

## Care service inspection report

# Great Western Pre-school at Kingswells

## Day Care of Children

The Village Centre  
Kingswood Mews  
Kingswells  
Aberdeen  
AB15 8TB

Inspected by: Liz Adam

Sharon Malcolm

Type of inspection: Unannounced

Inspection completed on: 31 July 2012



HAPPY TO TRANSLATE

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### **Service provided by:**

Great Western Pre-Schools a partnership

### **Service provider number:**

SP2003000361

### **Care service number:**

CS2003014180

### **Contact details for the inspector who inspected this service:**

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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 staff worked well as a team and were seen to be warm, caring and supportive to the children.

### What the service could do better

The service was encouraged to continue its programme of parent and child participation in all aspects of the service.

### What the service has done since the last inspection

The service had put in place a programme of refurbishment which, when completed, will provide direct access from the ground floor classrooms to the large enclosed garden.

### Conclusion

This service continues to operate at a very high level, providing families with a reliable childcare service.

### Who did this inspection

Liz Adam  
Sharon Malcolm

# 1 About the service we inspected

Before April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1st April 2011 this service continued its registration under the new body, Care Inspectorate.

Great Western Pre-school at Kingswells is one of a group of four nurseries and after-school clubs owned by one provider. The nursery at Kingswells is registered to provide a care service to a maximum of 100 children under the age of 16 with a maximum of 20 places being reserved for out-of-school care. There is an organisational approach to the delivery of the service, but each nursery had its own individual identity.

The service is provided from a purpose-built building on two floors providing six separate classrooms each accommodating a different age group of children. There is a large secure outside area providing space for a variety of outdoor activities. At the time of inspection a refurbishment programme for the building had been started.

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](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

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

### What we did during the inspection

We wrote this report following an unannounced inspection which took place on Thursday 26th July between 8.00 am and 5.00 pm and on Friday 27th July between 8.00 am and 2.30 pm. Care Inspectors Liz Adam and Sharon Malcolm carried out this inspection. Feedback was given to the owner, general manager and nursery manager on Tuesday 31st July 2012.

As requested by us, the service sent us an Annual Return and also a self assessment form. The self assessment form identified what the service considered to be its strengths and also identified a number of areas for improvement. The organisation, of which the service is part, also provided us with access to their secure website "Puddlestomping."

We provided the service with forty questionnaires to be issued to parents. Eighteen of these were completed and returned prior to the inspection.

In this inspection, we gathered evidence from various sources including the relevant section so policies, procedure and other documents including:

- evidence from the service's most recent self-assessment
- - individual assessment of children who use the service
- - accident and incident records
- - health and safety records
- - questionnaires that had been returned to the Care Inspectorate by parents of children who use the service.

We also held discussions with:

- the manager of the service
- the provider of the service
- staff in all of the classrooms
- the nursery administrator and nursery cook
- children and parents

We also observed practice over the two days in the classrooms and in the garden during which there was opportunity to examine the resources and equipment.

### **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](http://www.firelawscotland.org)

## The annual return

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

**Annual Return Received:** 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 self assessment was a comprehensive document which the manager was able to complete using information from the organisation's own quality assurance system MonitorIT. This provided information on both strengths and areas for improvement.

## Taking the views of people using the care service into account

Throughout the nursery, children appeared happy and settled in their environment. Staff knew the individual children well and were heard to give lots of praise, encouragement and cuddles as appropriate. Older children were happy to share their experiences with the inspectors and talked freely about favourite activities.

## Taking carers' views into account

The parents who completed the Care Inspectorate questionnaires were very positive in their responses. They agreed that they and their children were involved in developing the service. They also agreed that they were happy with the overall quality of care which their child received. Four parents added comments to their questionnaires one of which raised the issue of staffing levels in Clever Cats. Staffing levels were not an issue during the inspection but the service has been asked to monitor this and ensure that parents are made aware if staff are on leave or out of the classroom on other business in the nursery. The other comment was of a more personal nature and has been discussed with the provider and manager.

A number of parents and carers were spoken with informally during the inspection. All confirmed that they were very happy with the nursery and its staff. They confirmed that they had been advised of a recent change of manager but noted that this had not had any adverse effect on the day-to-day provision.

## 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

Discussion with staff, parents and children indicated that a range of opportunities were provided to them to participate in the improvement of the service.

We observed the day-to-day interaction between staff and parents as children were dropped off and collected. This gave an opportunity for parents to update staff on both specific and general issues relating to the care of individual children. The inspectors spoke with parents who indicated that they valued this opportunity and considered that their information was used to ensure a quality care service for their child.

The service provided an annual questionnaire, "Help us assess our service please" for parents, children and staff based on the organisation's "Better Place to Be" strategy audit. The results and evaluation of these questionnaires was provided to parents. In addition, responses were given where parents had made additional comments on their form. Parents spoken with during the inspection indicated that they were kept informed of changes to the service including appointment of a manager, staff achieving qualifications and staff being promoted within the nursery.

There were also single questions displayed in the entrance foyer of the nursery. At the time of inspection these related to gaining parents' views on the outside play policy and the number of open evenings which parents would wish provided. A suggestion box was in place within the main reception area. Parents were invited to make comment about all aspects of the nursery provision. Parents were observed speaking directly to the manager and nursery administrator about issues which affected the care of their own child.

The organisation of which the nursery is part has created a secure website known as "Puddlestomping". This again provided a forum for parents' feedback both on general



issues and specific questions. At the time of inspection parents were being asked to give their opinion on whether the service received was a reflection of the organisation's mission statement. Parents gain access to this website once provided with a username and password. The website was used by all services within the organisation to provide information and gain parents' views.

Parents were welcome to come in to the nursery to share in activities such as story-telling or baking. These activities were included in the classroom participation book and included parents' views on their experiences.

There were notices displayed throughout the nursery advising parents of the forthcoming unannounced inspection by the Care Inspectorate. The notice indicated that, if parents wished, they could be advised of the inspectors' arrival and arrangements made for them to meet the inspectors.

The staff knew the children well and we observed children's views and ideas being encouraged by staff throughout the nursery. The displays in classrooms and corridors and the use of floor books provided an overview of where children's interests had been used to influence the programme. Many of the activities had been extended due individual children's comments. An example of this was following a visit to the airport, one child suggested going to the library on the way back to the nursery to get some additional books. Another was creating a real picnic following on from a pretend one in the garden.

There were opportunities throughout the day for the children to access additional resources and to take these from the classrooms into the garden.

### **Areas for improvement**

The service indicated in the self assessment form that they could continue to use a range of methods to gain parents and children's views. These included the annual audit of the service using "Help us assess our service please" and "Child at the Centre 2". The form also indicated that continued use would be made of Puddlestomping by uploading articles on a regular basis.

We would encourage this and ask the service to ensure that the views of parents and children continue to be obtained on all aspects of the provision.

**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

We found through observation and discussion with the manager and staff that staff had a good understanding of health and well-being issues.

Individual files examined indicated that parents were asked to provide information about their child prior to using the service. This information included details of any medical issues, allergies, likes and dislikes and for the very young children an overview of their current daily routine. The information in relation to allergies, medical concerns and food preferences was detailed for staff in the classroom area. The information was also in the kitchen to assist the cook in meal provision (see also Areas for Improvement).

Discussions with staff and reference to individual files confirmed that other professionals had been involved in the care of some of the children. Evidence indicated that staff had been made aware of these involvements and copies of relevant reports were provided. The information had been included in individual care plans which had been shared with parents. The plans included information on objectives and review dates.

Parents were required to give written consent for prescribed medication to be administered to individual children. Staff were aware of the procedure and the storage of individual medication either within the classroom or in the fridge in the kitchen. Notices throughout the nursery advised parents about the updated guidance on the use of Calpol (see also Areas for Improvement).

The daily menu was displayed on a chalk-board in the main reception area. Weekly menus were also displayed and indicated that meals were planned on a six week rotation. Discussion with the cook who had been recently appointed indicated that she had an understanding of the nutritional needs of and the portion sizes for children. The menus indicated that a range of foods including fresh fruit and vegetables were provided and all meals were freshly prepared within the nursery kitchen with very limited use of processed foods. The cook advised that she was hopeful that the views of parents and children could be incorporated into future menu planning sessions. Lunchtimes were observed by the inspectors and staff were seen to encourage the children to try the food on offer. Staff advised that alternatives could be provided should any child not like what was on offer. One child commented that her lunch "was tasty" (see also Areas for Improvement). A choice of milk, water or juice was provided with the lunchtime meals.

In addition to the main lunchtime meal, children were provided with breakfast, morning and afternoon snacks, and a tea for babies. Each of the classrooms had a drink station (water only) which children could access independently or with assistance from staff. Discussion with staff indicated that they were aware of the need to remind children to drink throughout the day particularly during periods of

warm weather.

Throughout the nursery there were opportunities for the children to sleep or rest. A designated sleep room was provided which was equipped for use by the youngest children who were in the Lion Cubs and Bozie Bears. Staff monitored sleeping children at fifteen-minute intervals and there was also an audio monitor in place. Older children were provided with small beds in their classrooms to allow for quiet times after lunch. In addition all classrooms had a quiet corner with bean bags and soft furnishings allowing children to rest at any time.

Each classroom had its own accident book with staff providing parents with both written and verbal information on any accident. In addition, a senior member of staff within the nursery was designated with the responsibility of undertaking an accident audit. Several of the staff within the nursery held current First Aid Certificates, this information was displayed on the staff notice board. A fully equipped first aid box was located within the administrator's office and there were smaller portable first aid kits available for staff to take with them on outings.

There were infection control policies and procedures to support staff in the areas of nappy changing, toileting and exclusion of children who were unwell. The manager and provider advised that the service was currently undertaking a "back to basics" strategy with all staff which including re-visiting these areas as well as story-telling, use of water tray and other activities. Staff were seen to follow the correct procedure when undertaking nappy changing or supporting the younger children in using the toilet. However, there were concerns in relation to children's hand-washing (see Areas for Improvement).

The service had a child protection policy and procedure in place which was in accordance with the guidance issued by the North of Scotland Child Protection Committee. However not all staff were familiar with this (see also Area for Improvement).

The nursery displayed prominently its child protection policy and procedure. This document was also shared with parents. Child protection training was provided to staff who were undertaking NVQ training. Qualified staff also attended update training provided by the North East of Scotland Child Protection Committee. Discussion with staff in relation to child protection issues indicated that one or two staff were unsure what would be an area of concern and how this should be reported and/or recorded (see Area for Improvement).

### **Areas for improvement**

Although details of allergies etc were displayed in the classrooms, it was noted that in one classroom these were not fully up-to-date. The manager and staff must ensure that when children move between classes or leave the nursery that the information is updated promptly. Information on any child moving in to that room should also be

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added to the chart immediately. This will ensure that staff within the classroom will be using the current information in respect of each child.

Although generally the storage of medication met with current best practice guidelines it was noted that the nursery had retained Calpol which detailed previous dispensing guidance. This was despite the nursery displaying notices advising parents of the recent change to the use of this product (see Recommendation). Medication required urgently, such as an Epipen, was stored in the child's classroom and a number of staff within the nursery had been trained in the use of this.

The self assessment form submitted by the service indicated that staff provided good role models at meal times. This was not observed and it did not appear regular practice for staff to eat with the children. The manager and staff should give consideration to making this general practice. This would encourage children in the use of cutlery and provide greater encouragement for children to try new tastes and textures.

Children were observed in hand-washing at different times of the day in both the upstairs and downstairs toilet areas. Warm running water, pump soap and paper towels were provided. However, staff were not vigilant in ensuring that children actually washed their hands properly. It was also noted that staff in one of the classrooms were using a communal basin for children to wash their hands in before lunch (see Requirement). The provider was advised of this requirement at feedback and required to implement this immediately.

As stated above one or two members of staff were unsure of the child protection procedures. Discussion with the manager confirmed that all staff had had child protection training either in-house or from an external provider. The manager was asked to ensure that staff attending training courses were able to confirm their learning to her (see Recommendation).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 1

**Number of recommendations:** 2

### Requirements

1. The manager and provider must ensure that all staff support children to wash hands thoroughly at all times. They must also stop the use of communal wash basins with immediate effect. They must update hand-washing practice using guidance [Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) published by Health Protection Scotland March 2011].

**This is in order to comply with:**

**Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011 (SSI 2011/210)**

**National Care Standards - Early Education and Childcare up to the age of 16  
- Standard 3 Health and Wellbeing**

**Timescale: Immediate**

### **Recommendations**

1. The manager and provider must undertake to review that staff who attend training courses in areas such as child protection are able to document their learning on return to the service.

**National Care Standards - Early Education and Childcare up to the age of 16  
- Standard 3 Health and Wellbeing**

2. The manager and provider must ensure that medication storage procedures meet with current best practice guidelines. The manager was referred to Care Inspectorate document "The Manager of Medication in Day-care and Childminding Services" Publication Code HCR-0412-061

**National Care Standards - Early Education and Childcare up to the age of 16  
- Standard 3 Health and Wellbeing**

## 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

Information detailed in Quality Statement 1.1 is also relevant for this Quality Statement.

The annual audit and individual questions for parents and children includes a section on the environment. Children and parents have recently been asked to give their views on forthcoming improvements to the garden area. A member of staff has been designated with the lead role in carrying out this piece of work.

#### Areas for improvement

Information detailed in Quality Statement 1.1 is also relevant for this Quality Statement.

**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 identified through observation, discussion and written evidence that the nursery provided a safe, clean and pleasant environment for children. A programme of refurbishment was in place with work being carried out at weekends when the nursery was not occupied. This work included replacement internal doors and new viewing panels for the baby room and sleep room. Work had already commenced to give direct access from the ground floor playrooms to the garden areas. Staff in the classroom where the work had been carried out commented positively on the improvement this had made to the overall outcomes for the children. A programme of redecoration had also been commenced and this, too, had met with approval from staff and children.

Further work to enhance the rest of the building was included in the nursery development plan.

There were generic risk assessments in place for all areas of the building and the garden. Staff spoken to understood their responsibility in ensuring that their classrooms and the garden area were checked daily to ensure a safe environment for the children.

Individual risk assessments were undertaken for specific activities. Outings, for example, included details of children who were going and which member of staff were to be responsible for their care. These risk assessments were required to be counter-signed by a member of the management team before the outing could take place. Staff on outings were expected to take a mobile phone and first aid kit with them.

Staff were familiar with the recording formats for the cleaning and maintenance of toys and equipment. Staff spoken with understood the need to promptly remove broken items. Maintenance records indicated that staff reported faults promptly and that these were attended to either by repair or replacement.

The nursery was accessed via a keypad entry door and only adults over the age of 16 were permitted to collect children from the nursery. Staff were aware of the procedure to be followed when the child was to be collected by someone other than their regular carer. Parents were asked to document details of adults permitted to collect their child. This was observed in practice during the inspection.

The garden which surrounds the building was completely fenced in and the closing mechanism on the gate was above child height. Despite this, a review of the security of the gate was being conducted as part of the nursery development plan and alternatives were being researched.

Safety within the individual classrooms had also been considered and staff were observed to be vigilant in ensuring children's safety when accessing resources.

The information detailed in Quality Statement 1.3 in respect of infection control and child protection is also relevant to this Quality Statement.

### **Areas for improvement**

Areas for improvement detailed in Quality Statement 1.3 also have an effect on this Quality Statement. While the requirements will not be repeated here they are relevant to this Quality Statement and require to be actioned to improve the overall grade for this Quality Statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 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

Information detailed in Quality Statement 1.1 is also relevant for this Quality Statement.

The annual audit and the Puddlestomping website provided parents and children the opportunity to comment about staff already in the nursery and those who may be recruited in the future.

#### Areas for improvement

Information detailed in Quality Statement 1.1 is also relevant for this Quality Statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 3

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

#### Service strengths

From observation of practice, discussions with staff and documentary evidence we found that staff were professional, trained and motivated.

Initial NVQ training was provided for staff through the organisation's own training and assessment centre. A training needs analysis was carried out by the manager and this identified additional training needs to be provided either in-house or by an external provider. Staff advised that they were given additional training opportunities. Where staff felt they required further training to meet the needs of individual children they were confident in asking the manager to access this.

Staff were responsible for maintaining their own training records and Continuous Professional Development folders. The manager and staff advised that annual staff appraisals were up-to-date. As part of the annual audit, staff identified the need for



1:1 supervision sessions. The manager has advised that these were being implemented although not all staff had received individual supervision at the time of the inspection.

There was a staff photo board at the entrance to the nursery. This identified each member of staff, the room they worked in and the qualification level they had already achieved. Also acknowledged was the staff members who held current First Aid Certificates.

There was a communication log which advised staff of updates to policies, procedures and changes in legislation and best practice. The log also advised of upcoming training opportunities. Staff were expected to read these updates, sign that they had done so and take account of them in their daily practice.

Within the staff room, there was access to a range of publications including guidance and best practice documents which staff were encouraged to make use of.

Observation of staff practice indicated that they treated children and parents with respect. Staff were warm and caring towards the children ensuring that their day-to-day needs were met. Staff were seen engaging with the parents informing them of the activities the children had experienced throughout the day. Staff used positive and encouraging language reassuring the children when required. Staff were heard to speak positively about friendships and sharing. Comments from parents indicated that they were happy with the way staff interacted with their children.

The staff and parent audit identified that a more professional look would be achieved by staff wearing a uniform. Staff were involved in the selection process of an appropriate uniform. Discussion with the staff highlighted that the staff were keen to wear the uniform as this identified which organisation they were part of when out in the community.

### **Areas for improvement**

The areas for improvement identified in relation to Quality Statement 1.3 and 2.2 are relevant to this Quality Statement and subsequently are reflected within the grade for this Quality Statement.

**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

Information detailed in Quality Statement 1.1 is also relevant for this Quality Statement. The management of the service was an area included in the annual audit.

#### Areas for improvement

Information detailed in Quality Statement 1.1 is also relevant for this Quality Statement.

**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

This nursery was one of a group of four owned by one provider. The management team consisted of the owner, general manager and individual named managers for each nursery. Information regarding each nursery was shared between the managers and the owner on a regular basis. The general manager visited the nurseries on a weekly basis to "get an overview of what's going on" with particular reference to complaints, accidents, incidents and staffing issues. The general manager updated the owner on a daily basis. The management team held meetings twice yearly and information discussed at these meetings was shared with supervisors and staff as appropriate.

Discussion with the provider confirmed that she visited the nurseries on a regular basis taking the opportunity to meet with staff and visit the classrooms. Both she and the general manager advised that plans were in place to implement a "Back to Basics" strategy for the coming year. This was to build on the "Better Place to Be" and "Best I Can Be" strategies which had been in place for the past few years. "Back to Basics" will focus on child-led learning, staff training, resources and class layouts. This strategy will be implemented across all services owned by the organisation.

A range of procedures were in place to monitor and evaluate practice and performance within the nursery. These included two web-based systems, Puddlestomping and MonitorIT; Child at the Centre 2 self-assessment document and the annual audit "Help us assess our service please". The Puddlestomping website enables staff and parents to contribute to the overall assessment of the service. Parents can participate in on-line questionnaires giving their views about various aspects of the service.

MonitorIT was a quality assurance system used by staff and management to record health and safety issues including risk assessments, staff training and qualifications, and the development plan for both the nursery and the organisation. The system identified performance indicators for the manager and allowed regular evaluation of service provision.

A comprehensive development plan including actions to be taken and by whom and identified target dates had been produced. It included comments which reflected ideas and suggestions put forward by managers and staff in the individual nurseries. The development plan encompassed work which would be undertaken within individual services and any changes considered necessary for the overall organisation. The provider stated that this was a live document subject to regular review by the management team to ensure improvement targets were being met.

The manager advised that she carried out monitoring of individual staff practice and practice within the classrooms. She was also responsible for mentoring a senior member of staff who had been recently identified as competent to take on the post of assistant manager. The manager visited all classrooms on a daily basis and also carried out a more formal walk-round on a weekly basis.

Other quality assurance processes were carried out in the nursery by designated staff. These included the auditing of accidents and incidents, fire safety, and staff responses to notifications in the communication log.

### **Areas for improvement**

The organisation and the service were encouraged to maintain the ongoing assessment and evaluation processes ensuring that parents, children, staff and other stakeholders were regularly involved.

The storage of medication and children's hand-washing must be in line with current best practice guidance to ensure the health and well being of service users. The provider and manager must ensure that all staff are familiar with child protection procedures.

**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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings	
21 Jul 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	6 - Excellent
28 Sep 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	5 - Very Good
28 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

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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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## Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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