carers.

What the service has done since the last inspection

Since the last inspection the provider has continued to develop the use of mind mapping and other strategies to involve service users and their carers in the development of the service.

Conclusion

Staff work positively with children and their parents/carers to provide a valued flexible and responsive service.

Who did this inspection

Rod Coltart

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

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

Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could do more to improve 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 2012 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.

The service is registered to provide care to a maximum of 20 children aged 3 to not yet attending primary school.

The nursery is part of a cluster group with three other nurseries managed by the respective Head Teacher with additional support from a Nursery Coordinator Teacher.

The nursery accommodation is situated within Abernethy Primary School. In addition the children are able to access school facilities including the library, gym and art room.

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 4 - 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 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written following an unannounced inspection that took place on 27 September 2012, commencing at 08:45 to 12:45.

Formal feedback with the nursery staff present took place the same day.

As requested by us, the service sent us a completed self-assessment form.

We issued 10 SCSWIS care standards questionnaires to the nursery for distribution to parents who use the service, 7 completed questionnaires had been returned before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

- Supporting evidence from the up to date self assessment
- Service questionnaires "Having your say"
- Children's records
- Accident and Incident Records
- Child Protection
- Complaints policy
- Behaviour Management

- Observation of practice and discussion with some of the staff
- Examination of the environment and equipment.

All the above information was taken into account during the inspection.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The provider had submitted an electronic self assessment that gave relevant information for each of the Quality Themes and Statements. The provider identified strengths and gave evidence of parent and children's involvement.

Taking the views of people using the care service into account

There were 15 children present during the inspection visit aged 3 and 5 years. The children appeared content and interacted in the main positively with one another and seemed secure and comfortable in the company of staff.

Taking carers' views into account

We received 7 Care Standard Questionnaires (CSQs) prior to the inspection taking place. Five CSQs outlined that these parents/carers strongly agreed with the statement "Overall, I am happy with the quality of care my child receives in this service". The remainder of the CSQs "agreed" with the same statement. One carer noted that they "really appreciated the children going outside...". Other comments from parents/carers are included within the body of the 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

The service continues to have a comprehensive Parental Involvement Policy which outlines strategies for involving parents/carers and commented "Abernethy Nursery will respect, understand and value the contribution parents make towards their children's learning".

Staff worked in a focussed manner to ensure the children were consulted and involved in as much as possible. Staff are aware of the importance of seeking children's views informally throughout the session. Staff interacted with the children in order to respond to their needs. Children's ideas had been sought through Mind mapping and circle time and staff were able to evidence how in the past this had influenced visits and activities.

The service continues to work to develop information sharing opportunities. The service has a large information board which appeared to be up to date and hold relevant information about the service.

Parents/carers are invited to meetings and open stay and play sessions. The service had recently issued a questionnaire to parents/carers seeking their views on aspects of the service linked to their child's care and support while at the service. We noted that following consultation with parents/carers plans linked to the further development of the outside play area were being finalised.

Staff indicated that information gained through formal and informal means will be part of the service self evaluation process.

Parents/carers had been asked to contribute to the review of the whole school's Aims and Objectives. The nursery provision is seen by staff, parents/carers and children as an integral part of the whole school community.

Parents spoken with confirmed that the service encouraged visits to the service to assist with any transitional issues. Staff were seen by parents/carers as "welcoming" and "dedicated".

The service had in place an appropriate complaints policy which was made available to parents and carers. No complaints had been recorded within the service or by the Care Inspectorate.

Areas for improvement

In seeking to develop the consultative process within the nursery staff may wish to consider reviewing the format of the questionnaires. For example include more "open questions" in order to try and expand on areas of development identified by parents/carers.

In order to increase parents/carers understanding of the service and its policies and procedures, staff may wish to consider displaying on the notice board "A policy of the Month".

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 staff group had recently been joined by a dedicated cluster nursery co-ordinator. Staff were looking forward to being supported by this post holder and saw the proposed ongoing review of their practice and the service policies as a positive measure.

The staff evidenced how the children are supported prior to and following the move to primary 1. We found the transition process to be supportive of children's needs and parents/carers spoken with confirmed that steps taken meet the needs of the children.

The staff had access to children's own individual files containing information relating to the child's needs. This information provided by their parents/carers included children's health needs and cultural/ background.

Staff are aware of the importance of being provided with all the relevant information linked to meeting a service users' needs. Where this information is not forthcoming or sufficient, they know they can request the information from carers or other relevant

parties in line with expectations of the local authority's policy linked to "Getting it right for every child" (GIRFEC).

Care Inspectorate parental questionnaires indicated that parents continue to be very happy with personal care provided for the children. The children were treated with respect, made to feel welcome and that interaction was positive. Confidentiality was maintained and parents were confident that the service provided opportunities to experience a balanced range of activities.

The parents and carers of the children attending the nursery were aware that the service had a clear code of behaviour for children.

There was a good range of activities and resources available covering all areas of the curriculum.

We noted as in previous inspections that there was balance between free and structured play.

The staff had previously identified a need to get a better balance between outside and inside play. This improvement was readily identified.

On the day of the inspection the children spent most of the session in the local wood experiencing a variety of stimulating learning opportunities. We noted staff try to make use of this outside classroom at least twice a week.

Despite funding challenges the nursery with the support of parents/carers continue to provide nutritious snacks and promote a healthy eating policy.

The service participates in the national tooth brushing scheme and children are provided with dental health education.

The service continued to operate a system for recording accidents and incidents. Staff in the nursery and the wider school had first aid certificates.

Areas for improvement

We noted that the service held an infection control policy. Staff are aware of the updated guidance linked to infection control in early years settings published by NHS Scotland March 2011. The service is to up date its own infection control policy to acknowledge this recent guidance.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

Comments made in Quality Statement 1.1 are also relevant in this Statement.

Views of children and carers are sought through informal discussion and mind mapping.

The service notice board contained the statutory information required of a registered service as well as other information linked to the curriculum provided. Service users are encouraged to care for their environment through their involvement with the national Eco schools programme.

Care Standards Questionnaires indicate that parents feel the service is safe, secure, and hygienic and smoke free. The responses indicate that the environment is stimulating and pleasant with suitable toys and equipment.

On the day of the inspection the service users were making use of the limited outside play area.

Staff confirmed to the inspector that it planned to increase the number of display areas in the hall. This development will provide additional space to exhibit service users' work linked to the mind mapping exercises.

Areas for improvement

The service should continue to revise the content of questionnaires to look at different areas of service provision and continue to involve parents and children in assessing and developing the environment.

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 premises were observed to be in a very good state of repair and the accommodation had suitable ventilation, heating and light. A no smoking policy was in place.

There was access to an outdoor play area. The area of the accommodation inspected was considered to be clean.

There was a visitor's book available and the inspecting officer was asked to sign the book. Visitors to the service did not have unsupervised access to service users.

Welcoming notices with appropriate information were clearly displayed at the entrance to the service. The service has a number of risk assessments in place and the staff are aware appropriate standards of care should be maintained at all times.

We noted that entrance to the service was through a secure and monitored front entrance.

The service users could move freely round the classroom and had access to dedicated toilets opposite the classroom. The layout allowed for areas where the children attending can play independently, or in a small group.

The service has made use of and enjoyed access to the local community wood for active play.

Staff had undertaken child protection training and we noted that the child protection policy was presented in a way that parents/carers and others viewing would find it "user friendly".

Staff had previously identified that the risk assessments linked to outside play required to be reviewed. We sampled risk assessments in place and found them to be competent.

Areas for improvement

We noted that cleaning materials were not stored securely in the children's toilet area. Staff assured the inspector this was an isolated incident and immediately removed the material from the toilet. In recent years the service has refurbished the children's toilet area. Staff are to continue to review the practice relating to this area of the service to ensure infection control measures continue to meet best practice guidance.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 3

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

Service strengths

The current staff team have been at the service for some years. From comments received from parents/carers it is clear that their efforts are appreciated. One parent stated in the CSQ that "the staff did an excellent job and are very dedicated".

Staff are focussed on providing a stimulating environment and there is evidence that weekly/daily planning take place. These plans ensure that the staff provide good learning opportunities for the service users within the service. We found evidence that ongoing training continues to be a facet of their professional development.

Staff indicated that they are keen to make best use of the support and guidance that will be available following the appointment of a cluster nursery co-ordinator.

Staff received annual appraisals. Following on from this process future training needs/wishes are identified and courses accessed where possible.

Areas for improvement

We noted staff remain keen to develop their practice further in relation to identifying next steps planning. We would agree that focussing on this area of work will further enhance the outcomes for service users.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service strengths

Comments made in Quality Statement 1.1 linked to participation policies are also relevant to this Quality Statement.

The staff are aware of and adhere to the provider's Equality and Diversity Policy.

Staff have been provided with training on Getting it Right for Every Child (GIRFEC). We observed staff supporting service users' learning throughout the session, acknowledging good behaviour and acting as positive role models for all present.

As previously stated the staff group are keen to ensure individual's needs are known and steps are taken to ensure service users and carers are able to express their views and influence how the service operates.

Areas for improvement

The provider continues to seek ways to review this Quality Statement. The ongoing feedback from parents and carer evidences joint working.

Feedback is to continue to be sought in a manner which remains proportionate and meaningful.

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

Previous comments made in Quality Statement 1.1 and 2.1 are also relevant in this Quality Statement.

Staff are aware of the principles of the National Care Standards and there is evidence that they strive to keep them to the fore in working to deliver a service where service users and carers' views are valued and encouraged.

Parents/carers are also encouraged to attend open evening meetings. The school has an active Parent Council and parents/carers from the nursery are invited to be members of the Council. We noted that the Parent Council would have a role in appointing the manager of the service as and when the position became vacant.

The school improvement plan highlighted areas of development linked to the nursery provision.

We were able to see how the whole school had been involved in the plan to refurbish the nursery garden and how it is to be progressed.

The service displayed its Complaints procedure where parents/carers are encouraged to speak with the Head teacher if they had concerns. The contact number and role of the Care Inspectorate was also displayed in the event of parents/carers wishing to make a complaint to the regulator.

Areas for improvement

Areas for improvement highlighted in Quality Statement 1.1 are also relevant to this Statement.

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

Staff members have evidenced they are aware of the provider's responsibilities to report particular issues and events to the Care Inspectorate or the Scottish Social Services Council (SSSC). We were satisfied that the staff will continue to ensure they comply with the requirements of the SSSC linked to personal development.

The service used external and internal quality assurance systems to assess and review the quality of the service provided. The staff planned to continue to respond positively to any areas for development or recommendations from these audits.

The provider plans to make use of information gleaned through the self evaluation process and build on this and information provided following the next Quality Assurance Improvement plan.

A complaints policy was clearly displayed and had been updated to take into account the change in name of the regulator to ensure that the Care Inspectorate is now known to all parents/carers.

Areas for improvement

The provider is to continue to make use of the quality assurance strategies available to them and work to further develop areas of improvement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership 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 - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Staffing - 5 - Very Good	
Statement 3	5 - Very Good
Statement 4	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
5 Jun 2009	Announced	Care and support 5 - Very Good Environment 5 - Very 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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