

Care service inspection report

Balgillo Nursery Too

Day Care of Children

C/o St Marys Church Halls

St. Marys Church

Broughty Ferry

Dundee

DD5 1AJ

Inspected by: Donna Borek

Type of inspection: Unannounced

Inspection completed on: 25 February 2013



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	10
4 Other information	24
5 Summary of grades	25
6 Inspection and grading history	25

Service provided by:

Pamela Gall trading as Balgillo Nursery School

Service provider number:

SP2008010016

Care service number:

CS2010271729

Contact details for the inspector who inspected this service:

Donna Borek

Telephone 01382 207200

Email enquiries@careinspectorate.com

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	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

We found that the service was excellent at involving parents and carers in assessing and improving the quality of the service being provided to their children. The nursery had many innovative ways of involving and including parents in all aspects of the development of the nursery.

The nursery demonstrated a genuine commitment to on-going development through their excellent self-evaluation systems. The service was led by a strong and motivated management team who provided a supportive and considered approach to the service provision and its on-going development.

What the service could do better

During the inspection we saw some evidence to suggest that the staff should be supported to review the policies and procedures for infection control and good hand washing in the nursery.

We saw that the service did not seek specific permissions from parents and carers for the use of photographs and children's information to be shared on the website. The service informed us that they were looking to review their policy in relation social media and that permissions would be reviewed as part of this.

What the service has done since the last inspection

Since the last inspection the nursery has developed a new and innovative way of communicating with parents and carers. The Balgillo Nurseries website allows parents to access regular update information about their child's development at their leisure. The system allows parents to log in and access information about their child's learning and development in the nursery. There is space for parents to comment or feedback their thoughts about this. The website also provides staff with a space to discuss and develop their practice. The nursery recently developed this to include their stakeholders.

The nursery has developed a system of planning for children which is individual and inspired. Children are tracked or observed for a period of time and observations of their play and learning during this time is monitored and evaluated to allow for staff to explore possible learning outcomes and emerging themes. This information is shared with parents and carers and their feedback is gathered and used to develop care plans for children. This ensures that children are leading their learning and that parents and carers are being included and involved in the development of this.

Conclusion

Overall we found Balgillo Nursery Too to be highly skilled at meeting children and their family's holistic needs. The nursery environment was warm and welcoming for children and their families. The excellent quality assurance systems in place supported the structures and processes within the nursery and ensured that there was a structure in place for regular reviews of all the nursery's processes and procedures.

We found the staff team were accomplished at using the services observation systems for assessing and observing children within the nursery. This supported children's learning and clearly fed into the excellent participation systems for parents and carers.

Who did this inspection

Donna Borek

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.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

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 enforceable at the discretion of the Inspectorate.

The nursery's registration conditions are as follows:

Number(s) and Age(s) of person(s) to whom service may be provided:

1. To provide a care service to a maximum of 40 children aged 0 - 5 years, who are not yet attending Primary School of whom no more than 9 are under the age of 2.

Any other conditions unique to the service:

2. There will be a minimum of 2 staff on duty at all times.

3. The service must adhere to the adult: child ratios, as identified in Annex 1 of the National Care Standards: Early education and childcare up to the age of 16, at all times.

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 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 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 inspection when we are satisfied that services are working hard to provide consistently high standards of care.

We wrote this report following an unannounced inspection visit on Friday 22nd February 2013, from 9.15am till 4.45pm. We gave feedback on to the owner / manager and the supervisor on 25th February 2013. The inspection was carried out by Care Inspectorate Inspector Donna Borek.

As requested by us the service sent us an annual return and a self-assessment. We issued questionnaires to people using the service. Five completed questionnaires were returned before the inspection. In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents and included:

- * Observations of staff working with children
- * What the service told us that they do well in their self-assessment
- * Personal plans of the children using the service
- * Samples of policies and procedures
- * Risk assessments
- * Staff records and training records
- * Health and Safety and maintenance records
- * Accident and incident records
- * Complaints records
- * Discussions with:
 - The manager
 - Staff
 - Children
 - Parents and carers

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

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted a detailed self assessment document. We discussed with the provider that the self assessment document can now be accessed and saved as the service wishes. We spoke about how this provides opportunity for the service to use the document dynamically and update it as the service develops.

Taking the views of people using the care service into account

'I need the toilet, can you help me?'

'This is a robot, he is flying'

'Look at the flowers'

'Its a butterfly'

'This soup is tasty.. mmm'

Taking carers' views into account

'We receive lots of feedback about our children, I feel I am always made aware of whats going on. I feel the nursery is very well resourced. I am very happy with the service.'

'There is good information passed over to me, I like that they share how my child is progressing.'

'The nursery is very good at identifying any specific supports that children need.'

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

Overall we found Balgillo Nursery Too to be excellent at ensuring children and their parents and carers participate in assessing and improving the quality of the care and support, environment, staffing and management and leadership provided by the service. The service had a wide and varied range of ways that children and their parents and carers could contribute to assessing these areas.

The service provided children, their parents and carers and their staff members with regular questionnaires asking for their thoughts on various subjects relevant to the nursery development. Questionnaires were available in paper form and on the nursery website.

The nursery had developed an innovative way of gathering and sharing information with children's parents and carers by creating a website through which they could access general information about the nursery and individual information about their child. The general information included updates about nursery themes and learning, children's trips and outings, surveys for parents, and also information about the types of staff training being undertaken. All of the nurseries policies and procedures could also be accessed from the website. The 'Parent Portal' was a secure link from the nursery's website through which individual information regarding their child could be accessed. This included observations of the child in the nursery, photographs, and the child's on-going development reports and their identified next steps for learning. There was space within the area for parents and carers comments and feedback about the information and parents could contact the child's key worker or the manager of the nursery independently through the site.

The nursery also used Facebook as a way of communicating with parents and carers. The Facebook page was regularly updated with information regarding any changes to the nursery, including prompts for parents and carers to remind them of permissions required or important up and coming dates for the nursery. Parents and carers could also comment publicly on this page or e-mail the page privately, allowing them options through which to communicate with staff and management.

Parents and carers received regular newsletters from the nursery. Alongside the general information about what the children had been learning since the last update, the newsletters contained information about feedback received from previous questionnaires or surveys and informed parents and carers about what the nursery had done to respond to the feedback provided. This was also available on the nursery website and parents and carers could respond to the information. This information kept parents and carers up to date with what children were learning and what changes the nursery were making as a result of their feedback.

The nursery improvement plan was available for parents and carers to read and respond to should they wish. This allowed parents and carers to support the development of the nursery at both specific and strategic levels.

Children were involved in planning through the use of mind maps and talking and thinking books. The nursery had a responsive planning approach to children's learning. This meant that children were leading their learning in the areas that interested them and outcomes were being identified using the relevant educational frameworks, such as Curriculum for Excellence, Child at the Centre and the national pre-birth to 3 document. The nursery was also in partnership with Dundee City Council so used the Learning Together in Dundee documentation. This ensures that children's learning was being assessed against the best practice frameworks.

Children were asked for their thoughts and ideas about their learning and there were various areas within the nursery where children's ideas had led to educational development. An example of this would be the children's interest in lifeboats being developed into various opportunities for the children's learning. Children were involved in planning at their group times where their interest would be discussed and learning opportunities were being explored. Children were being asked for their thoughts about the nursery and topic work through regular questionnaires which were sent home for them to answer with their parents. We saw various examples of how the nursery had responded to children's feedback about their topic work.

The nursery had a parent's forum which met regularly to discuss nursery business. Several parents and carers sat on the nursery forum which had been developed in May of 2012. Parents and carers had been working with management and staff to evaluate and develop the electronic portal. The forum was open to any parent or carer who wished to attend. The nursery also offered focus groups for parents if they were seeking feedback about a specific area of development. This offered parents and

carers a direct way to contribute to the development of the nursery.

Parents and carers are offered regular consultation with staff about their child's development. The nursery has implemented collaborative learning packs which go home with children at the end of the nursery quarter. Packs include samples of children's work, photographs, and information about children progress. The pack included questionnaires for both children and parents to make comments about children's progress within this specific area. Parents and carers were then invited to discuss further with staff if they felt that this was necessary. This ensured that parents and carers were being regularly involved in assessing children's learning experiences and that the nursery was regularly asking for and assessing parents and carers views. Parents were also invited to attend a parents evening twice yearly and given an annual report card about their child's progress.

We saw that the nursery involved parents involved in children's care plan development. Information from children's collaborative learning packs was reviewed and incorporated into their overall care plans. This ensured that children's plans were being developed in conjunction with their parents and carers.

Children in the baby room were also provided with a learning portfolio which reflected that of the older children. Staff were using Pre-Birth to 3 to guide their practice and their assessment of the children. In speaking with staff we found that they were insightful and reflective

The nursery kept a communication book to record more informal information that is shared when parents or carers are dropping off or collecting children. Phone calls are also recorded in this book. This ensured that staff were sharing soft information about children which may have otherwise been overlooked or forgotten.

Areas for improvement

The nursery had identified in their improvement plan ways in which they wanted to develop their parent forum.

We discussed with the service ways in which they could continue to develop the foyer area to support parent and carer participation.

The service should continue to develop the excellent practice in this area.

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

Overall we saw that the service was good at meeting children's health and wellbeing needs. We saw that the service had developed an excellent planning evaluation system which tracks children's learning in detail; it was fully responsive and is based upon best practice documentation. We saw that staff used this in many different ways depending on the children's needs and the stage of their learning. We saw that staff also used this to discuss learning with children's parents and carers and this informed how they tracked children in future. This allowed parents to contribute to the direction of their child's learning.

Staff discussed best practice documentation throughout their discussions and we saw evidence of this within children's files. We sampled 6 children's files and saw that the files held clear and relevant registration information, such as emergency contacts and medical information including dietary or allergy information. We saw that 'all about me' forms were completed and regularly reviewed with parents. This ensured that children information was being look at and updated regularly.

As a partnership nursery with Dundee City Council, the nursery has recently switched over to Dundee City Council profiles. This ensures that the nursery are using the same profile for children as all other nurseries across the city and therefore should support their transition into primary school. We found the profile format to be comprehensive in the information it prompted staff to gather about children and it also supported staff to think in more detail about best practice documentation. We found that this had been developed and implemented within the nursery's baby room. We found this to be an insightful approach in supporting to children's transitions from the baby room to the main nursery. Furthermore we found that this was an insightful way of assessing children's development from an early age and stage. This ensured that information kept about children was being kept uniformly and that staff were recording it meaningfully within the educational frameworks outlined within the document.

The nursery was aware of the government policy in relation to Getting It Right For Every Child and we saw in children's observations that the nursery was using the wellbeing indicators under SHANARI to map children's observations and we saw evidence of this being used and evaluated within the planning for the nursery. This framework highlights children's holistic needs and supports staff to assess and identify these within the nursery environment.

We saw that staff regularly review children's care plans with parent and carers, we saw that plans were signed and dated and that they clearly identified next steps in children's learning. The service had developed a consultation sheet which was used with parents following the review so that any feedback that they wanted to give

following the review could also be captured. We saw that profiles were available to parents and children whenever they chose to have them. We saw that each child had an identified Key Worker to aid communication between nursery and home and that key workers met with parents every 5 - 6 months in order to discuss the nursery observations of the children and their collaborative learning packs. This ensured that parents had a range of ways in which they could be as involved in their child's learning as they wished.

We saw that the staff completed comprehensive observations of children. The nursery used various different formats to do this depending on what and why the child was being observed. We found this to be a very helpful way of identifying children's learning experiences, any challenges they had with this, potential next steps and outcomes. The formats of the observation records supported staff to understand what they were doing and why. This contributed to more in-depth assessments of children's holistic needs.

Children were seen to be comfortable, settled and confident within the nursery. We observed that staff support children to be very independent and we observed them freely accessing resources and leading the staff in their learning throughout the session. Children were seen to be comfortable with staff and this meant that they were at ease approaching them for help or support throughout the session.

We observed that children were having a healthy snack within the nursery. We saw photos of children helping to prepare snack and we saw that one of the topics within the nursery was healthy eating. We saw that both the snack and the lunch menus were displayed for parents in the foyer and on the website and that there was a pictorial menu displayed daily for the children in the snack area. This ensured that parents were aware of what children were eating during the day and that they could comment through the various methods available to them about this.

We saw that children were given regular opportunities for fresh air and outdoor play. The nursery has a courtyard area and a bigger garden to the rear. We saw that children have all-weather suits which means that they can play outside at all times. We saw that the nursery has developed very good links with the community and have been linking the children learning to wider experiences. An example of this would be the nursery's link with the Brought Ferry in bloom group who came to the nursery garden and planted flowers with the children. In return the children have been helping the project with community planting. All of these experiences allowed the children to explore their outdoor learning and to further link it with their wider community.

We saw that the nursery had a comprehensive medication system in place. The nursery had developed a very good policy and procedure in relation to the administration of medication. The system was audited on a monthly basis. We found this to be very good practice and allowed the staff member completing the audits to highlight any discrepancies and correct them quickly.

In relation to behaviour management we found that following a review of the policy and procedures the nursery had redeveloped the policy with the support of their link educational psychologist. We found the new positive approach to behaviour management to be constructive and progressive. The manager told us that they had seen positive changes in children's behaviour across the nursery as a result of this.

Areas for improvement

The nursery were looking into developing their menu in order to offer children 2 choices at lunchtimes. The menu was being prepared for consultation at the time of inspection as part of this development.

During the inspection we observed that there was not a consistent approach to hand washing. We observed that children were being supported to wash their hands before in the same basin of water. The manager told us that this was not normal practice within the nursery. (Please see requirement 1)

We saw that the service did not seek permissions from parents and carers for the use of photographs and children's information to be shared on the website. The service informed us that they were looking to review their policy in relation to social media and that permissions would be reviewed as part of this. (Please see recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 1

Requirements

1. The service must ensure that children are able to wash their hands in clean running water.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of Service Users.

Timescale for implementation: Immediately upon receipt of this report.

Recommendations

1. The service should ensure that they seek parental permissions for all aspects of their use of electronic information, including photographs and video's, of children.

This is in accordance with:

The National Care Standards, Early Education and Childcare up to the age of 16. Standard 14, A Well-Managed Service.

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

Please see quality theme 1, statement 1 for outcomes in relation to this statement.

Areas for improvement

Please see quality theme 1, statement 1 for areas for improvement in relation to 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

Overall we saw that the nursery environment was safe and secure and that there were policies and procedures in place to support the protection of the children attending the nursery. We saw that the nursery stored children's records securely. The nursery door was secure and could only be open by staff members. We saw that the nursery environment was bright and welcoming and the furniture in the nursery was at child height ensuring that children could experience their environment safely.

Children had free access to the church courtyard throughout the day for play. The courtyard was well resourced and children's outdoor learning experiences were apparent. Children were also supported to access the nursery garden daily. This was a larger outdoor area with a wealth of resources including a mud kitchen. Children were seen to be enjoying their outdoor play experiences on the day of inspection.

The service had a wide and varied amount of resources including reading materials for children, which they were seen to be freely accessing during the inspection.

The service had a range of policies and procedures available both for staff and parents on a wide range of topics relating to the care and protection, health and safety of the children using the service. We sampled the child protection policy, the complaints procedure, behaviour management and whistleblowing policies amongst others. Further to this, the nursery had a wide range of best practice documentation available for staff. This ensured that the nursery had frameworks that parents, carers and staff were aware of and could access as they wished through the website.

Following a recent complaint about the nursery in relation to their child protection procedures, the nursery management had reviewed and developed both their safeguarding children and child protection policies. We saw that the nursery were aware of the city councils MASH guidance in relation to child protection and had made contact with the team to ensure that they had the correct guidance. This was then used to develop the child protection policy. This ensured that the nursery had a framework through which children would be monitored or assessed should staff have any concerns of this nature.

On the day of inspection children's attendance was recorded well. Emergency contacts for children were recorded on their register. This ensured that children could be accounted for in the event of an emergency and that their parents and carers contact information could be accessed quickly if required.

We saw that the nursery had very good systems in place for recording for accidents and incident and we saw that they also kept a very good audit record outlining that they had followed up on missing information or signatures.

The nursery had comprehensive risk assessments both general and for each area in the nursery. There were cleaning schedules in place for all areas which were updated daily. This ensured that risk assessment and cleanliness of the individual areas was being monitored daily. We saw that the service kept a health and safety folder, the folder kept records of the nursery repair log. This indicated that if equipment needed repaired this happened quickly and a good record of this was kept. We saw from the folder that the nursery had many contracts with external agencies for the upkeep of the nursery. This ensured if repairs or checks were needed within the environment the nursery would report this to the church board who would address it.

Areas for improvement

The service should continue to expand and develop the excellent practice that was evidenced in this area.

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

Please see quality theme 1, statement 1 for outcomes in relation to this statement.

Areas for improvement

Please see quality theme 1, statement 1 for areas for improvement in relation to 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

Overall we found that nursery staff were professional, motivated and that they worked to best practice guidance. We saw that leadership values were being promoted by the management within the staff team. Staff had individual responsibilities for tasks and planning within the nursery including key working responsibilities.

We saw that staff had access to a separate area on the nursery website, 'The staff portal' where they could discuss and share best practice between both the Balgillo Too staff team and the sister nursery, Balgillo staff team. We saw that individual staff members had responsibilities for developing practice and that a staff member was currently running a forum for 'professional development idea of the month'. This was a staff members idea which generated discussion and evaluation on the website and led to practice implementation of staff's ideas for developments within the nursery. We looked at this area and found the discussions relevant and interesting to the practice of the nursery and we found this to be an innovative strength and support for the staff team's development.

All staff had a continuous professional development folio and that they could access regular on-line training through Dundee City Council. We saw that staff had regular access to various types of training and that if they identified training that they wished to access from elsewhere this could be discussed with the provider. We saw that a large proportion of the staff team were currently accessing qualifications relevant to their posts, this included the provider and manager.

The management team undertook a yearly training audit which identified any gaps in practitioners training both individually and across the nursery setting as a whole. This ensured that the nursery has a range of qualified practitioners who can provide what the nursery needs but also allowed for the identification of gaps in individual practitioners training. Alongside this the nursery had begun to publish staff training on the website for all parents and carers to see. Parents and carers could comment on the training the staff had undertaken or open up discussions about this.

We saw that staff members were SSSC registered appropriate to the role that they hold. This information was shared with parents through pictures of staff and their registration on the foyer wall. This ensured that staffing was transparent for parents and that staff training and conduct was being monitored through the appropriate professional body.

We saw that the manager provided staff with regular update memos about practice and developments within the nursery. The tone of the memos was positive and encouraging and kept staff up to date with any changes or developments within the nursery. The staff had a formal system for appraisal from the management. This ensured that staff were well informed about changes within the nursery and they could be consulted about this through their appraisal process.

The service was very good self-evaluation systems in place. Staff were very good at identifying what they do well and what they need to do better. The nursery had a staff champions in place to support and encourage staff with best practice over the course of the month that they are elected. This ensured that staff have a system to reflect on practice and identify areas for continuous development.

The nursery had reviewed how they undertook staff appraisals. Staff were now using the SSSC continuous learning framework to assess themselves before their appraisal. We saw that the service had linked this framework to the staff section of their on-line staff forum. This supported them to identify strengths and areas that they wished to develop for discussion during their appraisal. We saw that staff members have their own individual folders for this which they were taking ownership of. We found this to be an innovative approach to staff support which supported staff to lead on their learning and development.

We saw that all staff are provided with their own quality assurance time lines. These

support staff to effectively manage their time within the nursery relevant to their job roles. Out with times when they are with children staff are supported to use their time in a range of ways including children's assessment write ups but also to support the on-going development of the nursery. Staff were being directed to support the nursery review of the new portfolio system during the inspection.

In speaking with staff we found that they were insightful and reflective about their knowledge and practice bases. We found staff to be approachable and friendly throughout the inspection process and we saw that children approached them comfortably and with ease.

Areas for improvement

The service should continue to expand and develop the excellent practice that was evidenced 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

Please see quality theme 1, statement 1 for outcomes in relation to this statement.

Areas for improvement

Please see quality theme 1, statement 1 areas for development in relation to 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

We saw that overall that the service is led by a strong management team. The management team showed a passionate commitment to the nursery the staff team and the children who attended. They spoke passionately about involving and including parents and carers in the on-going development of the service.

The service had excellent quality assurance systems in place and a well-developed quality assurance calendar which underpinned the nursery's continuous development. The calendar identified dates and times for all of the nursery systems and included nursery planning and all of the audit systems. The manager had developed a clear time line for planning which included the audits of all of the nursery systems, including staff training and appraisals. This linked into the quality assurance calendar system and projected any development work the nursery wished to undertake over the course of the year. We saw that the staff team had individual time lines which had been developed from and contributed to the on-going audit process within the nursery. This ensured that staff were clear about their role and contribution and that

the management team were clearly linking and measuring staff inputs and outcomes.

The nursery had excellent audit systems in place which supported the care and protection of the children attending the nursery and offered additional checks to ensure that staff were following policies and procedures. All areas had risk assessments which were dynamic and completed before each session, ensuring that the environment was being looked at relation to any risks that may be present for children. The nursery had clear process in place in relation to the health and safety of the environment ensuring that issues were being dealt with in a timely manner.

We saw that the management team completed observations of staff practice and feedback to staff about their findings. This ensured that staff practices were being monitored and reviewed to ensure their continuous development.

The nursery had comprehensive policies and procedures in place that both staff and parents could access through the website at any time. These provided a level of transparency from the management team and ensured that parent's knew what they could expect from the nursery.

We saw that policies and procedures were being reviewed both in a planned and responsively. We found that the management had reviewed their child protection, complaints and behaviour management policies in relation to a complaint that the Care Inspectorate upheld. We found that the management had responded positively, seeking expert advice in the policy review and immediately updating their training. This was then shared with parents ad carers through the website. We found this to be a very positive and open response to this outcome.

The nursery were in partnership with Dundee City council and found that their development officer provided a high level of support and fulfilled a quality assurance role for the nursery on a regular basis.

The service had recently developed a section on their website which offered their stakeholders excellent opportunities to become involved in the on-going development of the nursery. Professionals were invited to join the website where they can access and comment on all of the information about general nursery life and the on-going developments. The manager told us that professionals will be asked for their thoughts and included in policy development and consultation.

Areas for improvement

Whilst we found that the service had consulted with children, parent's, carers, staff and stakeholders in the development of their self-assessment document required for the Care Inspectorate. We discussed the importance of overtly involving them and outlining in the document where consultations had taken place.

The service should continue to expand and develop the excellent practice that was evidenced in this area.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

Progress on the requirement made as a result of the upheld complaint was assessed during this inspection visit. The service reviewed and updated several policies and procedures as a result of the complaint. Both the provider and the manager of the service had updated their training in relation to child protection.

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

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

6 Inspection and grading history

Date	Type	Gradings	
30 Jan 2013	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	2 - Weak
14 Dec 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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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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।

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com