

## Care service inspection report

# Great Western Pre-school at Portlethen

## 2

### Day Care of Children

Muirend Court

Portlethen

Aberdeen

AB12 4UU

Telephone: 01224 780765

Inspected by: Liz Adam

Type of inspection: Unannounced

Inspection completed on: 15 August 2012



HAPPY TO TRANSLATE

## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	24
5 Summary of grades	25
6 Inspection and grading history	25

### **Service provided by:**

Great Western Pre-Schools a partnership

### **Service provider number:**

SP2003000361

### **Care service number:**

CS2003045780

### **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	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

### What the service does well

The service continued to be provided from a clean, bright and well-maintained building. Children's artwork and photographs displayed throughout the building provided an overview of the range of activities which had taken place over recent months.

Throughout the nursery, staff were observed to be warm and caring in their interactions with the children.

### What the service could do better

Great Western Pre-school at Portlethen 2 should continue to maintain and build upon the high quality processes in place to involve families, children and staff in the participation and evaluation of the service.

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

The service had developed the outside areas by involving children and parents, who had provided ideas for changes and improvements. A number of parents had also come along and helped to paint murals on some of the walls surrounding the garden.

The service had also enrolled in the Eco-Schools Initiative and had already achieved the Bronze and Silver Awards.

## **Conclusion**

Great Western Pre-school at Portlethen 2 is welcoming and friendly, with excellent information about the nursery being made available for parents. The staff were seen to work well as a team and were supported and encouraged by the two managers. Parents were provided with a wide range of opportunities to give feedback and be involved in the continued development of the service. Throughout the nursery, warm and caring relationships were observed.

## **Who did this inspection**

Liz Adam

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

## Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

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

A Requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a Requirement must be made. Requirements are legally

Great Western Pre-school at Portlethen 2 is one of a several nurseries and out-of-school clubs owned by one provider. The nursery at Portlethen is a custom-built single storey building constructed in 2004/2005 with enclosed garden on three sides. Children have direct access from each of the classrooms to the garden. The nursery is close to a small retail development in Portlethen, and has easy access to the main road between Stonehaven and Aberdeen. The service is registered for a maximum of 77 children aged from birth to 12 years. Of the maximum number, no more than 10 children of primary school age may be cared for until 9.00am and no more than 5 may be cared for after 4.45pm in the afternoon.

The aim of the service is "to prepare an environment that is stimulating for each child, regardless of age or individual need. To have knowledgeable staff who are trained to provide that environment with a caring attitude whilst maintaining a sense of humour. We feel that children should be cared for in a light hearted way whilst providing structure and order throughout their day".

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

**Quality of Care and Support - Grade 6 - Excellent**  
**Quality of Environment - Grade 6 - Excellent**

## **Quality of Staffing - Grade 6 - Excellent**

## **Quality of Management and Leadership - Grade 6 - Excellent**

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

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.

We wrote this report following an unannounced inspection which took place on Friday 10 August 2012 between 8.15 am and 6.15 pm. Care Inspector Liz Adam carried out this inspection. Feedback was given to the owner, general manager and nursery managers on Wednesday 15 August 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 also provided us with access to their secure website, "Puddlestomping".

We provided the service with thirty-five questionnaires to be issued to parents. Twenty of these were completed and returned prior to the inspection. A few parents had indicated that they wished to be advised when the inspection was being undertaken. Although they were unable to attend on that day, telephone contact was made with them after the inspection.

In this inspection we gathered evidence from various sources including the relevant sections of policies, procedures 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 managers of the service

- staff in all of the classrooms
- children and parents.

We had spoken previously with the owner and general manager, and information provided at that meeting was used in the preparation of this report.

### **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 form was fully completed and submitted prior to the inspection. This provided a very good overview of the strengths of the nursery, and identified ongoing improvements to maintain and improve the standard already achieved.

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

The children in all the classrooms were seen to be happy and secure in their surroundings. There was warm and caring interaction between staff and children. The older children were very happy to chat with the inspector about their nursery, their favourite activities, their friends, and leaving the nursery to go to school. Younger children were also spoken with when the inspector sat with them for lunch. They were relaxed and confident, and took the visit from the inspector in their stride.

## Taking carers' views into account

We provided the service with 35 questionnaires for distribution to parents. Twenty were completed and returned prior to the inspection. All spoke very positively about all aspects of the nursery, and indicated that they and their child were fully involved in the development of the service. Six of the forms had additional comments made and extracts of these are as follows:-

"Very happy with the service provided"

"Staff always very helpful and informative"

"Cannot fault the nursery."

"Staff extremely professional, caring and helpful"

"I believe the teachers at Portlethen pre-school do over and above their job".

There were two comments which were less positive, with one relating to pay rises and benefits for staff. This has been passed on to the provider. It should be noted that all staff spoken with during the inspection were very positive about their workplace and the support received from their managers.

The other comment related to ensuring pre-school children mixed with those who will be going to the same primary school. This comment had already been made to the nursery and had been addressed.

A number of parents were spoken with either at the nursery or by telephone after the inspector's visit. All commented very positively about all aspects of the nursery provision. Parents with children in the baby department spoke of staff taking the child's home routine into consideration when establishing a care routine in the nursery. Parents also commented on the 'open-door' policy of the two managers, and how approachable they both were. One parent commented that the manager appointment had been a very positive change. Parents spoke about the Puddlestomping website and the opportunity to view photographs of happenings in the nursery.

## 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: 6 - Excellent

#### 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 both on specific and general issues relating to the care of individual children. The inspector 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. They also commented positively on the feedback which staff provided to them at the end of the day.

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 were provided to parents. In addition, responses were given where parents had made additional comments on their form. A copy of the evaluation was displayed in the reception area of the nursery, and could be accessed by parents and visitors to the nursery at any time.

Parents indicated that they were kept informed of changes to the service. This included appointment of a manager, staff achieving qualifications and staff being promoted.

Parents and carers were also asked for their opinions on specific aspects of the provision. Examples of these were the nursery's open evening, and the proposed changes to the garden. 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 with the managers about issues which affected the care of their own child.

The organisation of which the nursery is part had 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 they received was a reflection of the organisation's mission statement. Parents gained access to this website 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 or talk about their roles in the community. An example of this during the inspection was a visit from a parent who was a police officer, and who came to the nursery with his police van.

The managers stated that they had advised parents that an unannounced inspection by the Care Inspectorate was anticipated. A number of parents had asked to be informed when the inspection was taking place. Unfortunately they were unable to leave their employment that day, but agreed that their contact details could be provided to the inspector. The inspector then made telephone contact with some of those parents.

Throughout the nursery it was obvious that staff knew the children well. We observed children's views and ideas being encouraged by staff throughout the nursery. The displays in classrooms and corridors, and the use of floorbooks, provided an overview of where children's interests had been used to influence the programme.

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 self assessment indicated that the service would continue to use a range of methods to obtain the views of children and parents. There would be a continued focus on the use of "Puddlestomping" as both a participation and communication tool.

**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 that staff had a very good understanding of health and wellbeing 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. For the very young children there was an overview of their current daily routine. Staff within the baby room commented on the importance of this information, although they agreed that parents were made aware of the need to review this over time. 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.

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, e.g. a child's inhaler or Epipen, or in a locked cupboard in the kitchen area. A member of staff was responsible for ensuring that the weekly medication audit was carried out and that all medication no longer required was returned to parents. We observed practice in relation to the administration of medication and staff were seen to follow the service's procedure. Discussion with other staff confirmed their understanding of the procedure, and the conditions under which medication would be administered.

The daily menu was displayed in the main reception area. Weekly menus were also displayed, and indicated that meals were planned on a six-week rotation. The cook was on annual leave at the time of the inspection but freshly cooked food was still being prepared and provided to the children. The menus indicated that a range of foods, including fresh fruit and vegetables, were provided daily, and there was very limited use of processed foods. Staff spoken with had a good understanding of portion control, and advised that for some children a small portion was more attractive, with 'seconds' offered. Lunch was observed in one of the playrooms and shared by the inspector. Staff were also sitting with the children and eating the same lunch, and were acting as good role models for the children. Staff advised that alternatives could be provided should any child decide that they did not like what was on offer. A choice of milk, water or juice was provided with the lunchtime meals.

A number of parents had previously indicated that they were unsure how much their

child was eating: arrangements had been made to provide photographs of portion sizes for a number of the main meals which were provided.

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. Observation of practice saw staff providing drinks to the children who had been outside for a period of time. Staff also had a good awareness of the 'busy' child who might be forgetting to take a drink. Children spoken with said that they could help themselves to a drink during the day.

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. 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. These children were under direct supervision by staff. 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. A second copy of the accident report was used for audit purposes, with a monthly check undertaken by the manager on the type of accidents which had occurred. Several of the staff within the nursery held current first aid certificates, and this information was displayed on the staff notice board at the front door. A fully equipped first aid box was located within the office, and there were 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 included revisiting 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. There was support for all children in relation to hand-washing to ensure that this was undertaken correctly. Children were reminded about using soap and drying their hands well. When asked, the children were able to describe hand-washing procedures and told the inspector about the 'smell' check for the use of soap. This was a simple procedure implemented by staff to ensure that children had been using soap and not just water to wash their hands.

The service had a child protection policy and procedure in place which was in accordance with the guidance issued by the North East of Scotland Child Protection Committee. Discussion with staff in all classrooms indicated that they were familiar with and understood the procedure. They were also able to identify clearly the issues which would be of concern to them.

The nursery displayed its child protection policy and procedure prominently for parents and carers. 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.

### **Areas for improvement**

The service was encouraged to continue to maintain the current standard by ensuring staff have access to best practice guidance in all aspects of health and wellbeing.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

### 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 Theme 1 Statement 1 is also relevant for this Statement.

The annual audit and individual questions for parents and children includes a section on the environment. Children and parents had recently been involved in participating in discussions about the development of the garden area.

The involvement in the Eco-Schools Initiative had also been as a result of a parent comment.

#### Areas for improvement

Information detailed in Quality Theme 1 Statement 1 is also relevant for this 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. The building was well maintained, both in terms of fabric and resources.

There were generic risk assessments in place for all areas of the building and the garden. Staff spoken with 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 was

to be responsible for their care. Staff advised that there were regular visits to the local park and the community library. Staff were able to advise what needed to be taken on outings, and what checks had to be undertaken at the play park before children were allowed free access.

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. There was also a reminder to people entering the nursery to ensure that the door was closed behind them. There was a small car park at the nursery and parents were asked to park in designated areas for safety.

The garden which surrounds the building was completely enclosed, and the closing mechanisms on the gates were above child height.

Throughout the day staff were observed being vigilant in ensuring children's safety both inside and outside the building. Children were able to access a range of resources placed safely at child height.

The information detailed in Quality Theme 1 Statement 3 in respect of infection control and child protection is also relevant to this Statement.

### **Areas for improvement**

The service was encouraged to maintain the current standard by continuing to ensure staff have continued access to training and best practice guidance.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

### 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 Theme 1 Statement 1 is also relevant for this 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 Theme 1 Statement 1 is also relevant for this 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 had recently made a request for training in respect of a child identified with a specific medical condition.

New recruits to the service spoke enthusiastically about the training opportunities to be provided to them. They discussed the induction procedure and the support which

was provided to them by room supervisors and the managers.

Staff were responsible for maintaining their own training records and Continuous Professional Development (CPD) folders. Staff were expected to reflect on their practice, and a review of a number of CPD folders confirmed that this was in place. 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 advised that initially these were being offered where a specific need had been identified. It was expected that these sessions would be offered to all staff in due course.

The service had a class-based staff of twenty-nine, of whom twenty were qualified to NVQ Level 3 in Early Years Care and Education or Children's Care, Learning and Development (CCLD). A further eight were undertaking training leading to NVQ Level 3 in CCLD, and one recently recruited trainee was yet to commence training. All staff who were qualified or working towards this were registered or in the process of registering with the Scottish Social Services Council. In addition to the NVQ training, staff had access to child protection, food hygiene, infection control and first aid training on a regular basis. Staff had access to training courses through the Great Western Training and Assessment Centre or external providers as necessary.

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. The notice board also acknowledged 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. Discussion with staff indicated that they found this a useful reminder.

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 they were keen to wear the uniform, as this identified which organisation they were part of when out in the community.

Staff in each classroom were seen to work well as a team, with all being very supportive of each other. Staff in the Wise Owls and Spinning Spiders rooms were seen to work together in the garden area outside their respective classrooms. The staff spoke positively about the joint working they might do in the forthcoming academic year, as both will have children in their pre-school year. They were, however, also confident in maintaining the individual identity of each classroom.

### **Areas for improvement**

The service was again encouraged to continue the very good practice in this area.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

### 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 Theme 1 Statement 1 is also relevant for this Statement. The management of the service was an area included in the annual audit.

#### Areas for improvement

Information detailed in Quality Theme 1 Statement 1 is also relevant for this 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, the 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. A written weekly report was compiled for this service which was sent to the provider. The report contained details of the week's events and activities, staff issues and parent comments.

Discussion with the owner confirmed that she visited the nurseries on a regular basis taking the opportunity to meet with staff. 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. A plan for this work had already been developed by the provider's training team and was to be put in place in the nursery over the next few months. Staff were aware of the plan and supported its implementation, commenting on the importance of occasionally returning to the basic learning.

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, the self assessment document and the annual audit, "Help us assess our service please". The Puddlestomping website enabled staff and parents to contribute to the overall assessment of the service. Parents could participate in online questionnaires giving their views about various aspects of the service. One comment from a parent was about children mixing more with those who will attend the same primary school. This had been addressed by the managers, and staff will be more aware of the school to be attended by children in their pre-school year.

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, which allowed regular evaluation of service provision. The evaluations related to the monitoring of individual staff practice, team-working within classrooms and specific activities such as the use of the garden. The system also gave the managers an immediate overview of the refresher training needs of individual staff members.

A comprehensive development plan including actions and comments had been produced. This was subject to regular review by the management team to ensure improvement targets were being met. The development plan encompassed all aspects of the organisation, including staff training and development, improvements to buildings, increases in resources, and the development of techniques for stakeholder participation. One action from the development plan was a pilot of Interactive Learning Diaries which took place in the Portlethen nursery. Following its success, this was now to be implemented across all nurseries in the group. Another action was the 'development of the garden area taking into account the views of parents, children and staff with a focus on encouraging in-depth learning experiences'. This was a development for all nurseries in the group, and the results could already be identified in the Portlethen nursery.

The managers and staff spoke about the regular monitoring of individual staff and classroom practice. These visits were formally recorded, and review dates identified if changes or improvements were noted as needed.

### **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.

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

**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 - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Environment - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
<b>Quality of Staffing - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Management and Leadership - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

## 6 Inspection and grading history

Date	Type	Gradings	
12 Jul 2010	Unannounced	Care and support	5 - Very Good
		Environment	6 - Excellent
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
28 Sep 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	5 - Very Good
29 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

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

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

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

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