

Care service inspection report

St. Patrick's Primary School Nursery

Day Care of Children

Carronbank Crescent

Denny

FK6 6DW

Inspected by: Patricia Bunyan

Type of inspection: Unannounced

Inspection completed on: 9 May 2013



HAPPY TO TRANSLATE

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Service provided by:

Falkirk Council

Service provider number:

SP2004006884

Care service number:

CS2008177288

Contact details for the inspector who inspected this service:

Patricia Bunyan

Telephone 01786 432940

Email enquiries@careinspectorate.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

St. Patrick's Primary School and Nursery was working well to involve children, parents and carers in the service. There was good representation on the parents' council and the parent/teacher association. The school was being considered for a Partnership with Parents' award by Education Scotland.

Staff in the nursery worked well to provide a caring and stimulating learning environment for the children who attended.

We found that the service had established very good links with other childcare services, professional agencies and local community groups. This allowed them to provide a well-informed, inclusive and supportive service for the children and their families.

What the service could do better

We noted that this session, there had been a significant number of staff changes within the nursery. We thought that the service provider should work towards achieving greater consistency within the staff team. This would make it easier for children and parents to form relationships with individual key workers and help parents gain confidence in the skills and abilities of the staff team.

We thought that the service should continue to develop opportunities for the nursery to become more involved in the work and projects of the whole school. This would

increase experiences and learning opportunities for children, strengthen links between school and nursery staff and benefit staff's professional development.

What the service has done since the last inspection

The nursery was continuing to embed the local authority's system for recording children's learning. We found that staff were working well with children and parents to identify and respond to children's interests through individual learning journeys.

The nursery had been developing more opportunities for children to experience an improved outdoor curriculum. We noted some improvements to the nursery outdoor area and increased opportunities for children to play and learn outdoors. Children had recently participated in an outdoors nursery session, held in a local wooded area. Children, parents and staff were very enthusiastic in their feedback about their experiences.

Conclusion

Overall, we concluded that children have good experiences in the nursery setting and families report that they are very happy with the quality of the service.

Who did this inspection

Patricia Bunyan

1 About the service we inspected

We wrote this report following an unannounced inspection which took place on 23 April 2013 between 09:30am and 4:30pm and 24 April 2013 between 9:00am and 3:00pm. Feedback was provided to the head teacher and principal teacher on 09 May 2013. The inspection was carried out by Patricia Bunyan, Inspector.

As requested by us, the service sent us an annual return and a self-assessment form.

We provided the nursery with 20 questionnaires for parents of children attending. We received 5 completed questionnaires from parents prior to the inspection.

We spoke with a minimum of 10 children during the course of the inspection. We also spoke with ten parents/carers.

During the inspection process we gathered evidence from various sources including;

- * Evidence from the service's most recent self assessment
- * Parent/carer questionnaires that were completed and returned to the Care Inspectorate
- * Nursery welcome brochure and website information
- * Planning records and formats
- * Children's profiles/learning journeys
- * Notice boards
- * Newsletters
- * Minutes of meetings
- * Staff training and personal development details
- * Standards and quality report
- * Improvement plan and task briefs
- * Displays throughout the nursery
- * Medication/accident/incident records.

We talked to various people including:

The head teacher,
Principal teacher responsible for the nursery curriculum
Senior / early years officers

We observed how staff worked with children in the nursery.

We looked at the environment and considered how resources and equipment were used to support children's care and education.

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 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 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

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 needs to 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 based on best practice or the National Care Standards.

- 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 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

St Patrick's Primary School Nursery is part of Falkirk Council's provision for pre-school education. The service is registered to provide morning and afternoon places for up to 35 children aged from 3-5 years. The roll at the time of the inspection was 60.

The service is managed by the head teacher with a principal teacher taking responsibility for supporting the early years' curriculum in the nursery.

The nursery is located in a mobile classroom within the school grounds. There is a central playroom with integral kitchen and children's toilets. A small cloakroom is

available with adult/disabled toilet facilities. There is an enclosed garden for children to play outdoors.

The aims and objectives of the service reflect those of the Curriculum for excellence, based on enabling children to become confident individuals, successful learners, responsible citizens and effective contributors.

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

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

In relation to our recommendation that drop-off and collection arrangements be closely monitored to ensure children's safety, the service had introduced a range of methods to improve.

The arrangements are still in place and staff and parents confirmed they were fully aware of strategies used to overcome the problems with busy periods when children and parents were entering and leaving the building.

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

We received a fully completed, self assessment document from the nursery.

The nursery identified what they thought they did well and told us how they planned to continue developing the service in accordance with good practice.

We thought that the service could further develop the quality of their self assessment by providing more examples of outcomes for children and families.

Taking the views of people using the care service into account

Over the course of the inspection, we spoke with approximately 10 children informally as they took part in different activities.

Children who attended the nursery were observed to be comfortable in their surroundings and confident in their relationships with staff.

We saw good staff/child interactions and observed how staff monitored children's play and encouraged and praised their efforts and achievements.

Children were encouraged to choose their activities in nursery. We saw them access a range of indoor and outdoor activities and play together sharing toys and resources. We saw that children enjoyed chatting with their friends during snack time and together times.

We saw some children looking at their learning journey folders and talking to staff about their learning and their 'star moments' when they achieved something special.

One child spoke to the inspector about the nursery's large African snail and was able to explain exactly how to care for it. She knew what it liked to eat.

One child was interested to know about why the inspector was visiting his nursery and on having this explained to him he thought that this was like being a 'special agent'. This very clearly had captured his imagination and led to a very interesting discussion with 2-3 children about what 'special agents' actually did in their jobs. Our discussions with children evidenced to us that they enjoyed their time at nursery and that they were benefiting from a stimulating learning environment and that staff took account of their interests and supported and promoted their developmental progress.

Taking carers' views into account

We sent out 20 questionnaires, via the nursery, to the parents of children attending the service. Of these, five were completed and returned to us, prior to the inspection.

We also talked to thirteen parents during our inspection visit.

When asked about the overall quality of the service their children receive from this service, all parents strongly agreed or agreed that they were happy with the quality of care their children received.

Comments included,

"My child has a very positive nursery experience. He is always enthusiastic about attending nursery, which is a huge turnaround as he was initially very reluctant to go to nursery. He finds activities and learning experiences to be stimulating and engaging and most of all fun! Staff at St Patrick's work very hard to ensure the ethos of the nursery is welcoming, open friendly, informative and supportive.

Other comments from parents are included in the main 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 provided a range of opportunities for parents/carers to share their views about the life and work of the nursery. In relation to the quality of care and support, we assessed this to be very good.

We found that the service provided detailed information to families who were new to the nursery, using the informative welcome brochure, the school website, as well as individual meetings, discussions and arranged visits. This meant that children and families could plan and prepare well for starting nursery and be supported in their early nursery experiences.

Throughout the nursery year, the service continued to keep parents informed and involved in the work of the nursery, for example through regular letters, newsletters and display of information in and around the nursery premises.

Parent/carer views about the quality of the service and their suggestions for improvement, were actively sought. We spoke with parents who attended meetings of the Parent Council and the Parent Teacher Association. They found this a positive experience and confirmed that they had good opportunities to influence the quality of the service being provided. We heard about a varied range of social events, that they had helped to organise. These included 'fun nights' and 'story telling nights'. We heard from one nursery parent whose child had participated in the recent outdoor curriculum event. She had suggested the possibility of further developing children's outdoor experiences by establishing visits to a nearby farm. The service confirmed that they were exploring ways to take this suggestion forward.

Nursery parents had an open invitation to spend some time in the nursery with their children, when they dropped them off. They could spend up to twenty minutes in the service to share in their child's activities, look at their learning journeys or if they chose, take some time to speak with their child's keyworker.

Overall, the parents we spoke with agreed that they felt involved and included in the life and work of the service.

Children too, had a range of opportunities to give their views about the nursery. This included chats with staff, either individually or at group times with their keyworkers. Examples of the children's comments were noted in learning journeys, planning documentation and floor books and we could see how this information was used by staff to take account of children's interests, inform planning of activities and influence children's learning.

Areas for improvement

In the feedback we received from parents, one parent disagreed that staff shared information about her child's learning and development with her. She also didn't know whether staff regularly assessed her child's learning and development and used this to plan her next steps. She commented:

"As much as I am satisfied that my child is enjoying nursery and benefiting from it, I would like more regular information about how her learning and development is progressing within the nursery, as I feel sometimes I just don't know what she gets up to in a day, and it can be too busy at drop-off/collection time to ask.

As a result of this feedback, the service could reinforce more regularly to parents, the opportunities that are currently available for them to spend time in the nursery setting. They may also wish to consider other ways in which feedback to parents about their child's daily experiences might be improved.

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

From our observations and discussions with staff and from sampling a range of documentation during the inspection, we found that the service had a very good approach to ensuring children's health and well-being needs are met.

The nursery operated a 'key worker' system designed to help staff know and understand individual children and families well and establish effective relationships with them. Enrolment forms and 'Personal Health Review' forms were held for all children attending the service and staff used this information to plan and prepare appropriately for introducing children to the service. Where children had identified additional needs, staff were able to access training to support them in nursery, for example, some staff had undertaken epi-pen training to support a child who had the potential to suffer severe allergic reactions.

We saw that children's personal plans were established and that reviews were planned to take place every 6 months or as necessary. As a result, staff and parents regularly shared and updated information relating to children's health, safety and well-being.

Staff had undertaken training in 'Getting it Right for every child', (GIRFEC) and were familiar with the related processes and documentation. For children with additional support needs, we saw that regular meetings took place with parents and support agencies to review, assess, and plan strategies and next steps. Support for learning staff were providing additional support for identified children in the nursery. This helped to ensure that the children were able to participate and benefit from their nursery experiences.

We heard how the service supported one young child and her family, who struggled to communicate due to language barriers. As well as using translating services to improve methods of communication, the school invited a primary 4 pupil, who spoke the same language to spend short periods of time with the child in nursery. They also shortened the length of nursery sessions for the child until she was feeling confident and comfortable in the setting. We thought that this demonstrated a responsive and practical approach to meeting individual needs, which had very good outcomes for the individual child and her family.

Overall, the service had accreditation as a health promoting school, level 2.

We saw established systems for managing Infection Prevention and Control, including for example;

- * Cooksafe procedures for ensuring safe practice in the provision of food and snacks
- * Staff had training in food hygiene
- * Handwashing at appropriate times
- * effective implementation of exclusion periods for illness.

We saw various examples of ways in which children were learning about personal safety and health, for example, staff supported children's dental health through participation in the 'Childsmile' dental health programme. This meant that children regularly brushed their teeth in nursery. They were visited by the dental hygienist to learn in fun ways about looking after their teeth

Staff supported children's learning about healthy eating. Nursery snack menus reflected that children had healthy choices for snacks which included fresh fruit daily.

Staff included children in talking about foods which were good for them and asked for their suggestions for snacks in the nursery. Children helped to prepare snack and regularly participated in activities to help them learn more about different types of food and where it came from. Planting and growing in the nursery garden allowed children to see for themselves the processes for growing fruit and vegetables.

Increasing children's access to and experience of outdoor play had been a major focus for the nursery and more information about this is contained in Quality Theme 2, Quality Statement 2. Children had however been benefitting from increased opportunities for physical activity and more time spent in an outdoor environment, which directly benefited their health and well-being.

Parents we spoke with agreed that they felt involved in what their children were learning about in nursery. They knew about their children's own learning journeys and were comfortable about discussing these with their children and with staff. They liked that they could share information from home to celebrate children's achievements or 'star moments'.

Parents commented on how well their children had settled into the nursery and were very positive about the arrangements for their transition into school.

Child protection policies were in place and shared with parents. Staff awareness of child protection issues and their responsibilities in relation to this were updated annually through established whole school procedures.

Areas for improvement

We have asked the service to improve the arrangements for children's personal care in the nursery. This relates to using the designated facilities provided, for changing children in nursery and is detailed further under Quality Theme 2, Quality Statement 2.

Although some staff in the school were trained first-aiders, we felt that at least one member of nursery staff should also be trained to this level. This would help to ensure a competent first-aider is more easily available within the nursery premises.

We were informed that the principal teacher was also keen to undertake first aid training.

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

We found that the service was performing at a very good level in relation to this quality statement.

Please refer to Quality Theme 1, Quality Statement 1 for information on the range of ways that children and families could be involved in influencing the quality of the environment and resources.

From the range of evidence sampled during the course of the inspection, we concluded that staff were encouraging children's input into influencing the nursery environment and that they were developing areas and activities through consultation with the children, identifying their interests, preferences and opportunities for learning. An example we saw during inspection was the 'log campfire area', which children were using enthusiastically for a number of activities including story telling, building and construction. This had followed on from the children's whole nursery session at a local wooded area.

We saw a very good example of consultation with parents about their children's outdoor nursery session in the woods. A meeting had been arranged for parents with the curriculum support officer, supporting the activity. Parents who attended heard exactly how children could benefit from the experience; what arrangements would be put in place for facilitating the activity and this allowed them to raise any concerns they might have. A few parents decided that they did not want their children to participate and their decisions were respected. We felt that this involved and included parents very effectively in their children's nursery experiences.

Areas for improvement

Within their self assessment, the service identified their intentions to further develop consultations with children and families using questionnaires, and discussions at Parent Council and 1:1 meetings.

They also intended to further involve parents in tasks relating to the school improvement plan.

We agreed with the areas identified for continued improvement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

The nursery demonstrated good practice in relation to this quality statement.

Overall, we found that the premises were safe and secure with sufficient heating, lighting and ventilation to ensure a comfortable environment for young children.

The resources used within the nursery were of a good quality and staff worked well to ensure the environment was well presented, stimulating and attractive for children and families. Staff worked well to keep the areas clean, tidy and organised. Children were being encouraged to care for their environment and resources through simple nursery rules and were praised for doing so.

Secure entry systems and security procedures contributed towards children's overall safety when arriving and departing the premises. Parents/carers and children signed the nursery register on arrival and departure and informed nursery staff of the person responsible for collecting their child at end of session. Visitors to the service reported to the main entrance and signed in/out using the visitors book.

Regular health and safety checks of the nursery meant that staff were monitoring the premises for defects and issues of concern and they referred these promptly for attention.

New ramps had very recently been fitted to the front and rear nursery doors. Some parents had raised a concern regarding the safety of the newly-installed ramps. The service had promptly taken advice from the local authority's Health and Safety representative to examine and risk assess the ramps. There was no remedial action required, however parents were reassured by the service's prompt response to the concerns they had raised.

Staff continued to implement a range of practical measures to overcome some of the limitations of the nursery building. For example, congestion in the cloakroom was eased, using staggered drop-off and collection times and by encouraging parents

bring their children's outdoor clothes into the playroom, so that more space was provided for each child getting changed.

Staff regularly used space available within the school for ensuring children had regular access to energetic physical activities. Taking groups of children to access the gym and the library helped to free some space in the nursery playroom and allowed children to have more allocated space for certain activities during the course of their sessions.

Staff had been working on the development of the outdoor curriculum and part of that was to improve the quality and range of activities available for children in the nursery garden. This work was ongoing and staff had enlisted support in developing the outdoor curriculum from the curriculum support officer.

Areas for improvement

We found that the nursery building was showing some signs of wear and tear. We were concerned about the safety of the floor in the cloakroom area, which at points was soft and spongy, indicating some damage had occurred. This was discussed with the head teacher and the janitor who both confirmed that this had been inspected by the clerk of works. This had been assessed as presenting no immediate risk to service users but remedial action taken to repair any damage was planned to take place over the summer, when the nursery was closed.

The service should continue to monitor and risk assess this area in terms of any further deterioration and risk to service users and staff .

Parents told us of their ongoing concerns about the lack of space generally afforded to children in the nursery, in particular the very small cloakroom area. As already detailed however, the service do their best to overcome the problems arising from the lack of space.

The premises are very limited for storage and we found that the staff/disabled toilet/ changing area was being inappropriately used for storage of nursery resources. Staff had stopped using the designated changing facilities and were changing children in one of the nursery toilets instead.

The service should discontinue this practice and seek alternative storage for nursery equipment.

Children should be changed in the designated area. This to ensure good practice in infection prevention and control and also to respect children's privacy and dignity in personal care. See requirement 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The service must ensure that staff use the designated facilities for changing children. The service must also ensure that nursery resources, inappropriately stored in these facilities are removed. This is ensure that the service makes proper provision for the health and welfare of service-users; that they have appropriate procedures for the control of infection and that the privacy and dignity of service-users is respected.

This is to comply with the The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210, Regulation 4 (1) Welfare of Users

Timescale: Within 24 Hours from the date of the 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

The nursery has been assessed as having a good approach in encouraging the participation of children and parents in the quality of staffing.

Please refer to the information contained in Quality Theme 1, Quality Statement 1, which was also taken into account in grading this quality statement.

Photographs of staff and their positions were clearly displayed in nursery, so that parents knew who each staff member was, as well as their role in the service. The parents that we spoke with told us that they felt staff were friendly, caring and approachable.

Newsletters, minutes of meetings of the Parent Council and the annual Standards and Quality report helped to keep families up to date with staff changes and developments.

Areas for improvement

Within the service's self assessment, the service identified their intentions to improve their methods for gathering the views of children and parents to inform the quality of staffing in the nursery.

For example they intended to gather parental feedback from parents on staff/child interactions following their participation in nursery sessions. They planned to include feedback into 6 monthly reviews with parents.

The service identified that they intended to explore further ways to gather children's views on the staff who look after them, so that children's views can be used to improve the service.

We agreed that the service should further develop the methods used to gather the views of children about the staff and feel this would be particularly relevant, given the staffing changes which have taken place in the service.

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

The service was found to be operating at a good level in relation to this quality statement.

Please refer to the information reported on in Quality Theme 1, Quality Statement 1, which has also been used to inform the grading of this quality statement.

Parents participated and influenced the quality of management and leadership, through their roles on the Parent Council and Parent/Teacher Association. Their influence and involvement in aspects of management and leadership and the improvement planning process were able to be determined through minutes of meetings and from direct discussion with parent representatives.

On a wider scale, all parents could complete questionnaires on quality, give their views and suggest areas for improvement.

Annual Standard and Quality reports were produced by the service, to ensure their work was shared with those families using the service.

Within their self assessment, the service identified their intentions for monitoring children's learning journeys and introducing chronologies for nursery children. We found that this was in place by the time of the inspection.

Areas for improvement

The service should continue to develop their systems for reviewing children's personal plans to ensure that next steps for children are being identified, discussed and agreed with parents.

The service should continue to ensure that the views of parents and children continue to influence service improvement and best practice.

Please refer also to Quality Theme 1, Quality Statement 1, where we have commented on areas for further improvement.

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

Service strengths

From sampling nursery records and documentation and from our discussions with parents, staff and management, we have assessed that the service had an overall good approach to managing quality assurance using self evaluation and monitoring procedures.

Overall responsibility, monitoring and quality assurance remained the responsibility of the head teacher, however the principal teacher had devolved responsibility for overseeing the work of the nursery. She supported staff in their planning and delivery of the curriculum.

On a day to day basis, staff worked effectively as a team to provide good quality experiences for children in their care. We could see how children's learning experiences were planned to reflect their interests using a range of methods, for example visual plans, mindmaps and evaluation of topics and activities.

The service had systems for seeking and recording views of stakeholders, evaluating information, compiling development plans, implementing changes and monitoring progress.

The quality improvement officer for the service monitored and advised on the work of senior management through a system of support and challenge visits. The service complaints policy set out what families needed to do if they had a concern or complaint about the service.

In the main, the service took account of and responded positively to the requirements of legislation, for example submitting documents when required and producing action plans where necessary following inspections.

Overall we concluded that the combined efforts of staff and management resulted in a service which provided positive experiences for children and families.

Areas for improvement

We noted from our inspection that the nursery had been decanted to other premises for a period of time in 2011.

The regulatory body had not been notified of this. This meant that the service had for the period of time it was decanted been operating in breach of their conditions of registration. We discussed this with the head teacher who stated that this had been an error on her part. We recommended that this service takes steps to consult the Care Inspectorate website on a regular basis to ensure that they keep up to date with information for registered services. We also made a requirement regarding notifications. See requirement 1.

We noted during the inspection that the certificate of registration displayed in the nursery was not current. The service must display a current and accurate certificate of registration at all times while the service is in operation. See requirement 2.

We also noted from our examination of documentation that the complaints information on display within the service referred to the previous regulatory body and not the Care Inspectorate. This must be updated to reflect accurate information for service-users about complaints procedures. See requirement 3.

Grade awarded for this statement: 4 - Good

Number of requirements: 3

Number of recommendations: 0

Requirements

1. The provider must notify the Care Inspectorate of change of premises which are used in the provision of the care service.

This is to comply with SSI 114 Regulation 23 Notice of Changes

Timescale: Ongoing

2. The service must display a copy of their current certificate of registration in the service.

This is to comply with the Public Services Reform (Scotland) Act 2010, Chapter 3, 60 (5)

Timescale: Within 24 hours from the date of receipt of this report

3. The provider must ensure that accurate information is provided regarding complaints procedures. This must include accurate information the name

and address of SCSWIS, (Social Care and Social Work Improvement Scotland);
and procedure (if any) that has been notified by SCSWIS to the provider for the
making of complaints to SCSWIS relating to the care service.

This is to comply with SSI 2011, No 110, 18 (6) (a) and (b)

Timescale: Within 1 week from the date of receipt of this report

4 Other information

Complaints

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

Enforcements

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

Additional Information

Action Plan

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

5 Summary of grades

Quality of Care and Support - 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 - 4 - Good	
Statement 1	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
29 Apr 2010	Unannounced	Care and support 5 - Very 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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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Telephone: 0845 600 9527

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