

# Inspection report

## Great Western Pre-school at Kingswells Day Care of Children

The Village Centre  
Kingswood Mews  
Kingswells  
ABERDEEN AB15 8TB

**Inspected by:** Miriam Smith  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 28 January 2009

**Service Number**

CS2003014180

**Service name**

Great Western Pre-school at Kingswells

**Service address**

The Village Centre  
Kingswood Mews  
Kingswells  
ABERDEEN AB15 8TB

**Provider Number**

SP2003000361

**Provider Name**

Great Western Pre-School Nursery

**Inspected By**

Miriam Smith  
Care Commission Officer

**Inspection Type**

Unannounced

**Inspection Completed**

28 January 2009

**Period since last inspection**

16 months

**Local Office Address**

Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD

## **Introduction**

The nursery is one of eight services provided by the same provider, that includes day nurseries and out of school of provision. This nursery is registered for 100 places and provides for children aged 0 to school aged. The premises is a purpose built nursery.

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

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 3 - Adequate

Quality of Management and Leadership - 3 - Adequate

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

27 parents questionnaires were returned to the Care Commission.

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

Miriam Smith and Liz Adam.

## Evidence

The inspection sampled policies and procedures that included:

- Child protection
- Whistle blowing
- Recruitment
- Working with parents

Service records were sampled that included:

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

Evidence was also sampled from:

- Questionnaires
- Dairies
- Target sheets
- Observations.

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 at the last inspection.

## Comments on Self Assessment

A detailed self assessment was completed by the nursery manager which identified some of the strengths of the service and some areas for improvement.

## View of Service Users

The children said that they enjoyed the nursery and they observed to be confident and affectionate towards the staff.

## View of Carers

Overall parents said that they were happy with the service that was provided for their children and that they were kept informed about the care provided to them. The written comments from parents were:

- Some staff are very young and lacking in interest, though overall the service is good.
- Very happy this is my second child to use the service.
- Happy until my child moved to the pre-school class, where communication became poor.
- Not happy with soup and bread as a main meal.
- Concerns about choice of activities and access to resources for the 0 to 2 years.
- Concern about transition procedures from one room to another and the communications between staff to support this.
- Would like more communication about the 0 to 3 years and more outings for the older children. Over all very happy.
- Concern about in-flexibility in the transition procedure and communication between staff and the manager to support this.
- Lack of holiday cover pushes staff to the limits.
- Concern about salt content of food.
- All staff are a pleasure I would recommend the service to others.

## Quality Theme 1: Quality of Care and Support

### Overall CCO Theme Grading: 4 - Good

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

#### Service Strengths

The inspection confirmed that the nursery made use of a number of methods for obtaining the views of parents, carers and children to improve the care and support provided. These included the following:

- \* Daily communications
- \* Observations
- \* Questionnaires
- \* Letters
- \* Target sheets

The daily communications assisted in the development and maintenance of positive relationships with parents/carers. Examination of evidence confirmed that these had also been used to review practice, the use of the environment and the deployment of staff to better meet the needs of children.

Staff carried out observations of the children and used this to inform planning for individual and group activities. Children were encouraged to move between activities and could access other activities and resources which were of interest to them by asking staff directly. Staff working with the very young children were observed to be 'listening' carefully to the messages that were communicated through the children's sounds and body language. This had created a calm and happy environment. The staff working with older children were observed to be calm and encouraging in their approach to promote the children's confidence and independence. Staff were seen to respond to the needs of individual children.

The nursery also made use of questionnaires to seek the views of children. These had focused their likes and dislikes about the nursery. Parents had been involved in filling them in with their children. Feedback had been given to parents verbally.

The nursery made use of 'spider maps' to explore the children's ideas for particular topics. These 'maps' had also been sent home for children to complete with their parents as a way of gaining parents' ideas on the next topic being covered.

Parents confirmed that they felt able to approach staff and the manager about particular aspects of their children's care and more general matters that concerned the nursery as a whole.

Letters to parents indicated that they were not only used to provide information but also to offer choices to parents about the service provided to their children.

17 of the parent's questionnaires stated that the nursery had worked with them on developing an individual approach to the support that was provided to their children. 5 parents disagreed and 5 parents felt that this was not applicable to their child.

25 parents felt that their child had choice about the activities that were available.

## Areas for Development

The organisation might wish to consider the development of a policy that clarifies a commitment to obtaining a range of views from children, parents, carers, staff and other stakeholders. They might also wish to consider the development of a complementary procedure that details how this will be done and will subsequently be maintained, evaluated and used to develop practice (recommendation 1).

## CCO Grading

4 - Good

## Number of Requirements

0

## Number of Recommendations

1

**Statement 5: We respond to service users' care and support needs using person centered values.**

## Service Strengths

The strengths detailed in quality statement 1.1 are also relevant to this quality statement.

The nursery kept records for individual children these included profiles for children who needed additional support, these were found to be well maintained. The nursery had liaised with other agencies to meet children's needs and staff knew the individual children well. Staff had daily communications with parents and used any information to respond to the daily needs of the children. Tracking sheets were used where parents or staff identified a particular support need and meetings were held with parents to discuss progress and other issues relating to their child's care. Parents had the chance to visit the service prior to admission and they were provided with a comprehensive pack of information about the nursery. Staff ratios and relatively small group sizes supported a more knowledgeable and intimate relationship between the staff and the children.

## Areas for Development

The nursery should record more effectively daily communications that impact on the care and support provided for the children. It would complement the current daily communications with parents and staffs knowledge of the children and support the daily needs of the children (see recommendation 2).

Staff supported the transition of children between rooms by gradual short visits and the movement of children together with their friends. However some parents felt this process had not always met the needs of their individual children and family circumstances. The nursery should ensure that these procedures are implemented flexibly and include the consideration of individual needs and circumstances. Effective communication and the introduction of contact sheets or room diaries that provide a place to record parents daily comments and issues would help to support this.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1

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

**Overall CCO Theme Grading: 4 - Good**

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

### **Service Strengths**

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

The rooms had been set up with the children in mind and the children could ask for resources to be made available to them. The use of spider maps had provided an opportunity for parents to influence visits to community resources to enhance the environment available to the children. Nursery records indicated that the manager and staff responded to comments and issues raised by parents regarding the environment. Action taken had been clearly notified to parents. A good example of this was a concern raised by a parent about overall cleanliness in the nursery following the resignation of the nurseries cleaner. Immediate action had been taken to deep clean the whole nursery. There had also been a reconsideration of the cleaning support needed by the by nursery which resulted in a management decision to recruit two cleaners and increase the cleaning hours to allow mid day cleaning.

11 parents stated that their child asked for their views about activities and outings and that these were used to plan for future activities. 1 disagreed, 5 stated that they did not know and 10 felt that it was not applicable.

### **Areas for Development**

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

Use had been made of cameras with the pre-school children so that they could take photographs of the things they did and did not like in the nursery. However the information gained from this had not been used to inform any change in the nursery environment. The nursery now needs to focus on the evaluation of activities with children that explore their likes and dislikes about the environment and use this to improve the quality of the children's experience (recommendation 3).

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

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

## **Service Strengths**

Information contained in Quality Statement 2.1 is also relevant to this statement.

The nursery was well maintained and resourced. There was strong evidence that this was a continuous part of the service provision. A wide range of toys and equipment were available to the children in sufficient numbers to allow children to explore them freely. The nursery made use of local resources which included visits to the library, visits from community figures, like the health visitors and the police. The nursery also made use of local resource centres and promoted local events with parents through their notice boards and newsletters.

## **Areas for Development**

The children's perception and experience of the environment is integral in determining quality for this quality statement. Ways of exploring the children's views and experience of the environment were not in place at the time of the inspection. The provider and manager should now find ways to enhance staffs understanding of the children's perception of the environment and how this impacts on the quality of the experience for the children (recommendation 4)

## **CCO Grading**

4 - Good

## **Number of Requirements**

0

## **Number of Recommendations**

1

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

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

**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. There was some observation of practice for those staff who were undergoing qualifications. Staff were due to have training on ways of working with parents in the January 2009. The manager said she felt that parent's evenings also created an opportunity for parents to comment of the views of staff.

The responses from parents questionnaire indicated an over whelming confidence in staff.

#### **Areas for Development**

The manager needs to develop ways in which parents and 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 appraisal (see recommendation 1).

#### **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 through the provider's own training school. Staff also had access to legislative and guidance updates and staff had a responsibility to ensure they remained up to date with these.

There was a system for refresher training for staff which included child protection, food hygiene and first aid. Regular training and attaining relevant qualifications was ensured through the provider's training school, the local child care partnership, and other training providers. Discussion with staff indicated a willingness to attend training and ensure their

own continued professional development.

Discussion with the manager and staff and examination of evidence indicated that there were meetings involving the manager and specific groups of staff, e.g. supervisors or assistant supervisors. The members of staff shared the detail of the meetings with other staff in their playrooms following the meetings and prior to the formal minutes being made available. The manager provided advance notice of the agenda for these meetings and staff were aware that they could request additional items to be put on this for discussion.

Staff were observed to be warm and caring in their interactions with the children and were seen to take pleasure in the children's achievements. Staff spoken with confirmed that they respected their manager and found her to be approachable and supportive.

### **Areas for Development**

There was discussion with the manager about the format of staff meetings and ensuring that the minutes reflected that staff were involved in the discussions.

Observation of practice and discussion with the manager and staff indicated that there was a positive and supportive atmosphere among the staff within the nursery. The manager should implement meetings involving the full staff group that create opportunities for staff to reflect and consolidate best practice guidance and current legislation (recommendation 5).

Staff were due to receive training to support their work with parents and enhance their communications with them. The manager also advised that there had been some consideration of the development of training that support communications with the children. It was advised that this would be of benefit to the staff enhancing their practice with the children.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

## Quality Theme 4: Quality of Management and Leadership

### Overall CCO Theme Grading: 3 - Adequate

**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.

20 parents stated that they had been involved in the development of the service. 3 disagreed, 1 strongly disagreed, 2 did not know and 1 stated that it was not applicable.

#### 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 (see recommendation 1 and recommendation 6).

#### CCO Grading

3 - Adequate

#### Number of Requirements

0

#### Number of Recommendations

1

**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

Use was made of a number of best practice guidance documents 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.

A number of monitoring and evaluation processes were in place. These included the manager's daily contact with staff, parents and children; visits from training assessors and the organisation's development manager. Inspection reports from the Care Commission and HMle were also used to inform the nursery's development plan.

Monitoring for the service was primarily the monitoring of curriculum planning by the organisation's development officer. This development officer had made monitoring visits to the nursery to assess action in relation to the national care standards, but these had been infrequent. The manager made use of target sheets to identify specific actions that needed to be taken in the nursery. The inspection evidenced that policies were subject to review, but there was no evidence who was involved in the review process.

Inspection Focus Area - notifications

Discussion with the manager and provider indicated that she was aware the requirement to report issues in relation to staff misconduct to the SSSC and make notification to the Care Commission.

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 organisation should establish processes for obtaining the views of all stakeholders to influence the monitoring, evaluation and the quality assessment of the service. This should include the review of policies and procedures (see recommendation 1).

There was no systematic monitoring of practice across the nursery. Procedures for more systematic monitoring of the service should be put in place (recommendation 7).

The current development plan for the service is done using the local council format that is required as part of their partnership agreement for funded pre-school placements. The manager assured that all staff were involved in this process and that it took account of the needs of the children. Despite this the development plan did not cover the development needs of the service as a whole. The manager should record development plans that cover the needs of the whole service (recommendation 8).

The provider has responded to the above paragraph as follows:-

"I feel far too much emphasis has been placed on the term 'development plan' and that other procedures we use for developing the service such as action plan, maintenance logs and target sheets have been excluded from being considered part of our development of the service. As a result of this, the whole development of the practice has not been taken into consideration and has not been seen as part of the development 'programme'. We have formal procedures in place that develop the service that are recorded in other ways. For

example, quite large maintenance/structural issues are met throughout the settings". This will be taken into account at the next inspection.

#### Inspection Focus Area - notifications

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 (recommendation 9).

#### **CCO Grading**

3 - Adequate

#### **Number of Requirements**

0

#### **Number of Recommendations**

3

**Regulations / Principles**

**National Care Standards**

## **Enforcement**

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

## **Other Information**

No other information is relevant to this report.

## **Requirements**

There were no requirements made during this inspection.

## **Recommendations**

1. The organisation should continue to develop a range of methods to allow parents and children and other stakeholders to influence developments that improve the quality of all aspects of the service.

NCS for Early Education and Childcare up to 16. Standard 7, 13, 14.5.

2. The manager should develop a system for recording daily information that impact on the care and support of the children.

NCS for Early Education and Childcare up to 16. Standard 7.4.

3. Participatory activities should include evaluation that considers the need for action.

NCS for Early Education and Childcare up to 16. Standard 13.

4. The provider and manager should find ways to enhance staffs understanding of the children's perception of the environment and how this impacts on the quality of the experience for the children.

NCS Early Education and Childcare up to 16; Standard 5.4.

5. The manager should provide opportunities for whole staff meetings that create opportunities for the monitoring of practice and service development.

NCS Early Education and Childcare up to 16. Standard 12.2, 13 and 14.4.

6. The provider and manager should create opportunities and encourage parents and carers and children to make a full contribution to the assessment and improvement of the nursery.

NCS Early education and Childcare up to 16. Standard 14.5.

7. Systems that ensure the systematic monitoring of the whole service should be put in place.

NCS Early Education and Childcare up to 16. Standard 13.

8. Development plans that cover the needs of the whole service should be developed.

NCS Early Education and Childcare up to 16. Standard 13.

9. The provider should develop a whistle blowing procedure which is clear and accessible. The procedure should ensure that concerns raised by staff are addressed appropriately.

NCS Early Education and Childcare up to16. Standard 14.2.

**Miriam Smith**  
**Care Commission Officer**