

# Inspection report

## Great Western Pre-school Nursery @ Broomhill Day Care of Children

323 Broomhill Road  
Aberdeen AB10 7LR

**Inspected by:** Liz Adam  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 29 January 2009

**Service Number**

CS2004083018

**Service name**

Great Western Pre-school Nursery @ Broomhill

**Service address**323 Broomhill Road  
Aberdeen AB10 7LR**Provider Number**

SP2003000361

**Provider Name**

Great Western Pre-School Nursery

**Inspected By**Liz Adam  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

29 January 2009

**Period since last inspection**

10 months

**Local Office Address**Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD

## **Introduction**

The nursery is one of eight services operated by one provider and which include both day nurseries and out of school provision. This nursery was first registered by the Care Commission on 24 December 2004. It is registered to care for a maximum of 48 children aged from birth to 8 years. Of the maximum number, no more than 13 children of primary school age can be cared for.

The nursery premises are on two floors with babies aged 0 - 2 years being accommodated on the upper floor. There is an enclosed garden to the rear of the property.

Feedback was provided to the owner and manager at a meeting in early January to which the managers of all Great Western services had been invited.

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

Quality of Care and Support - 2 - Weak

Quality of Environment - 3 - Adequate

Quality of Staffing - 2 - Weak

Quality of Management and Leadership - 2 - Weak

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Views of service users

The service was provided with 25 Care Commission questionnaires to be offered to parents. Nine of these were completed and returned prior to the inspection visit taking place.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon

requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

Liz Adam, Care Commission Officer.  
Miriam Smith, Care Commission Officer.

Evidence

The inspection sampled policies and procedures that included:

Child Protection  
Whistle-blowing  
Recruitment  
Working with parents

Service records sampled included:

Accident and incident records  
Children's records  
Maintenance records  
Medication records

Time was also taken to observe practice and interview staff and the manager.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:  
<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

**Action taken on requirements since last Inspection**

No requirements were made since the last inspection.

### **Comments on Self Assessment**

The completed self-assessment form gave details of areas considered as strengths by the service and a number of areas for improvement.

### **View of Service Users**

There were obvious differences in the relationships between children and staff throughout the nursery. This would appear to be related to recent changes in staff where there had been insufficient time to develop trusting and positive relationships. Staff spoken with acknowledged that they were taking time to get to know the children.

### **View of Carers**

The parents who returned the Care Commission questionnaires indicated that overall they were happy with the quality of service provided. Positive comments included reference to the staff being great and an individual child who liked all the staff. There were negative comments and these related to concerns about the menus and the amount of cake and biscuits being provided rather than fruit.

## **Quality Theme 1: Quality of Care and Support**

### **Overall CCO Theme Grading: 2 - Weak**

**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**

Discussion with the manager and reference to the service's self-assessment form indicated that the service had considered the process of obtaining the views of children and parents/carers.

Observation of practice and discussion with staff confirmed a daily informal exchange of information with parents which assisted in the development and maintenance of positive relationships with individual families. Discussion with staff and examination of evidence indicated that there were some observations of both individual and groups of children undertaken which were used to influence the planning of activities. In some areas of the nursery planning was considered by staff to be more adult-led with limited influence from the children. Staff determined the activities and resources which were on offer on a daily basis.

The nursery used 'spider maps' to explore the children's ideas for activities related to specific topics. These 'maps' had also been sent home as a way of gaining parents' ideas on the next topic being covered. The topics had previously been identified by staff as part of the overall planning for the nursery.

Parents were kept informed about the events in the nursery through newsletters and parents' evenings although no feedback had been sought in respect of these events.

#### **Areas for Development**

There were limited opportunities afforded to parents/carers and children to participate in assessing and improving the quality of care and support within the service. The nursery should consider the development of a policy that identified its commitment to obtaining views from parents/carers and children that relates to all quality aspects of the provision, ie care and support, environment, staffing, and management and leadership (see Recommendation 1).

The nursery should also consider preparing a complimentary procedure that details the range of methods to be used, the subsequent monitoring and evaluation process and how these will lead to the implementation of any practice developments (see Recommendation 2).

Information from parents through the Care Commission's questionnaires indicated that there was uncertainty about the use of observation of children by staff. The service should consider ways of making the purpose of observations carried out in respect of individual children known to parents. They should also provide an opportunity to make these observations more readily accessible to parents (see Recommendation 3).

#### **CCO Grading**

3 - Adequate

## Number of Requirements

0

## Number of Recommendations

3

**Statement 3: We ensure that service user's health and wellbeing needs are met.**

### Service Strengths

Discussion with the manager and staff and examination of relevant policies and procedures indicated that ensuring the health and wellbeing of children was an important aspect of the service. There were policies and procedures in place for health and safety, administration of medication and infection control.

Staff caring for children in the baby unit were aware of the importance of establishing positive relationships with families. They were seen to be familiar to and with the babies and responded to their individual needs.

Staff working with children in the three to five age group had developed long and short-term plans which covered the five key areas of the curriculum. There had been a number of recent changes of staff within this area of the nursery and at the time of the inspection staff had not had the opportunity to get to know children or their families well.

The service was participating in the National Tooth Brushing Programme.

Toilet facilities within the nursery were observed to be clean, fresh and well maintained. Children's independence was encouraged in this area with support provided as and when necessary.

The service had a copy of the nutritional guidance for early years and this was used as a guide when considering the range of food/snacks to be offered. Observation, discussion with staff and examination of menus evidenced that healthy food and snacks were provided daily. Feedback from parents was mixed in relation to food provision with six of the nine parents who returned the Care Commission questionnaires strongly agreeing/agreeing that the service provided a healthy and well-balanced diet which met their child's dietary and cultural needs. One parent indicated that they didn't know what the service provided and two disagreed indicating that they thought children were being given too much cake and biscuits and insufficient fruit. Discussion with the cook indicated that she had an understanding of the nutritional needs of young children. She was aware of children within the service who required special diets and indicated that these could be accommodated.

The manager and a number of the staff were relatively new to their current posts although had been employed by the organisation for some time. A staff rota identifying named staff for each playroom was in place. This was intended to promote continuity of care for each child. There had, however, been considerable disruption to this over recent weeks due to long-term illness. Members of the staff group were also employed to support the out of school services either owned or staffed by the organisation.

Staff were generally observed to be caring and sensitive towards the children. They

responded to their needs and requests while encouraging sharing and taking turns. A separate sleep room equipped with cots was provided to allow babies and very young children to sleep and rest.

All parents returning the Care Commission questionnaire agreed that the service provided regular opportunities for children to get fresh air and energetic physical play. Observation of practice, discussion with staff and photographic evidence indicated that the nursery garden was used on a regular basis. Staff advised that over recent weeks there had been fewer opportunities to take babies out. This was reported to be due to waiting delivery of new triple buggies and the service working at minimum or below adult:child staffing ratios.

The manager had responded to concerns raised by parents in relation to the speed and level of traffic on the road outside the nursery. Signs for parents were displayed throughout the nursery reminding them to be vigilant when children were getting into and out of their cars. In addition, the manager had made contact with the police and local authority to discuss their concerns.

#### Inspection Focus Area - Child Protection

The service had a generic child protection policy and procedure in place. Staff spoken with appeared confident in understanding their responsibilities to raise concerns with their room supervisor or the nursery manager. Child protection training had been undertaken by most of the staff group either as an integral part of the SVQ training or as an additional training opportunity.

All parents who responded to the Care Commission questionnaire strongly agreed/agreed that the staff would protect their children from harm, abuse, bullying and neglect. The service child protection procedures had been made available to parents/carers within the service information pack.

#### **Areas for Development**

As stated above, staff were knowledgeable about their responsibilities and had received training in recognising child protection issues. However, discussion with the manager and examination of records identified shortfalls in the recording procedures directly related to child protection issues. All staff, including the manager, should participate in refresher training in child protection on a regular basis. The frequency of this should be not less than once every two years (see Recommendation 4).

The child protection policy and procedure should be reviewed to ensure that it meets with the current best practice guidance as issued by the North East of Scotland Child Protection Committee (see Recommendation 5).

The provider must develop a robust system for recording any information related to child protection issues. The system must include full details of the child, an accurate recording of the concerns, information with regard to contact with other agencies and any actions taken or decisions agreed. At all times the guidance provided by the North East of Scotland Child Protection Committee must be adhered to (See Requirement 1).

#### **CCO Grading**

2 - Weak



**Number of Requirements**

1

**Number of Recommendations**

2

## **Quality Theme 2: Quality of Environment**

### **Overall CCO Theme Grading: 3 - Adequate**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.**

#### **Service Strengths**

Information contained in Quality Statement 1.1 is also relevant to this statement.

There was limited evidence provided to indicate that the parents and children had been consulted for their views on the environment.

The parents who completed the Care Commission questionnaire section on the quality of the environment indicated that they considered the premises to be safe and secure. Three parents strongly agreed/agreed that the staff asked for their child's views about the activities and outings while six disagreed/didn't know or considered it not applicable.

#### **Areas for Development**

The manager was asked to consider providing parents/carers with opportunities to provide their views specifically in relation to the environment. This should encompass both the environment within the playrooms, the garden area and the environment which the children have access to within the local community.

#### **CCO Grading**

3 - Adequate

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 3: The environment allows service users to have as positive a quality of life as possible.**

#### **Service Strengths**

The nursery building and garden was maintained to an acceptable standard and relatively well resourced.

There was evidence that maintaining a range of resources and equipment was an ongoing commitment as part of the service provision. Staff advised that additional resources could be borrowed from the local authority's Curriculum Resources and Information Service. There was also evidence that staff could put forward requests for the purchase of new materials which generally met with approval from the manager and owner of the service.

Maintenance records indicated that a system was in place for any member of staff to report defects to the fabric of the building or individual resources. The evidence also confirmed prompt attention was provided if required.

The upstairs playroom which was registered for children from birth to three years was seen to be bright and welcoming. It was well equipped with a good range of toys and other equipment suitable for young children.

The garden area was also well resourced and observation on the day of inspection and photographic evidence indicated that this was used on a regular basis. It was noted that the children always appeared appropriately dressed for the weather conditions.

### **Areas for Development**

The area to which children have access on the ground floor of the nursery comprises three inter-connecting playrooms. The three rooms were laid out very differently which reflected their specific use. One room is separated from the other two with the use of a gate as a physical barrier. This was seen to restrict the opportunities for children to choose freely from the very different activities laid out in these rooms. Discussion with staff indicated that there was conflicting opinion about whether these rooms were to be used as separate rooms for the 2 - 3's and 3 - 5's or as a free-flow space for all the children. Observation of practice indicated that while children had access to all the rooms as part of adult-led activities the overall space was not free-flowing for the children. This restricted the experience particularly for children in the 2 - 3 age group who spent most of their time in one room which had limited resources. For example, this room did not provide a role play area or story corner/quiet area which children could freely access. The provider and manager are asked to revisit the recommendations from the 2007 HMIe inspection report, one of which asked "management and staff should review playroom layouts for children aged two to five years, restructure the daily programme and provide them with more opportunities for choice and challenge". Any review should ensure that the recommendation is interpreted in relation to the needs of all the children to receive a holistic experience on a day-to-day basis (see Recommendation 6).

Systems to enhance the staffs' understanding of the children's perception and experience of the environment are crucial to the quality of the experience for the children. The manager should now look to implement systems for exploring the children's view and experience of the environment (see Recommendation 7).

Discussions with the manager indicated that there were some structural constraints on alterations which could be made to the downstairs playrooms for the 2 - 5 year olds. Taking this into consideration these rooms did not currently appear bright and welcoming primarily due to the current layout. The manager and provider should consider developments that would improve the overall appearance of this area of the nursery

As noted above the outside play area was noted to be well used. This was accessed directly from the central downstairs playroom via a wooden decking area with steps leading to the garden. On the day of inspection this decking area was wet and slippery and children trailed a considerable amount of water into the playroom. Although staff reminded children to be careful crossing the wet floor, children were seen to slip although no serious harm was noted. The children had to walk through the playroom to get to the cloakroom area to take off their outdoor clothing and footwear. Staff were observed to dry the floor immediately after all the children had gone through to the cloakroom area. The service may wish to consider

whether an absorbent mat or other alternative could be used at the entrance to the playroom (see Recommendation 8).

The service should continue to maintain the current practice in other aspects of health and safety which their self-assessment form noted as an area of strength.

**CCO Grading**

3 - Adequate

**Number of Requirements**

0

**Number of Recommendations**

2

## **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 2 - Weak**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

### **Service Strengths**

Information contained in Quality Statements 1.1 and 2.1 are also relevant to this Statement.

The manager advised that she had an 'open door' policy for parents and viewed this as a means by which parents could comment to her informally on matters relating to all aspects of the service provision.

All parents completing the Care Commission questionnaires indicated that parents strongly agreed/agreed that the staff had the skills and experience to care for their child. All questionnaires indicated that parents felt their child appeared happy and confident with the staff.

### **Areas for Development**

The manager now needs to consider the development of methods by which parents and children influence the quality of staffing. Consideration might be given to a role for parents in the recruitment of new staff and more formal opportunities for them to support and inform the annual appraisal process.

### **CCO Grading**

3 - Adequate

### **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**

Examination of evidence and discussion with the manager confirmed that staff either held or were working towards an appropriate child care qualification. Staff also had access to legislative and guidance updates. There was a system for refresher training for staff which included the areas of child protection, food hygiene and first aid. Regular training opportunities were ensured through the provider's training school, the local child care partnership, and other external training providers. Discussion with staff indicated a general willingness to attend training and ensure their own continued professional development.

Staff were observed to be caring in their interactions with the children and were seen to take pleasure in the children's achievements.

### **Areas for Development**

Over recent months the nursery had seen the appointment of a new manager, a number of changes to the staff team and a number of absences through sickness. Observation of practice indicated that individually the staff members were committed and caring in their interaction with the children. There was a lack of cohesion and working in partnership among the staff group. This was evident through observation of practice and discussion with individual members of staff.

The manager and provider should now consider the implementation of meetings involving all the staff to incorporate team building. These meetings would also provide the manager with an opportunity to demonstrate more fully effective leadership of the service (see Recommendation 9).

### **CCO Grading**

2 - Weak

### **Number of Requirements**

0

### **Number of Recommendations**

1

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 2 - Weak**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

Information detailed in Quality Statements 1.1, 2.1 and 3.1 are also relevant to this Statement.

The nursery had a formal complaints procedure in place which was available to all parents. In addition there was a comments, compliments and complaints box at the entrance to the nursery. The manager also operated an open door policy and was observed to be friendly and welcoming to all parents and children as they came in to the nursery.

### **Areas for Development**

The self-assessment form identified the development of exit questionnaires and parent questionnaires for assessing the quality of management and leadership.

The manger and provider should continue to develop ways in which the parents could influence the quality of the management of the nursery. They should also reflect on how the children already influence the management and explore ways that this can be increased.

### **CCO Grading**

3 - Adequate

### **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**

Best practice guidance documents were available to staff that included:

National Care Standards

Child at the Centre 2

Birth to Three - Our Youngest Children

Nutritional Guidance or Early Years

Cook-safe

North East of Scotland Child Protection Committee guidelines.

The service's self-assessment form indicated that Child at the Centre 2 and the National Care Standards were used for quality assurance purposes.

#### Inspection Focus Area - Notifications

Discussion with the manager indicated that she was aware the requirement to report issues in relation to staff misconduct to the SSSC.

Discussion with staff indicated that they were aware of the nursery's whistle-blowing policy in relation to raising concerns about inappropriate conduct by staff or issues of poor practice. They indicated that they were confident that their confidentiality would be protected where possible and felt they would be supported by their manager.

#### **Areas for Development**

The information detailed in Quality Statement 1.1 (Areas for Improvement) are also relevant for this Statement.

The self-assessment form indicated that the service was working on methods of obtaining the views of parents through questionnaires as part of the nursery's development plan. The manager should consider how views of all service users, carers, staff, and stakeholders can be used to assess the quality of the service being provided (see Recommendation 10)

As stated above, staff were aware of the nursery's whistle-blowing policy. This stated that it will follow a clear procedure but there was no accompanying procedure available. Although staff were confident to raise issues they did not know what would happen once they had spoken to their manager. A procedure to be followed by staff and the management must be developed to support the appropriate and consistent management of concerns about nursery practice that are raised by staff (see Recommendation 11).

#### **CCO Grading**

2 - Weak

#### **Number of Requirements**

0

#### **Number of Recommendations**

2



**Regulations / Principles**

**National Care Standards**

## **Enforcement**

There has been no enforcement action against this service since the last inspection.

## **Other Information**

Management and staff should review playroom layouts for children aged two to five years, restructure the daily programme and provide them with more opportunities for choice and challenge.

Staff should intervene more effectively and take further account of children's needs and their stages of development when planning and assessing.

Staff should continue to develop aspects of programmes as identified in this report and intervene more effectively to support children's progress.

Management should continue to develop more systematic and rigorous procedures for monitoring and evaluating the quality of the provision.

## **Requirements**

1. The recording and referral systems in respect of child protection issues must at all times reflect best practice guidance.

SSI 2002/114 - Regulation 4(1)(a) - A regulation to ensure that providers shall make proper provision for the health and welfare of service users.

## **Recommendations**

1. The nursery should develop and implement a policy outlining the nursery's commitment to participation from service users and carers.

National Care Standard for Early Education and Childcare up to the age of 16: Standard 13.

2. The nursery should develop the use of a range of methods to allow parents, children and other relevant people to participate in assessing and improving the quality of all aspects of the service.

National Care Standards for Early Education and Childcare up to the age of 16- Standard 7 and Standard 13.

3. The nursery should provide clarity to parents about the use of observations on individual children.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 4.

4. All staff including the manager should undertake child protection training on a regular basis to ensure that their knowledge and understanding reflects current best practice at all times.

National Care Standards - Early Education and Childcare up to the age of 16: Standards 12.2 and 14.6.

5. The child protection statement should be reviewed to ensure that it clearly advises parents of the nursery's responsibilities in relation to matters of child protection. It should also acknowledge that this may require the nursery to make referral to social work or the police

without notifying parents in the first instance.

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

6. The service should re-visit the recommendations of the HMIE report published on 8 August 2007 in relation to reviewing the playroom layouts.

National Care Standards - Early Education and Childcare up to the age of 16:  
Standard 2.3 and 5.

7. The manager and staff should develop systems that allow the children's views of the environment to be explored.

National Care Standards - Early Education and Childcare up to the age of 16:  
Standards 5 and 12

8. The manager should consider how to make re-entry to the playroom from the garden safe in wet weather.

National Care Standards - Early Education and childcare up to the age of 16: Standard 2.

9. The manager and provider should establish methods which will promote the effective leadership of the manager and re-create a positive working environment for the staff.

National Care Standards - Early Education and Childcare up to the age of 16: Standard 7.2, 7.4, 14.4.

10. The service should work towards introducing quality assurance methods which evaluate the whole service provision. These methods should provide opportunities for parents/carers, children and staff and stakeholders to contribute to the evaluation.

National Care Standards - Early Education and Childcare up to the age of 16: Standards 13 and 14

11. The provider must develop a procedure to support the current whistle-blowing policy.

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

**Liz Adam**  
**Care Commission Officer**