

Care service inspection report

Lullaby Lane Day Care of Children

31a North View
Westerton
Bearsden
Glasgow
G61 1NY

Type of inspection: Unannounced

Inspection completed on: 2 September 2014



HAPPY TO TRANSLATE

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Service provided by:

Tigerscot, a company limited by guarantee

Service provider number:

SP2013012038

Care service number:

CS2013316199

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at 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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

We found:

They were establishing a good approach to involving children and their families in the ongoing improvement and development of the service. It was clear they respected their views and valued their opinions.

Children were being given good opportunities to grow and develop and explore, experiment and make discoveries through their play and learning.

What the service could do better

They should address the recommendations and areas for improvement identified in this report as a matter of priority.

What the service has done since the last inspection

This was the service's first inspection following registration on 10 October 2013.

Conclusion

We found they were strongly committed to:

Improving what they did

Moving forward as a confident, competent and effective team

Achieving the best outcomes they could for children and their families.

1 About the service we inspected

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

This service registered with the Care Inspectorate on 10 October 2013.

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 Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Lullaby Lane is a day care of children service providing full-time and sessional care to children up to the age of three. The provider is Tigerscot (a company limited by guarantee).

The nursery operates during 50 weeks of the year from Monday to Friday, from 8:00 am to 6:00 pm. It is registered for 21 children between the ages of birth up to three years, of whom no more than 6 children are under two years.

The service operates from its own premises in the Westerton area of Bearsden, Glasgow. They have two playrooms and children can also enjoy a range of energetic and outdoor play activities in their play area outside.

The aims and objectives of the service are:

To ensure all children are given the opportunity to meet their full potential through a broad range of active learning, play and interaction with others.

To create a safe, secure and friendly environment which is welcoming and relaxed to create confident individuals.

To provide a stimulating atmosphere which will enhance children's learning and development.

To give all children the appropriate levels of support and encouragement to be the best that they can be.

To ensure daily access to outdoor play and learning through the provision of open space regardless of weather conditions.

To develop strong partnerships with parents/carers to understand every child's uniqueness and working together to provide the best possible support.

To deliver childcare which is equal, respectful, honest and reliable for both children and their parents / carers.

To put children at the centre of all decision making by encouraging their view and opinions relevant to their age group.

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 or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by one inspector and took place on Friday 29 August 2014 between 10.15am and 3:30pm and Tuesday 02 September 2014 between 11.30pm and 3.45pm. We gave feedback to the provider and manager on 02 September 2014.

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

We sent fourteen care standards questionnaires to the manager to distribute to parents. Eight parents sent us completed questionnaires. We also asked the manager to give out four questionnaires to staff and we received three completed questionnaires.

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

We spoke with:

- Three parents/carers
- The provider
- The manager
- Three staff

We looked at:

- How they routinely checked and reviewed how well they are doing
- Participation information and how they involved everyone in what they are doing
- The service's welcome pack and policy folder
- Children's files and records
- Staff files and training records
- How staff worked with the children and communicated with their parents/carers
- Administration of medication information and records
- Infection control procedures and health promotion guidance

Complaints

Child protection

Accidents/incidents

Attendance records

The environment and resources

Risk assessments for inside and outdoors

Registration certificate

Insurance certificate.

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: No

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 service provider. They had identified strengths and areas where they wanted to improve.

Taking the views of people using the care service into account

There were eight children present at the time of the inspection. Three were aged under 18 months, five were aged between 18 months and 3 years. We observed the children enjoying their play and interacting confidently with staff who were warm, calm and attentive in their approach. As a result, children were reassured, happy and settled in their care.

Everyone who returned questionnaires and we spoke with were happy with the service their child received.

Comments we got back included:

"[My child] loves his/her time at nursery and has formed strong attachments to staff members. Staff have been flexible with us and have often gone "above and beyond" what I would expect. My child took some time to settle initially however staff were patient and gentle in their approach, providing feedback about every session. I cannot recommend the nursery highly enough"

"I have been very impressed by the nursery"

"Excellent nursery, [our child] had [difficulty settling]; this was lessened through effective co-working with the nursery. Staff very supportive".

We have included the views from parents/carers throughout this report.

Any issues raised were fully discussed with the provider and manager as part of this inspection.

Taking carers' views into account

As above.

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's performance was good for this Statement.

We decided this after we spoke to the provider, manager, staff and parents/carers, looked at children's files and records along with responses from questionnaires and other documentation. For example the service's Welcome Pack, children's participation and assessment information, newsletters to parents/carers and information displayed for them.

Also see comments under Statement 3 of this theme and Theme 4, Statement 4 of this report.

We found:

They were working hard to make everyone feel:

Respected; given a voice and involved in decisions that affect their wellbeing

Responsible; taking an active role within their nursery and community

Included; accepted as full members of the community they live and learn in

They were developing a variety of methods to encourage participation and involvement in the service. For example, parents spoke positively about the homelink diaries as an effective way to communicate, exchange information and put forward their ideas and feedback.

As a result:

Parents we spoke with felt welcome, thought staff were approachable and easy to talk to and that they offered a flexible and friendly service which took account of their child's individual needs.

They had asked staff, children and their parents for their views about how well they were doing so they could use this information to improve what they were doing.

Parents we spoke with were confident about raising any concerns they might have and felt sure they would be quickly acted upon.

It was clear the provider and manager respected everyone's views and valued their opinions.

They had discussion everyday with parents about their child's progress and regular meetings to exchange key information, encourage discussion and seek their views. This was helping to keep everyone up to date with what was happening, raise the profile of what children were learning and gave parentst/carers the opportunity to put forward their ideas and feedback.

The manager understood the importance of developing and reviewing children's personal plans with their parents/carers. This was to enable them to participate fully in their child's development and learning, celebrate their progress and achievements and help to identify their next steps. We discussed how a key part of this development would be to give children plenty of opportunities to record their own thoughts, ideas and achievements in their plans and support them to make their own decisions about what their next steps would be.

They were also using photographs, floorbooks, mind mapping and circle time to help children to express their thoughts, views and feelings and make choices. This was helping children to become more confident about planning and reviewing their own play and learning and working out for themselves what their next steps should be. We discussed how the "7 Golden Rules for Participation"; developed by Scotland's Commissioner for Children and Young People (through consultation with children and young people from across Scotland) could also be used to help further inform their practice along with our "Involve to Improve" self evaluation tool which can be found at "THE HUB" (our online knowledge, innovation and improvement resource hub.careinspectorate.com).

Almost everyone who returned questionnaires to us thought:

Their child experienced and could choose from a balanced range of activities

Staff worked with them and their child to develop an individual education and support for their child

Staff regularly assessed their child's learning and development and used this to plan their next steps

Staff shared information about their child's learning and development with them

They were kept well informed about what was happening through newsletters and information boards.

Areas for improvement

The self assessment told us:

"To set up communication through internet services (Facebook, Web Page, Email), Children's views and planning to be evidenced and recorded as age appropriate interactions, Parent suggestion walls/box/questionnaire".

We agreed with these areas for improvement which should strengthen their working partnership with children and their families and improve children's learning experiences and outcomes.

They should continue to embed the good approach they were establishing for this statement into their day-to-day practice and regularly review their processes to ensure their effectiveness.

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 service's performance was good for this Statement.

We decided this after we spoke to the provider, manager, staff and parents/carers, observed how well staff worked with the children, looked at children's files, records, resources and sleeping records along with responses from questionnaires and other documentation. For example risk assessments, medication records, infection prevention and control procedures and health promotion guidance.

Also see comments under Statement 1 of this Theme, Theme 2, Statement 2 and Theme 3, Statement 3 of this report.

We found:

The service's performance was good for this Statement. They were embedding the Pre birth to three national guidance key principles of the rights of the child, relationships, responsive care and respect into their practice. As a result, children were being nurtured and well cared for. Staff knew children and their families well and were warm, caring and sensitive in how they worked with them. Parents we spoke with thought the "settling in" visits arranged with nursery staff and the "All About Me" booklet were a "great way" of getting to know them and their child.

They demonstrated a clear understanding of children's care, learning and development needs. They were working hard to be responsive and "tuned in" when planning for their individual learning and development needs. This was to give children plenty of choice, challenge and stimulation in their play and opportunities to grow and develop through exploring, experimenting and making discoveries.

They knew about "Getting it Right" for every child; the Scottish Government's approach to making sure that all children and young people get the help they need when they need it. The manager and staff had started to use the well being indicators to be; safe, healthy, achieving, nurtured, active, respected and responsible and included (SHANARRI) and my world triangle in their work with the children and their families. They were also familiar with the local authority's staged intervention request procedures and how to involve the appropriate agencies in children's care and support. We discussed how they could use the knowledge, skills and experience they were gaining as a staff team to inform and develop each child's personal plan with their parents/carers. We have made a recommendation about this below.

They knew the importance of giving children a range of opportunities to grow and develop and be active and independent in their play and learning. For example, we

were able to see children washing their hands (guided by staff) before having their lunch together. This was helping them to be more independent and responsible, develop their language skills and also practise their fine motor skills. We discussed how the recently published NHS Health Scotland guidance "Setting the Table" (Nutritional guidance and food standards for early years childcare providers in Scotland) could also be used to help further promote children's health and well being and support their development of positive food habits.

They had relevant guidance in place for the control of infection for example Health Protection Scotland's "Infection Prevention and Control in Childcare Settings" and "Exclusion Criteria for Childcare and Childminding Settings" as well as the updated NHS Scotland "National Standards for Nursery and School Toothbrushing Programmes". This meant staff had clear and effective practice to follow, which should help them to promote, protect and support children's health and wellbeing.

They were in the process of reviewing and updating their medication policy to reflect current good practice. We discussed how the Care Inspectorate's guidance "Management of Medication in Daycare and Childminding Services" could be used to help review and further inform their practice.

Children could help themselves to a drink of water anytime throughout the session and had the opportunity to exercise and play outside everyday. This was helping them to keep fit and healthy and reduce the risk of infection. There was also a quiet area where children could have a rest, sleep, relax and listen to music, enjoy looking at books and listening to stories.

Staff knew the importance of implementing safe sleeping arrangements for the children. We discussed how the 'Scottish Cot Death Trust' best practice guidance (along with training delivered by them) could be used to regularly review their arrangements and help monitor their effectiveness.

Almost everyone who returned questionnaires to us thought:
The service provided a healthy and well balanced diet that met their child's dietary and cultural needs
Their child regularly got fresh air and energetic physical play
They had opportunities to sleep or rest if they needed to.

Areas for improvement

The self assessment told us:
"Implement and review children's planning records , observations of development.
Work towards Smile Too Accreditation"

We agreed with these areas for improvement which should further promote children's health, well being and development.

They agreed they should continue to:

Embed the "Getting it Right" for every child practice model in their work with children and their families and undertake further training where appropriate

Develop how they plan responsively and track children's progress effectively

Develop and review children's personal plans with their parents/carers to fully involve and include them in their child's development and learning

Develop children's outdoor learning experiences.

See recommendation 1 and 2 below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. They should implement their plans to:

Embed the "Getting it Right" for every child practice model in their work with children and their families

Continue to:

Develop how they plan responsively and track children's progress effectively

Develop and review children's personal plans with their parents/carers (using the SHANARRI well being indicators).

NCS Early Education & Childcare, Standard 6: Support and development, Standard 4.4: Engaging with children, Standard 5.6: Quality of experience.

2. They should implement their plans to further develop children's outdoor learning experiences in consultation with their parents/carers.

NCS Early Education & Childcare, Standard 3: Health and wellbeing, Standard 5: Quality of experience and Standard 6: Support and development.

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

See comments under Theme 1, Statement 1 of this report.

Areas for improvement

See comments under Theme 1, Statement 1 of this report.

Grade awarded for this statement: 4 - 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 service's performance was good for this Statement.

We decided this after we spoke to the provider, manager, staff and parents/carers, looked at the environment and resources and how effectively they were being used by children and staff along with health and safety information, risk assessments, maintenance records, photographs, displays and responses from questionnaires.

Also see comments under Theme 1, Statement 1 and 3 of this report.

The provider and manager knew the high standards of safety, security, cleanliness and hygiene that were expected to be in place and the importance of maintaining these high standards.

As a result:

The nursery was clean, bright and well equipped with a range of suitable resources. We discussed how they were going to involve parents in developing their outdoor space to further improve children's learning and development opportunities and help promote their health and wellbeing. We have made a recommendation about this under Theme 1, Statement 1 of this report.

The door entry system was secure with a visitors' book and risk assessments in place to help keep children safe. We discussed the importance of regularly reviewing their risk assessment to monitor their effectiveness. Handwashing facilities were easily accessible for children to use. They were in the process of reviewing their procedures for supporting children with their personal care needs. This was to make sure the arrangements they had in place were effective in promoting children's independence, protected their rights to privacy, dignity and safety and minimised the spread of infection. As a result, they were going to consult with environmental health about how they could improve their nappy changing facilities. We have made a recommendation about this below.

Maintenance records were being kept with repair work carried out when necessary. We discussed how they audited these records as part of their quality assurance procedures along with the log of the weekly fire alarm tests and fire drills they practised regularly. We have made a recommendation about this under Theme 4, Statement 4 of this report.

We were able to see children being encouraged to be active and independent in their play and learning (making choices and decisions about what they wanted to do, where they wanted to go and when to use resources). Staff knew the importance of

providing a rich and varied learning environment where all the children could enjoy exploring, experimenting with and making discoveries. As a result, staff were encouraging and supporting children to make their own decisions about keeping themselves safe and helping them to understand the risks they might encounter in their different play activities.

Children's work was displayed and celebrated along with other printed text, photographs and materials linked to different themes, topics and activities they were interested in.

Everyone who returned questionnaires and spoke with us thought:

The service was safe, secure, hygienic, smoke free, pleasant and stimulating

There was enough space for children to play and get involved in a range of activities

They had a suitable range of equipment, toys and materials for children.

Areas for improvement

The self assessment told us:

"Evaluate risk assessment records for indoors, outdoors and local outings. Observation of practice for Infection Control. Staff training on Infection Control and Child Protection. Current procedures for Health and Safety to be evaluated and monitored".

We agreed with these areas for improvement which should help to minimise the spread of infection, promote children's health, well being, safety and independence.

They agreed they should:

Continue to regularly review their cleaning practices and infection prevention and control procedures to monitor their effectiveness

Continue to review and update their risk assessments to evaluate their effectiveness. The process should also include risk assessments for the wellbeing of individual children (in consultation with their parents/carers) where appropriate.

Complete their review on improving support for children with their personal care needs and consult with environmental health as appropriate. We discussed how our guidance "Nappy changing facilities in early years, nurseries and large childminding services" could be used to help review and inform their practice. A notification should be submitted to us for any planned refurbishment and alterations to their hand washing, toilet (and if required nappy changing) facilities.

See recommendation 1 and 2 below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. They should implement their plans to promote and protect children's health, wellbeing and safety by regularly reviewing their risk assessments, cleaning practices and infection prevention and control procedures to monitor their effectiveness. They should also undertake risk assessments for the wellbeing of individual children (in consultation with their parents/carers) where appropriate.

NCS Early Education & Childcare, Standard 2: A safe environment.

2. They should implement their plans to consult with environmental health about improving their nappy changing facilities, in line with current best practice and legislation. They should notify us as required of any planned refurbishment or alterations.

NCS Early Education & Childcare, Standard 2: A safe environment.

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

See comments under Theme 1, Statement 1 of this report.

Areas for improvement

See comments under Theme 1, Statement 1 of this report.

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

The service's performance was good for this Statement.

We decided this after we spoke to the provider, manager, staff and parents/carers, looked at children's files and records along with responses from questionnaires and other documentation. For example staff files and training records, minutes of staff meetings, guidance materials and their policy manual.

Also see comments under Theme 1, Statement 1 and 3, Theme 2, Statement 2 and Theme 4, Statement 4 of this report.

We found:

Staff were aware of and had ready access to best practice guidance in relation to infection prevention and control, they had also undertaken training in food handling and infection control. They knew the importance of supporting children's health and wellbeing through improved infection prevention and being consistent in following best practice guidance to ensure children's health and well being was protected.

The provider and manager knew the importance of establishing clear lines of communication, responsibility and accountability within the service along with an atmosphere of mutual trust and respect to enable everyone to work effectively together as a team. They were working hard to make everyone feel valued, empowered, and well supported to do their job. They were establishing a programme of regular supervision and an annual appraisal (with a six monthly review) to identify their training needs and support their continued professional development. As a result, staff were motivated and enthusiastic in their work and felt valued, empowered and supported to do their job well. They were being given regular opportunities to reflect on their practice, identify where they could improve, and had started to monitor and evaluate the effectiveness of any changes they had made.

We discussed how the "The Framework For Continuous Learning In Social Services" (the Scottish Government document that sets out the shared commitment from both the worker and employer to do their job well now and in the future) could be used to support staff to be "the best they can be" and help "improve the quality of outcomes" for children and their families.

Staff were taking responsibility for their own continued professional development. They had access to a varied and relevant programme of training and were keeping their own training records up to date. This was to make sure they had the skills and

knowledge to do their job well, and to meet their SSSC registration requirements. They understood their professional boundaries and the high standard of conduct expected of them. As a result, they knew about the service's whistle blowing policy and what to do should they have any concerns that they felt were not being dealt with properly.

The manager and staff were clear what to do should they have any child protection concerns. They knew the importance of continuing to refresh their knowledge and understanding of this area of their work in regard to the care and welfare of children.

Almost everyone who returned questionnaires to us were confident:
Staff had the skills and experience to care for their child and support their learning and development
There was always enough staff on to provide a good quality of care
Staff would protect their child from harm, abuse, bullying and neglect
Their child was happy and confident with staff and that they treated them fairly and with respect.

Areas for improvement

The self assessment told us:

"Annual training calendar to be implemented. Build on partnerships with other EDC nurseries and forums.

Access future training opportunities in Pre Birth to 3, Health and Safety, GIRFEC, Child and the Centre 2".

We agreed with these areas for improvement which should further support staff's practice, continued professional development and achieve positive outcomes for children and their families.

The provider and manager agreed they should continue to:

Give staff regular opportunities to reflect on their practice, identify where they could improve, to enable them to monitor and evaluate the effectiveness of any changes they had made.

Implement their development strategy for staff to effectively build their knowledge, skills and expertise to meet their SSSC registration requirements and support their continued professional development.

See recommendation 1 below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. They should implement their plans to establish an effective system for identifying and monitoring staff development needs. They should continue to develop a formal system for staff supervision.

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

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

Also see comments under Statement 4 of this Theme and Statement 1, Theme 1 of this report.

Everyone who returned questionnaires thought:

The service involved them and their child in developing the service and asking for their ideas and feedback.

Areas for improvement

The self assessment told us:

"Generate more feedback from parents/carers on management and staffing. Explore ways in which all can participate in assessing and improving the nursery other than through questionnaires. Generate a parents forum".

We agreed with these areas for improvement which should give parents/carers more opportunities to be involved in the decision making process and influence the future direction of the service.

Also see comments under Statement 4 of this Theme and Theme 1, Statement 1 of this report.

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

The service's performance was good for this Statement.

We decided this after we spoke to the provider, manager, staff and parents/carers looked at children's files and records along with responses from questionnaires and other documentation. For example the service's Welcome Pack, quality assurance information and audits, accident and incident reporting, minutes of staff meetings, children's participation and assessment information, newsletters and information displayed for parents.

Also see comments under Theme 1, Statement 1 and 3, Theme 2, Statement 2 and Theme 3, Statement 3 of this report.

We found:

The provider and manager knew the importance of having their roles and responsibilities clearly defined. This was to make sure they had effective meetings where they could forward plan, monitor progress, discuss any staffing issues and monitor any complaints.

They were developing robust quality assurance procedures to ensure all aspects of their nursery delivery was effective and of a good standard.

They knew the importance of being rigorous when monitoring and evaluating to make sure:

What they did was leading to improvement

Any improvements they had made were being maintained

Positive outcomes were being achieved for children and their families.

For example they had started to:

Action plan to meet priorities and undertake:

Regular observations of how well staff were working with children and their families

Audits to check files and records were being kept up to date

Audits to check policies and procedures were being regularly reviewed and updated in line with current best practice (including those in relation to infection prevention and control).

Staff had been involved in completing the self assessment for us. We discussed how the document should be outcome focussed and reflect the views of children and their families more fully.

We also discussed the Care Inspectorate guidance on "Records that all registered care services(except childminding) must keep and guidance on notification reporting". The provider and manager understood their responsibilities in relation to this and notification reporting to us.

Areas for improvement

The self assessment told us:

"Ongoing training on using Child at the Centre 2 as an evaluative tool along with other methods and resources. Staff to carry out ongoing evaluations of planning and recording methods against quality indicators. Introduction of peer observation. Implement Parents Evenings".

We agreed with these areas for improvement which should further strengthen their quality assurance processes and procedures.

The provider and manager agreed they should:

Continue to be rigorous in how they monitored and evaluated the service

Include the "Getting it Right" for every child well being indicators to be safe, healthy, achieving, nurtured, active, respected and responsible and included (SHANARRI) in their quality assurance procedures to improve how they measured outcomes for children and their families

Put an improvement plan in place using contributions from children and their families.

We have made a recommendation about this below.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. They should develop a robust audit tool to continuously monitor and evaluate the service. This should include the SHANARRI well being indicators to measure outcomes for children and their families and feed into and inform their annual improvement plan.

NCS Early Education & Childcare, 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

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

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