

Care service inspection report

Great Western Pre-School @ Broomhill

Day Care of Children

323 Broomhill Road

Aberdeen

AB10 7LR

Type of inspection: Unannounced

Inspection completed on: 2 April 2015



HAPPY TO TRANSLATE

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Service provided by:

Lorndale Aberdeen Limited

Service provider number:

SP2013012192

Care service number:

CS2013321321

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Summary

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

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

We gave the service these grades

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

What the service does well

The service continues to be very good at involving the parents and carers and the children with all aspects of their nursery. The parents and carers who we asked, told us they liked the warm and friendly staff, and said that there was a happy, caring atmosphere within the service. They also liked that the children went outdoors most days and they liked the garden space with the wide selection of outdoor activities provided.

We found the staff to be enthusiastic about their service and noted they provided a very welcoming environment for the babies, younger children and their families.

What the service could do better

There were some areas the manager and staff should review, including:

- to look at the registration certificate and make sure this was up-to-date and reflected what their service was providing
- the nappy changing regime in the baby room
- the hand-washing regime to ensure correct procedures are understood and followed

- to review meal times as outlined in Quality Theme 1:3
- to ensure all care needs are documented in the individual care plans
- attention must be given to the water temperature in the new sinks which was too hot
- to ensure all staff have the opportunity to attend 'Getting it Right for Every Child' (Girfec) training when available.

What the service has done since the last inspection

Since the last inspection they have added a new decked outdoor space for the babies and younger children which had a wide selection of outdoor activities. They had also added to the equipment in the older children's garden area creating more experiences for them to enjoy outdoors.

The administrator had introduced a new CPD regime (continuous professional development individual folder) for staff which were held in the staff room.

We noted there had been a change in how the Great Western nursery group was managed. This had involved all such childcare services de-registering under their previous organisation and applying for a new registration. This had been completed and the new management structure was working well.

Conclusion

Overall we found that the manager and staff were enthusiastic about the childcare service they provided for the children and families. All staff were very friendly, caring and worked hard to create a welcoming and inviting environment for the babies and pre-school children in their care.

Parents and carers told us they were very happy with the service and valued the amount of time staff took to keep them updated and to make sure they were involved with the day-to-day events at Great Western Pre-school @ Broomhill.

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.

The service operated from a former residential house which had been adapted and extended to create two main areas. The upper floor provided an open plan playroom for babies to children aged two years. This floor also had a kitchen area, toilets and nappy changing area as well as a sleeping room.

The ground floor had two entrance areas and consisted of three playrooms leading off from one another, children's toilets and nappy changing area, office, kitchen and staff room. The premises had a separate decked outdoor area for the babies as well as an interesting outdoor garden area where the older aged children could play.

The service was registered to provide a care service to a maximum of 48 children at any one time up to the age of eight years. Within the overall maximum up to 13 places may be used to provide out of school care. The service operates between the hours of 7.30 am - 6.30 pm Monday to Friday.

Recommendations

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

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

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Act, its regulations, or orders made under the Act, or a condition of registration.

Requirements are enforceable in law.

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

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We wrote this report following an unannounced inspection which took place over two days. This was carried out by two Inspectors from the Care Inspectorate. One inspector gave feedback to the Manager, and the General Manager of the Great Western Pre-school group at the end of the second morning.

During the inspection visit the number of children varied from area to area. We noted there were always enough staff which showed us that the service was aware of working within the conditions of their registration, and maintaining appropriate adult/child ratios per session. The age of children ranged from babies to children not yet attending primary school.

As part of the inspection, we took account of the completed annual return that we asked the service to complete and submit to us. We also took account of the information within the service's self assessment and documents we looked at within the nursery.

We sent out 22 care standards questionnaires for the service to distribute to parents, and nine parents sent us a completed questionnaire before the inspection. We received one care standards questionnaire after we had visited the service making a total of 10 returned.

We emailed six of the parents who had supplied an email address and we received three replies. From this exercise we learned that overall the parents and carers were very happy with the care and support provided at Great Western Pre-school @ Broomhill. Comments from these will be included within the body of this report.

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

We spoke with:

- the manager
- the administrator
- the general manager responsible for all Great Western services
- the staff on duty in each room
- briefly with the cook
- six parents and carers during this inspection
- children from both floors - on an informal basis.

We looked at the:

- aims of the service
- the completed self-assessment
- welcome information given to parents and carers
- certificate of registration
- liability insurance
- video-clips showing in the entrance area
- planning and observation regime in both areas
- floor books
- children's online learning diary format (ILD)
- care plans
- various surveys and audits completed with parents and carers
- actions plans
- development plan
- complaints policy
- child protection policy and procedures
- medication policy and system of administration of medicines
- risk assessment regime
- accident and incident regime
- first aid
- infection prevention and control procedures
- staff meetings
- staff training
- staff files and record of continuous professional development (CPD)
- staff annual review system
- staff registration with the Scottish social Services Council (SSSC)

- environment
- children's engagement and enjoyment of activities
- 'Puddlestomping at Great Western' interactive website (the administrator accessed this for the Inspector online in the office)

We also observed:

- how staff work
- three members of staff changing nappies in both areas
- the sleeping regime and monitoring of sleeping babies and children
- the snack, lunch and tea sessions in both areas
- the equipment and resources
- how staff ensure children get fresh air and exercise and
- outdoor play.

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

This is the first inspection since the new registration.

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 service submitted a completed self-assessment document which outlined how the service was organised and how they planned to add to the children's experiences. From this we gained an insight into how the service operated.

Taking the views of people using the care service into account

There were pre-school aged children present in the three playrooms on the ground floor. When asked if they had fun at the nursery, they replied that they did. When asked what they thought was nice about the nursery they generally described the garden, various toys and activities they were playing with. Several were keen to show the Inspector what they had made or what they were playing with. We noted the children were relaxed and happy in the care of the staff.

The babies and toddlers were too young to be interviewed. However, from observing them during our time in the nursery we saw that they had plenty of activities to choose from, including art and craft, singing and musical instruments. We saw they enjoyed outdoor play in the decked area the first day and went for a walk wrapped up warm in triple buggies. We noted the children of all ages were happy, confident and familiar with the staff and the nursery routines.

Taking carers' views into account

During the inspection process we try to talk with parents and carers and use a range of methods.

We contacted parents:

- by sending out 22 care standard questionnaires
- by email if they supplied their email address
- interviews during the inspection days.

During the inspection visit we talked with six of the parents and carers who arrived to collect or drop off children from both upstairs baby room and the downstairs older children's playrooms. We emailed six parents and received three replies.

From this we gained an insight into how the parents and carers viewed the nursery. They told us they were very happy with the service provided and said that the manager and staff were very friendly, helpful and caring. They told us they liked the premises describing them as "like a big house". They told us they thought the area to be safe and secure; and especially liked the fact that all the children got out to play.

The parents/carers all thought there was a very good choice of activities as well as art and craft opportunities. They also told us that their child/children enjoyed their time at Broomhill, and often asked if they could go there at the weekend.

Included within the many written comments we received were:

- "I like the fact that my child is happy to go there everyday. He spends all day there five days a week, and I am so glad that he loves it. They do a wonderful job of keeping the children entertained and stimulated".
- "It's obvious he has a very strong bond with his teachers. The general atmosphere in the baby room is fun, warm and welcoming".

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

During this unannounced inspection we looked at how the management team and staff were involving the parents, carers and the children with their service. We found that the service was performing to an excellent standard in relation to this statement.

Parental Involvement

We talked with the manager when we arrived at the nursery. She told us they considered involvement of the parents and carers was key to providing a high standard of care and support. They strived to include them with all aspects of their child's care and support and their interactive website was proving a very effective and popular way of doing this. This was confirmed during our inspection by parents and carers we talked with. The manager said it was important to get updates and information about the child from home, and told us this was an area they were always looking at. She described how IT technology worked well and parents and carers had access to this both at home, at work and also by mobile phones.

We looked at how the nursery communicated with the parents and carers. We saw that the entrance areas had several notice boards containing information about the nursery, staff information as well as policies and procedures. There was a suggestion's box in the entrance area, as well as a complaints policy displayed for parents and carers.

We saw that there were other methods used by the nursery to make sure they involved and communicated with parents and carers including:

- daily conversations and updates
- daily sheets for babies and toddlers
- notice boards
- emails
- "Stay and play" sessions (parents spend time in nursery playing with their child)
- parents' curricular evenings
- social events eg 'Mother's Day' event
- telephone
- 'Puddlestomping' (interactive webpage)
- children's learning journeys
- children's interactive learning diary on the website.

Since the last inspection the manager told us they had continued with the interactive website and further developed the children's online learning diaries. We looked at the 'Puddlestomping' website in the nursery office. The manager told us they also encouraged parents and carers to be involved with fundraising, working in the garden, and other outdoor projects, as well as making suggestions for improvements. She also told us about the various audits and surveys completed with parents and carers, which we have reported on within Quality Theme 4:4. We saw posters with "We Asked, You said, We did", which showed details of parental suggestions or questions asked, and information as to what the nursery did to meet these.

Some staff had attended training on planning and had further developed the planning and evaluation regime. They used large floor books to plan with the children, which were shared with parents and carers.

We looked at the children's learning journeys online in the nursery office. We saw they went with the child as they matured and progressed from baby room to the downstairs pre-school room. We saw that the staff were very good at assessing these and keeping them up to date.

The staff told us that the online learning diaries was one method of involving the parents and carers at Broomhill with their child's school learning and development. This gave the parents and carers up to date information about their child's time there, with photographs as well as descriptions of what they were learning about.

At Great Western Pre-school @ Broomhill we talked with parents and carers who arrived to collect or drop off their child in both the upstairs and downstairs areas. We also contacted some by email and received positive replies. When we asked the parents and carers if they felt they received enough information, they said they did. Several commented on the website and said that they liked this. One told us they liked the daily updates in the baby room and if they needed any information they were happy to ask any member of staff. Another parent from the baby room liked the written information they were given daily, and that staff also made time to go over it with them at handover time. All told us staff would share snippets of their child's day. This showed us staff were aware of the importance of making sure parents and carers were involved in all aspects of their child's care and learning.

We looked at the nursery's settling-in regime and found that there was an established system in place, which included giving parents and carers a welcome pack containing information about the service. Parents and carers were asked to complete a registration form, various consent forms, as well as to supply information about their baby or child. The manager told us that this information was necessary in order for the staff to gain an awareness of each child's needs. They could then plan the initial care and support for each individual baby or child. We also noted that they shared information about fees, and help available for parent and carers with childcare costs.

When we asked some of the parents and carers if they had received information before their child started they told us that they had. Several parents and carers told us that they had visited the nursery with their child, and had been very impressed by the premises and the staff. They told us staff had asked about their child's routine and needs, and they had discussed the childcare to be provided. They told us their first impressions of Broomhill had been very positive. They told us how caring the staff had been when they were settling their baby into the baby room. They said staff had been helpful, providing advice and very reassuring. This had made the settling-in easier for them as parents, as well as the baby.

Parents and carers confirmed that since then communication had been regular. Parents and carers of the older children said staff encouraged them to look at the online learning journey and were regularly asked to help their child bring items from home to add to the current themes. Again several stated how easy this was via the online website.

We also saw there was a well planned transition regime in place that ensured that the toddlers from the upstairs room made the move from there to the older downstairs playroom as easy as possible. This included visits with staff gradually building up for longer times. We found that the young children were observed and the transition planned when they were ready to experience more challenging activities, and it was thought they were able to play with the older children comfortably. Staff told us parents were fully involved at this time.

During the inspection we observed how the staff approached and worked with parents and carers who arrived to pick up or drop off their child. We noted they made time to talk with parents and carers and that all information was shared. They were welcoming and friendly and had built up positive relationships with them.

We also looked at the feedback the nursery had gained from parents, carers.

We found that they had various audits, surveys including:

- "Annual - Better Place to Be"
- Staff surveys
- "Your Opinion Matters".

As well as talking with parents and carers we considered the feedback we gained from the returned care standards questionnaires and the emails we received. We noted several written comments on our care standards questionnaires, as well as the emails we received showed us how happy parents and carers were. From this we learned that the carers were very happy with the service they received.

One comment described how parents were involved was:

- "Every afternoon when I collect my child, his teacher gives me a short update on what he has been up to that day. GWPS @ Broomhill also has a great online portal where I can log in and view pictures of my son and see little commentaries on what he's up to".

Another comment told us:

- "The staff are always enquiring on my child's wellbeing at the start of the day and share their feedback at the end. The staff genuinely look to like working with children, and my child likes coming to nursery".

Children's Involvement

We found during our inspection that the manager and staff team continuously looked at how they planned, monitored and cared for the babies and children in their care. We looked at the methods the manager and staff used to involve the babies and young children who attended the nursery.

In the baby room we saw that all the staff presented as warm and caring towards the babies and knew them well. There were two very young babies and it was nice to see staff giving them cuddles and playing with them on the floor. We saw staff laugh and have fun with the babies who responded to their happy, smiling faces. This showed us staff were nurturing the babies and allowing them to feel important and valued. All staff had built up positive relationships and demonstrated that they were aware of their individual needs. We saw young children being comforted with a cuddle when they were upset or tired, and allowed to sleep at any time with meals served later when they woke.

We noted that the staff who cared for the older children downstairs were equally responsive towards the children. We saw they were warm and caring, working with the children in a friendly, natural way showing them by example how to act, how to share, and how to be kind with each other. We saw the staff ask for the children's ideas, what they would like to play with and encourage them to choose for themselves.

We noted that the older children were involved with the floor book planning, in line with their learning needs. Staff from this area were keen to show us all that went on downstairs and how they helped the children to learn and progress at their own pace. We saw displays of what the children were learning, and how they were enjoying the activities.

We also noted that the nursery had questionnaires for children - which parents helped with.

We observed how the staff were when they were working with the older children in their care. We saw staff chatting with children and noted that when staff asked a question they waited for the children's responses. This showed us staff were aware of the age and stage of development of the children and adapted how they spoke to the children according to their ages.

The staff told us that the children were very good at making suggestions for new themes or what to look at during a topic and also where to go for outings. We noted that the children's ideas were included in the planning.

We noted the planning regime in the pre-school room was curriculum based and regularly evaluated. Staff told us this was an area they were always working on. We saw the staff completed 'brain storming' and 'mind mapping' with the children within the floor books. Evaluations were regularly noted down and next steps identified.

We noted the planning was child-led in the baby room too, with staff building up an awareness and knowledge of the babies likes and dislikes, and providing toys and activities they enjoyed. We heard staff evaluate some of the messy activities provided in the baby room, talking together about how the activity had gone and who had managed it or who needed more help. We saw the babies respond positively to all staff members and noted they were relaxed and happy in their care

Areas for improvement

The general manager and the nursery manager plan to continue to regularly review how they keep parents and carers up-to-date with all areas of the service at Broomhill. They are keen to make sure staff are trained and keep abreast of new initiatives. They plan to continue with the 'Puddlestomping' website, the online learning diaries as well as look for new ideas and methods. The manager also told us that they would continue to support and monitor staff practice and were keen to maintain the warm, friendly atmosphere of the nursery.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

During this inspection we found that Great Western Pre-school @ Broomhill had good systems and processes in place to ensure the health, wellbeing and the needs of the children were met overall. As part of this inspection we also looked at how the nursery had promoted children's health and wellbeing through infection prevention measures.

We noted that the nursery had a number of key policies and procedures which informed staff and parents of best practice in relation to the health and wellbeing of the children. These had been reviewed and updated by the management team and were shared with parents and carers. We noted that some displayed within the entrance area but all were available at any time. Again we noted the interactive website was a good place for sharing information with parents and carers and keeping them informed about health and wellbeing initiatives within the service.

We found that the babies and children were happy, confident and settled within the nursery. We saw children in the downstairs playrooms were relaxed and having fun. All children were supported in their play and learning by the caring and kind staff. Staff in this area demonstrated that they were experienced in how to supervise and care for pre-school aged children. We heard staff praising the children for their good work, nice manners and kind behaviour. We saw that this boosted children's self-esteem and confidence and showed us that staff understood the children well.

We noted that the babies and toddlers often chose to play on their own while others were playing well together. This was what we would expect of children of that age and we saw staff understood the age and stage of development of each baby or small child. We found that the staff supervised the younger age group well and intervened when necessary, for example when two babies wanted to sit in one seat at snack time. They gently reminded the babies to sit nicely and showed them the seats were all the same. We saw staff encourage them to play together or to quickly suggest a different activity or alternative toys for each baby.

We sampled children's files and saw that parents and carers were asked for relevant information about their child and their care needs, which provided staff with basic information about the child, family, emergency contacts, allergies, medical requirements, likes and dislikes and fears as well as additional support needs.

We looked at care plans and chronologies and noted these were held so staff could access them easily. The service had introduced chronologies since the previous inspection. There was one for each child and these were updated regularly - see area for improvement.

We looked at how the manager and staff made sure all babies and children were kept free from harm, abuse, bullying and neglect. We found that the staff had attended child protection training and updated this on a rolling programme. New staff were introduced to the service's own policy and procedure during their Induction period. Staff spoken with were aware of who to approach if they had concerns about any child in their care.

We looked at how the nursery managed accidents and incidents. We saw there was a suitable method in place to records accidents and incidents at the nursery. All nursery staff had received training in first aid, and appropriate first aid equipment was held within the nursery, and there were sets available to take when out for walks or outings.

We looked at how the service administered medication. Since the last inspection this has been looked at by the manager and staff and we found the cupboard where medication was placed to be well organised. Medication was taken in by parents and carers and we saw a signing-in and out system, which everyone was familiar with.

Appropriate systems were in place to record the administration of medication. We discussed the importance of making sure all staff were aware of how to give and record administration of medication, and the manager told us they all received training as part of their induction.

We looked at nutrition during this unannounced inspection. The nursery provided all snacks and meals which were prepared by the cook in the kitchen. The cook used nutritional guidelines and appropriate food preparation procedures. The manager told us that the nursery promoted healthy eating and shared information regarding healthy eating with parents and carers.

We noted information about the new Allergen within food had been shared with parents and carers. The service had updated their menu for the children, which had involved the parents and carers as well as children's choices. This was on a six-weekly rolling programme and parents and carers who were asked said they liked the new menu and that food was tasty and enjoyed by the children.

We saw that there was fruit available throughout the session in the downstairs area. We saw children help themselves to this fruit and staff encourage them to sit down whilst they ate. We saw there were cups available as well as water to drink when they were thirsty. Some parents had commented on the food choices on the Care Standards Questionnaires, which we shared with the manager and general manager during the feedback session.

Snacks and meals were served in the playrooms. Children were encouraged to have good table manners. It was nice to see a member of staff sit with the babies at each small table and encourage good table manners as well as offer help when needed. We noted one baby had issues with eating in the baby room and staff coped with this very well. Staff told us some of the babies had tea at nursery at the request of parents, which was also included in the menu. We asked about babies' milk bottles. The baby room had a kitchen area where milk was made up or, if prepared by parents this was stored in the fridge until used. They used a bottle-warmer for reheating bottles. We liked to see staff sitting comfortably to feed the baby their bottle so that this was a relaxed and happy experience for the baby.

We looked at the sleeping regime in the baby room and noted the nicely decorated, separate sleeping room with cots and bedding was warm, cosy with a viewing window for ease of supervision. It was nice to see a member of staff stay in the sleep room until all babies were asleep. All children were encouraged to have a rest on the small beds after lunch. They prepared an area of the playroom for naps with staff sitting on the floor with the children. We saw the babies who did not sleep could play in the other half with staff supervision. This was well managed, and we saw staff gently comfort or stroke foreheads to help the child to settle to sleep. Staff were very good at monitoring sleeping children. We noted fresh bedding was used for each child and laundered at nursery.

We looked at how control of infection was managed at Broomhill. Overall we noted that the staff promoted hand washing with the children. We observed children washing their hands before eating snack and lunch, after messy play, and after using the toilet. Within the playrooms and toilet areas, liquid soap and paper roll were available and staff supported children to wash their hands.

We noted staff helping the babies and toddlers wash their hands following nappy changing. However, this was an area in need of review - **see area for improvement.**

We observed nappy changing in both the downstairs area and also in the baby room. We found that though the staff were warm and caring and treated the babies and children with respect, however, we had some concerns - **see area for improvement**. It was nice to see the staff talking with the babies and have conversations with them.

We also saw that the babies had happy smiling faces during the nappy changes, which showed us they were comfortable in the care of the staff.

Areas for improvement

We looked at the care plans and found that these were not as up to date as they should be. Whilst there was one for each child and these had information about the child we found that the service needed to outline how they planned to meet the individual needs of the child. We discussed specific cases with the manager confidentially before we left at the end of the first day.

We looked at the chronologies which had been introduced. We noted that although staff had input information into these, they did not clearly outline what support or care was needed next, or how staff planned to monitor situations.

We made a recommendation that the care plans needed to be clearer and provide information about how they planned to meet the care needs of each child - **see Recommendation 1**.

We looked at how the service promoted the Scottish Government's policy, 'Getting it Right for Every Child' (GIRFEC). We saw that the manager was aware of the importance of the service's role in supporting children in their care to achieve their full potential. She told us that some of the staff had attended Girfec training but not all. We saw that Girfec was included on the staff "Reading List", though not all staff had read the guidance to date. We again stressed that staff should become familiar with the Girfec guidelines and attend this training as soon as this was available.

Another area we would like the service to look at is the lunch time regime. We noted some of the babies using their fingers to push food onto their fork. This is an indication they are ready for two implements.

We also noted that there was a long delay for the alternative choice to reach the children in the downstairs rooms, and some were finished their meal before others received their food.

We saw that there was fruit available throughout the session in the downstairs area. We saw children help themselves to this fruit. There was fruit at both morning and afternoon snack. On the day we inspected we noted there was fruit platter for dessert. This seemed to be quite repetitious and whilst fruit is good for the children perhaps more variety would have been better for dessert.

We have made a recommendation that the lunch time regime be reviewed - **see Recommendation 2.**

We noted that staff encouraged all babies and children to wash their hands, however, we saw that this was not done following current procedures. We noted staff put liquid soap directly on to the child's hand, then encourage them to rub together and rinse off under running water. Hands should be wetted first before soap applied. It was good that babies were encouraged to wash hands after nappy change but again this should be done correctly - **see Recommendation 3.**

There were clear written nappy change procedures displayed in the nappy change areas. However, in the baby room some staff were not following the nursery nappy changing procedures, therefore, we made a recommendation that this be looked at immediately - **see Recommendation 4**

We noted that there was no first aid kit in the baby room. If this was needed a member of staff would run down for this. They took one out with them when going outdoors and we saw there was more than one within the building. The Inspector suggested that it would be more beneficial to keep a first aid kit upstairs so staff would have access to this without the need to run down for it.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 4

Recommendations

1. Attention should be given to the care plans to make sure these are regularly updated, that they clearly outline how the service plan to care for each child and meet their individual needs.

National care standards, early education and childcare up to the age of 16.
Standard 4: Engaging with children; standard 3, health and wellbeing.

2. The manager and staff to review mealtimes with a view to ensuring those children are given appropriate cutlery when ready. The alternative choices should be served at the same time as the menu choices. The variety of the menu should be looked at to ensure there is a wider choice for the children.

**National care standards, early education and childcare up to the age of 16.
Standard 3: Health and wellbeing.**

3. The hand-washing regime should be reviewed to ensure all staff are aware of and following the correct hand-washing procedures with the children.

**National care standards, early education and childcare up to the age of 16.
Standard 2: A safe environment.**

4. The manager should ensure that all staff are aware of and follow the correct nappy changing procedures within the nursery. This is to ensure the control of infection is maintained and the children are not at risk of cross infection.

**National care standards, early education and childcare up to the age of 16.
Standard 2: A safe environment.**

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

Please refer to the previous Quality Statement 1:1.

The service had given thought as to how they could ensure parents and carers were included with the environment. The interactive 'Puddlestomping' website was one way. We noted they involved the children naturally during the session.

We did see an excellent example of involvement which was a consultation ongoing currently about the introduction of a 'fire pit'. The manager described how the 'fire pit' was a suggestion by a parent. The manager and staff had researched into 'fire pits', especially the safety aspect, and shared this with parents and carers.

They were currently looking at models of 'fire pits' and how best to use this at Broomhill. The parents and carers had been involved throughout this audit. One parent had raised concerns about safety, and as a result they had completed a comprehensive risk assessment and shared this with parents and carers.

Areas for improvement

The manager told us how they had involved parents and carers in the past and how they had helped with construction work in the garden areas. She told us they would maintain this high level of involvement and used the fire pit as a current example.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

We found that there was a very positive, welcoming and happy atmosphere within Great Western Pre-school @ Broomhill. All the babies and children were noted to be relaxed, happy and busy with the activities provided during both days we were present.

We found that there was a very positive, welcoming and happy atmosphere within Great Western Pre-school @ Broomhill. All the babies and children were noted to be relaxed, happy and busy with the activities provided during both days we were present.

The building was over two floors with a garden area at one side, and a decked play area at the other side and rear. The premises were well maintained. The premises had a secure entrance which we found was locked during both the days we inspected. The nursery office was situated by the entrance. The parents and carers we asked told us the door was always locked and they had to use a code to enter. This assured us that the service was a safe area for the babies and young children who attended.

The ground floor had three main playrooms, one of which had French doors leading on to a decked area and so into the garden. We saw that the area was well ventilated, and had natural light from the windows.

The babies and toddlers were cared for on the upper floor. This was of open plan design with a separate sleep room with viewing window. There was a kitchen area where staff could store and prepare milk feeds for the babies. There was a messy play area which was also used for snacks and meals. There was a child sized toilet and nappy changing room. We noted that the baby room was laid out to allow crawling and floor play, which was suitable for their age and stage of development.

All areas had a wide selection of toys and activities as well as some physical play activities. We noted staff had made good use of all the space within the nursery, and provided a good range of play experiences for children. Each room was designed to allow children to choose to play together in the larger group, or if they wished to play as a small group, there were plenty of "corners" for this. We observed that all the staff supervised their rooms well.

The layout in all rooms was designed to allow the children space to play with their chosen activities. We observed that each floor was well organised and tidy with storage areas. There were other storage outwith the playrooms for larger equipment. Fire safety was in line with current fire law.

The downstairs playrooms were divided to create various play areas, with different activities provided in each. We noted each room had a wide and varied range to choose from, and we saw the children playing happily. We saw the children freely choosing from a range of activities in each room. We observed the staff encouraging all the children to tidy up once they had finished with one activity before they took out a new one. Children were encouraged to take care of their toys and equipment and to tidy up as they went. The children in all rooms were familiar with the routines as well as 'nursery rules'.

The staff in the baby room told us they had been working on self-directed learning even from this very young age and this was reflected in the planning we viewed. We saw they had displayed the toys and activities on low shelves, to allow children to see what there was to play with. We saw staff encouraging the children to choose what they liked and provided assistance if they could not make up their minds.

We observed that all staff supervised the children well in all rooms. They were good role models for showing the children how to play nicely and encouraged the young children to show care and consideration to their friends and the equipment both indoors and out in the garden. We saw staff reminding the children to be careful and considerate whilst playing.

The entire premises were decorated with examples of the children's art and craft. We also noted photographs and displays related to topics and events. We saw a television screen in the entrance area which was showing video clips of the children enjoying a range of activities and outings provided.

We saw that the furniture in all areas was well maintained, suitable for the needs of the age group attending in each area. We noted that the baby room had a good range of equipment for this younger age whilst the other rooms were furnished to suit the age of those older children. All furniture and was in a good clean condition.

Overall we noted a high standard of hygiene and cleanliness with the premises. We saw staff tidy as they went, wipe up spills when any occurred and clean floors after snacks and meals. We did not inspect the kitchen but noted there was a good level of hygiene and cleanliness. The meals were cooked in-house and safely transported from the kitchen to the playrooms.

We looked at the outdoor area available for the children. It was nice to see the new decked area for the babies and toddlers. We noted the older children playing in the mud kitchen and making mud pies. It was nice to see they were allowed to explore in the garden as well as have access to trikes and other toys.

We noted the outdoor areas were well used whilst we were present and that each had a wide range of outdoor toys, activities and play equipment. We noted the nursery had rubber boots as well as outdoor all-weather suits which allowed the children to go outdoors in all weathers. During the inspection the younger babies went out for a walk along the former rail line in triple buggies. Parents and carers liked that they had access directly on to the old line as it meant the children could enjoy walks away from traffic and noise.

Areas for improvement

We noted the water temperature was too hot in the new sinks and that this would need a temperature control mechanism installed. We discussed this during our feedback session and made a recommendation that this be looked at.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Attention must be given to the temperature of the water in the new sinks which is currently too hot. It is recommended that a temperature control unit be installed to ensure the water is at the correct safe temperature for the children.

**National care standards, early education and childcare up to the age of 16,
Standard 2: A safe environment.**

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

This area has been reported on within the previous Quality Themes.

In addition we noted the parents and carers thought very highly of the staff, considered they had the necessary skills for their roles, and had positive attitudes towards the children which allowed the children to feel safe, secure and nurtured.

Areas for improvement

The service had recently recruited new staff members, one of whom had started her induction that day. The manager told us they would work through the induction procedure, which included introducing them to the setting, parents and carers, and making sure they were aware of how the nursery operated.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We noted the nursery had a very good induction regime in place for new staff which ensured that all staff understood their roles within Great Western Pre-school @ Broomhill. We briefly looked at staff recruitment during this inspection process.

As part of the inspection process we look at staff practice. We noted that the staff team was a key strength of this childcare service. During our inspection we saw that all staff were enthusiastic about their role and committed to providing a good quality service for the babies and children in their care. We saw that staff in the upstairs room worked well together to create an interesting and stimulating area where the children could play safely with a very good choice of activities. We saw that staff enjoyed working at the nursery and were interested in the children in their care.

The manager told us that she was very happy with the current staff. She described how several had worked hard to gain appropriate qualifications. She also told us they had regular full staff meetings where all aspects of the service were discussed. They changed the evening they met to suit the needs of the staff. She told us these meetings ensured that they all worked well together and had a full understanding of the children and their individual needs.

We did not see a staff meeting during this inspection visit though did read minutes from these. However, we did observe the staff getting together at various times during the two days we were present. We saw them exchanging information by discussing how the morning had gone, plans for the afternoon, and how to support specific children within their care. Overall the staff group demonstrated that they were skilled, motivated and committed to providing a high quality service for the babies and young children who attended.

We looked at staff supervision and training. We noted that staff had an annual review as well as ongoing support from the manager and general manager. This in turn contributed to the quality assurance programme within the service. We looked at how the manager monitored staff performance and any training needs. This was ongoing and fed into the staff's CPD files. Staff told us they were encouraged to attend training, and liked to do so as this helped them in their role and enabled them to keep up to date with current childcare practice. They told us what they learned could be rolled out within the nursery, and they liked to try new things with the children.

When asked all staff told us that they thought this a very happy place to work and liked the happy atmosphere. They said they felt comfortable to make suggestions, ideas and that their views were welcomed. Staff records were up to date. When asked, the staff told us they received good support from the manager and senior staff.

We noted that staff training was up to date, and that staff had access to a range of training opportunities. Staff told us they were encouraged to attend training, and liked to do so as this helped them in their role and enabled them to keep up to date with current childcare practice. They told us what they learned could be rolled out within the nursery, and they liked to try new things with the children.

Since the last inspection the administrator had introduced a new continuous professional development (CPD) regime with new folders for each member. This included a "reading list" which staff recorded when they had read a particular article or book. A record was held centrally, so when core training was due to be updated the staff were reminded.

Staff had access to a wide range of core training including:

- Pre-birth to three
- First aid
- Child protection awareness
- Food hygiene.

As part of an inspection we take time to talk with parents and carers about the staffing within the service. We interviewed parents and carers during the inspection visit and found that the parents and carers thought very highly of the staff. When asked if they thought they had the necessary skills to support their children's learning and development they told us that the staff were professional and well suited to their role. They told us the staff were "very friendly", "easy to talk to and "very helpful". This was further confirmed within the care standards questionnaires and the emails we received.

Among the positive comments we received was:

- "The staff are always polite, warmly welcoming children and parents into the nursery, always listening and willing to accommodate individual needs of the child."

Scottish Social Services Council (SSSC)

The SSSC is the body that regulates care staff and decides the level of qualification for each post. We saw that the majority of the staff were qualified to the required level, and were taking responsibility for ensuring that their practice was regularly updated in line with best practice guidance. The manager again informed us all new staff would be supported to gain a qualification.

We found that all staff who needed to had applied for registration with the SSSC. The administrator also told us that she helped staff to apply for registration in the office, which ensured she was aware it had been done.

We noted that all new staff and students were checked under the 'Protection of Vulnerable Groups' (PVG) before starting work in the nursery. We noted that during the induction regime new staff were supported with new applications for registration with the SSSC when required.

Areas for improvement

We discussed 'Getting it Right for Every Child' (Girfec) training and noted some staff had yet to attend this. The manager told us this was a topic they had included on the reading list.

We talked about training and again this was included on the training schedule. When this was available all staff would attend this training. The manager also told us this included newly recruited staff.

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

This has been reported on within the previous Quality themes, in particular Quality Theme 1:1.

In addition we noted the nursery had an 'open door' policy and we saw this working in practice. The manager and administrator's office was situated by the main entrance of the premises, and we saw both welcome parents and carers and their children when they arrived with a friendly smile. We noted several of the children stop, and say goodbye to the manager when they left. We saw parents and carers seek her out and chat. It was nice to see the open, friendly atmosphere within the nursery.

Parents and carers who were interviewed told us they felt the manager at Broomhill was very approachable, and they would feel comfortable in contacting her should there be a need to do so. This also included the general manager and administrator.

Areas for improvement

We looked at the certificate of registration, and noted this included out of school care. When we discussed this with the manager and general manager they told us that this was not provided at Broomhill. We talked about how this may have been used but in fact was not needed since there are several out of school care services managed by the Great Western group.

We asked that the service should apply for a variation to the conditions of their registration, and have this removed. The manager told us they would look this immediately.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We looked at the service's quality assurance regime during this inspection process. The manager shared the results of the most recent surveys they had completed with parents and carers. We found that quality assurance was an area the service had looked at continually over the years.

The service had also looked for new ways to encourage the parents and carers to become involved with assessing the nursery, and to feel confident to make suggestions and comments. We noted they did this regularly, in an informal way, as well as more formally through various ways.

We saw they continued to use their interactive website 'Puddlestomping' and were told by the manager that they had found this method suited the majority of the parents and carers. We discussed how it could be difficult for parents and carers to find the time, therefore, they looked for ways that were easy for them as busy working parents to work with. One parent told us during the inspection that he really liked the online communication methods and it was often later of an evening before they had time to look at information sent by the nursery.

We noted they had other methods in place showing how they looked at the quality of the service they provided.

This included:

- the Care Inspectorate self-assessment document
- annual return
- evaluation using child at the centre
- monthly staff meetings (evening time so all staff could attend)
- team monitoring
- development plans
- voting sessions by parents and carers on 'Puddlestomping'
- parents and carers visits to the playroom
- regular parents' evenings and events
- audits on specific topics eg 'fire pit'
- monitoring visits by the general manager

- visits by development workers and a Teaching Advisor to assess and work with staff
- observations of children and next steps in their care and learning
- suggestion's box.

The manager told us they considered the inspection regime as one form of quality assurance. The service received inspections from Education Scotland as well as the Care Inspectorate. Previous inspection reports were displayed for parents and carers. The general manager told us that any recommendations made or areas they needed to look at, were looked at not only at Broomhill - but also across all the childcare services managed by the Great Western group. They would identify action points from the report and then these were discussed at the full staff meetings, where they planned how they would work on this to make improvements or changes needed.

We asked the six parents and carers we interviewed during the inspection visit if they had opportunities to comment on, and make suggestions about the service. They told us that the service was generally very good at asking for their views and welcomed suggestions. They told us staff informed them of events and reminded them about plans, or if they were to take items to nursery for the current topic. They felt they were regularly consulted and given opportunities to have their say. They told us the notice boards were well maintained and regularly updated. Again they told us they could look at 'Puddlestomping' as well as at the online diaries.

We found the parents and carers we talked with in the baby and toddler room appreciated the details staff included in the daily diary sheets, and liked that they took time to tell them about their child's day. One told us it was so important because the babies could not tell them what they had been doing, or if they had been outside for a walk. They told us after hearing this level of information, they felt involved in their child's day.

We learned from the parents and carers that they thought the nursery was very well organised, and well-managed. We also asked if they ever had a concern, how do they think they would they deal with this. The parents and carers we asked told us that they would talk with the manager, or any of the staff and felt confident the matter would be dealt with. Two parents told us they had done so in the past, and had appreciated the advice and support staff had given them and their child.

From this we learned that parents and carers did have various opportunities to share their views both formally and informally. The manager told us that during any audit with the parents and carers they looked at the returned audits and planned any action needed. She also told us they shared the results with them informing them what they planned to do next. This was confirmed by the parents we talked to during the inspection and also within the care standards questionnaires.

We noted that there were several positive comments within the care standards questionnaires, as well as the emails sent by parents and carers.

One of which was:

- "I have often been surprised by things my child has done that must have been taught at nursery. We are all very happy with service provided".

Areas for improvement

During the feedback session with the manager and general manager we talked about the importance of looking for new methods and ways to ensure they continued to assess the quality of service they provided. This was an area they were keen to progress.

The manager told us that quality assurance was continuous and monitoring would continue to be done by outside agencies on a rolling programme. She gave the input from the general manager as one example as well as how the teaching advisor visited regularly as another.

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 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	6 - Excellent
Statement 3	4 - Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very 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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