

Care service inspection report

The Squirrel Collection Nursery

Day Care of Children

69/71 Goschen Place

Broxburn

EH52 5JJ

Telephone: 01506 854488

Inspected by: Joanne Shaw

Isobel Reilly

Type of inspection: Unannounced

Inspection completed on: 14 February 2014



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	13
4 Other information	28
5 Summary of grades	29
6 Inspection and grading history	29

Service provided by:

The Squirrel Collection Nursery Ltd

Service provider number:

SP2004005776

Care service number:

CS2004059253

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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	2	Weak
Quality of Environment	2	Weak
Quality of Staffing	3	Adequate
Quality of Management and Leadership	2	Weak

What the service does well

The Squirrel Collection Nursery offers a kind, caring environment for the children. Staff have developed positive relationships with the parents and they work in partnership to ensure effective communication.

What the service could do better

The following areas for development are carried forward from the previous three inspections:

- * Robust auditing and monitoring systems being implemented will have a positive impact on improving outcomes for children.
- * Reviewing the way the rooms and staff are deployed will give children access to a wider range of activities both indoors and outdoors.
- * Ensuring appropriate number of staff are present to meet the needs of the children attending.
- * Finding ways to gather children's views about the service will help staff to offer more challenging activities to meet children's learning and development needs.

What the service has done since the last inspection

Progress has been made to meet the requirements and recommendations made from the last inspection which was completed on 7 August 2013. We have reported on this progress under the section 'What the service has done to meet any requirements we

made at our last inspection' in "' How we inspected this service' and throughout the report.

The depute manager has developed monitoring and auditing systems to assist with the improvement of the service.

Conclusion

From the evidence gathered as part of this inspection, we conclude that some improvements have been made to improve the delivery of the service and ensure positive outcomes for the children. However, there still needs to be considerable commitment by the provider, depute manager and staff to meet the improvements as detailed within this report.

Who did this inspection

Joanne Shaw
Isobel Reilly

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.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 needs to do more to improve, 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. Recommendations are based on best practice or the National Care Standards.

* A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Order made under the Act or a condition of registration. Where there are breaches of Regulation, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The Squirrel Collection Nursery is located in Broxburn, West Lothian. The service operates from a detached three storey building which consists of three playrooms, one on each floor. Little Squirrels for babies and under 3 years is on the ground floor along with the kitchen, toilets and reception area. Junior Squirrels for over 3 years and pre school is on the first floor along with toilets and the after school room is in the basement. There is a large garden to the rear of the property which is accessed from the after school room. It has been divided into two areas, one for Little Squirrels and the other for the older children.

The nursery is registered to provide a care service to a maximum of 48 children aged from birth to those not yet attending primary school, of whom no more than 24 shall be under 3 years and of whom no more than 9 shall be under 18 months. The service operated between the hours of 7.30am to 6.30pm, Monday to Friday. The nursery may provide after school and holiday care to a maximum of 15 children of primary school age during term time between the hours of 3.30pm to 6.30pm, Monday to Thursday and 12 noon to 6.30pm on a Friday. During school holidays it operates from 7.30am to 6.30pm, Monday to Friday.

The provider is the named manager of the service and there is a depute manager in place who is based in the playrooms.

The aims and objectives of the service include the following:

- 'To provide a secure and happy environment.
- To encourage learning, both formally and through play.
- To assist with social development.
- To encourage confident and positive attitudes.
- To assure parents that their children receive the best care and attention.
- To treat each child as an individual with respect for gender, ethnic origin, culture, religion and specific needs.'

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

Quality of Care and Support - Grade 2 - Weak

Quality of Environment - Grade 2 - Weak

Quality of Staffing - Grade 3 - Adequate

Quality of Management and Leadership - Grade 2 - Weak

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 high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report following an unannounced inspection which took place on Thursday 6 February 2014 between the hours of 9.30am and 3.15pm. We returned on Friday 14 February 2014 between the hours of 9.30am and 11.00am to complete the inspection and inform the provider and depute manager of our findings during the inspection and the grades to be awarded.

This report should be read in conjunction with the report dated 7 August 2013.

The inspection was carried out by Care Inspectorate inspectors, Joanne Shaw and Isobel Reilly.

We did not request a self assessment form to be submitted by the service as part of this inspection.

We gave the service 15 Care Inspectorate care standards questionnaires to distribute to parents on the day of the inspection. Parents returned 10 completed questionnaires after the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We looked at:

- * the service's certificate of registration
- * children's 'profile' folders
- * records of children's attendance
- * newsletters
- * the service's policies and procedures
- * medication recording system
- * accidents/incidents recording system
- * public liabilities insurance
- * training matrix
- * planning sheets and evaluations
- * minutes of meetings
- * the service's questionnaires for parents and children

- * staff's interaction with the children
- * the equipment, toys and environment.

We spoke with:

- * The provider/manager
- * The depute manager
- * Staff
- * Children.

All of the above information was taken into account and reported on under the relevant Quality Themes and Statements within 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

What the service has done to meet any requirements we made at our last inspection

The requirement

The provider must ensure:-a) that there are comprehensive cleaning systems in place and clear instructions for all staff appropriate to their role which include the care and cleaning of the nursery environment and equipment. These should include signed and dated records of cleaning.b) that all staff have received training in the revised infection control procedures and in the use of the risk assessment tools used in the nursery with the training dates recorded.c) that there is a comprehensive health and safety policy in place. This should detail what methods are in place to monitor, review and update risk assessments for both indoor and outdoor play areas, trips and outings and how this is recorded. d) ensure that a documented system is in place to monitor and record that the infection control and risk assessment procedures are understood and applied by staff in their daily practice. This should include the action staff must take if they have any concerns about the cleanliness or the safety of any toys or equipment.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI 210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15(a) and (b) Staffing and refers to best practice guidance from Health Protection Scotland, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) March 2011.

What the service did to meet the requirement

A small level of improvement has been made in relation to this requirement and there are still concerns regarding cleanliness and infection control procedures. These are detailed in Quality Theme one, Statement three and Quality Theme two, Statement two. Therefore, this requirement has been made again under Quality Theme two, Statement two.

The requirement is: Not Met

The requirement

The provider must identify training needs and ensure staff undertake training relevant to their post to ensure they have the necessary skills and knowledge to undertake their role and to meet the care, welfare and developmental needs of the children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI 210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

What the service did to meet the requirement

A training calendar has been developed by the depute manager and is displayed. This outlined the training staff were required to attend, training courses attended and courses due to be attended. However, due to concerns reported on under Quality Theme three, Statement three of this report we have made this requirement again .

The requirement is: Not Met

The requirement

The provider must put in place a system: a) to audit, monitor and record staff practice and competency to ensure that you are making proper provision for the health and welfare needs of children and to protect children from avoidable risk of harm. b) monitor and evaluate play provision and how this meets individual children's needs. c) audit effectiveness of procedures. d) review progress of the development plan. e) ensure where you identify any unsatisfactory practices, you record and effectively remedy these.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI 210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

What the service did to meet the requirement

The depute manager has developed monitoring and auditing systems to meet this requirement. However, these have not been embedded to show an improvement within the nursery. Although this requirement has been met, a recommendation regarding this has now been made under Quality Theme four, Statement four of this report.

The requirement is: Met - Within Timescales

What the service has done to meet any recommendations we made at our last inspection

Progress with regard to meeting the 12 recommendations made in the previous report are detailed within this report.

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.

We did not request a self assessment as part of this inspection as this was a second inspection in 2013/14 to follow-up on issues from the 7 August 2013 inspection and progress made.

Taking the views of people using the care service into account

Children appeared to be happy and confident during their play and were supported by staff. Some children were happy to tell us about their nursery and the activities they were engaged with. They were too young to give a detailed opinion but when asked they told us that they enjoyed being at the nursery.

Taking carers' views into account

A review of the ten returned Care Inspectorate care standards questionnaires indicated that eight parents 'strongly agreed' and one 'agreed' with the following statement:

* Overall, I am happy with the quality of care my child receives in this service.

One parent did not comment.

Further information received from the questionnaires has been included in this report as appropriate.

We received the following written comments:

'The Squirrel Collection Nursery has been a godsend particularly for X (child's name). X can be difficult sometimes but Sharon understands him and knows how to get the best out of him. Sharon makes the nursery what it is, she is firm but fair which is how anyone who works with children should be. The other women/girls are great too. This is the best nursery/after school I've had the pleasure to have my children at and I've had my kids at a fair few!!! They score A+++ in my book.'

'Throughout the years I have used this nursery, my children have grown from strength to strength. I had used several nurseries beforehand and there is an evident difference in quality from this current nursery compared to all the rest. Staff are friendly, children are happy and most importantly they enjoy their time and have the support available by staff to thrive in this establishment. I could not ask for any more.'

'We have been using the service (number) days a week since (month) and I am very pleased with the care attention given to my child. The staff, in particular Sharon and the two Fiona's, know the children and are observant and meet the needs of the individuals. I like the intimate 'small' nursery atmosphere and feel welcomed as a parent. Sharon has always been very approachable and you never feel that anything is too much trouble. The staff always have time at the end of the day to talk about how our child is and how their day was. I like the mixing of different age groups - depending on who is in, e.g. after school club, younger children getting the opportunity to be together. The pick up/drop off at Uphall Nursery is great too. We feel our child has the best of both worlds in a supportive, realistic environment.'

'Service can be a little haphazard at times and lacking clarity.'

A concern was raised in the questionnaires by a parent regarding supporting the needs of children and parents. We discussed this with the manager who will take this information forward.

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: 2 - Weak

Statement 1

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

Service strengths

The strengths identified and included in the previous report have been maintained.

A recommendation was made at the previous inspection regarding exploring further ways to involve parents, carers and children. The service had introduced requests in their newsletter for parents to comment on the service and there was a folder at the reception area for parents which contained information about the nursery and how they could be involved. The service had introduced a 'policy of the month' where they highlighted a policy and involved parents in its review and update. They had also reviewed the questionnaires used for parents and children. The introduction of 'talking, thinking floor books' showed children's input. This recommendation had been met.

A recommendation made regarding the service ensuring that feedback was given to parent on questionnaires they had completed or suggestions/comments made by them. The depute manager now ensured that feedback was given formally to parents and they responded individually to help ensure parents felt their comments were valued. The service had also started to add children's suggestions to their profiles with next steps recorded to help ensure they felt their input was acted on and valued. Therefore this recommendation had been met.

In the ten completed Care Inspectorate care standard questionnaires parents indicated either 'strongly agree' or 'agree' with the following statement:

* The service has involved me in developing the service, for example asking for ideas and feedback.

In the ten completed Care Inspectorate care standard questionnaires nine parents indicated either 'strongly agree' or 'agree' with the following statement:

* I am kept informed about what is happening in the service, for example through newsletters and information boards.

One parent indicated 'don't know' to this statement.

Areas for improvement

In the ten completed Care Inspectorate care standard questionnaires one parent indicated 'disagree' with the following statement:

* Staff share information about my child's learning and development with me and, where appropriate, my child.

This was discussed with the depute manager who agreed to take action.

We discussed with the manager and depute manager the need to continue to explore ways of involving the children in assessing and improving the quality of the service. They should also continue to look at different ways of involving parents and carers in this process. We will follow this up at the next inspection.

We discussed with the manager and depute manager that feedback to parents and carers should be ongoing. We will follow this up at the next inspection.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

The strengths identified and included in the previous report have been maintained.

There had been a review of the weekly menu by the manager. Parents, carers and children had also been involved in the process. The cook was introducing new meals for children to try before adding them to the new menus. On the day of the inspection lunch was butternut squash and carrot soup followed by fish with broccoli and cauliflower in a cheese sauce. The children appeared to enjoy them.

In the ten completed Care Inspectorate care standard questionnaires nine parents indicated either 'strongly agree' or 'agree' with the following statement:

- * The staff encourage my child to form positive relationships with other children.
- * The service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs.

One parent indicated 'don't know' to these statements.

Areas for improvement

We found at the previous inspection that infection control measures were not being met. We observed that action had been taken to correct some of these issues. However, we found the same concerns regarding the following:

- * the sensor to open the nappy bin did not work,
- * a potty was not clean,
- * the upstairs toilets were not clean,
- * cleaning products were stored next to plates in a cupboard in the upstairs playroom,
- * a child's dummy had been stored in a dirty plastic tub.

We discussed this with the manager and depute manager and have made a requirement again. See Requirement one in Quality Theme two, Statement two.

Planning did not record children's involvement, it was not evaluated effectively and next steps for children's learning and development were not identified. We made a recommendation about this at the previous inspection. It has not been met and we have made it again. See Recommendation one.

The children's folders were not up to date with some having had no information added since September 2013. A few had observations which had been carried out in January 2014. The depute manager told us about the monitoring system she had developed to ensure the folders were completed appropriately. However, due to the lack of information in the folders the monitoring system does not appear to be

working effectively. We made a recommendation about this at the previous inspection. It has not been met and we have made it again. See Recommendation two.

The manager and depute manager had reviewed and updated the nursery's medication policy and staff had been made aware of the need to record information correctly on the recording sheets. We had made a recommendation at the previous inspection regarding the completion of the nursery's 'emergency medication' forms as it was unclear from the information recorded that staff had contacted parents before they gave children Calpol. This had not been carried out as the requested information was not included on the form. We have made this recommendation again. See Recommendation three.

We found at the inspection that there were enough staff present to meet the minimum requirement for adult to child ratios. However, there were not enough staff to meet the needs of the children present as children who should have been in the Junior Squirrel playroom were in the Little Squirrel playroom with the younger children. We made a recommendation about this at the previous inspection regarding the older children benefitting from accessing activities and resources which met their age and stage of development. We have made this recommendation again. See Recommendation four.

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 4

Recommendations

1. The manager should ensure that planning meets the development needs of the children to ensure positive outcomes for their learning and experiences. They should ensure that staff understand the planning process, the need to evaluate planned activities and identify children's next steps for learning.
National Care Standards early education and childcare up to the age of 16
Standard 6: Support and development.
2. The manager should monitor the completion of children's folders to show they are recording the children's development and identifying their next steps for learning. This should be carried out in line with good practice guidance such as 'Curriculum for Excellence' or 'Pre Birth to Three - Positive outcomes for Scotland's Children and Families'.
National Care Standards early education and childcare up to the age of 16
Standard 6: Support and development.
3. The manager should ensure that staff follow the guidance written in their 'emergency medication' forms and record that they have contacted parents by

telephone for their verbal consent before administering 'Calpol'.

National Care Standards early education and childcare up to the age of 16

Standard 3: Health and wellbeing

Standard 14: Well-managed service.

4. The manager should ensure that there are enough staff present to not only meet the minimum required adult:child ratios for the age of the children attending but that there are enough staff to meet their needs and provide age appropriate activities.

National Care Standards early education and childcare up to the age of 16

Standard 5: Quality of experience

Standard 12: Confidence in staff

Standard 14: Well-managed service

Annex A, Input Standards, 1 Adult:Child ratios in non-domestic premises.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 2 - Weak

Statement 1

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

Service strengths

The strengths identified and included in the previous report have been maintained.

Areas for improvement

The comments made under areas for improvement in Quality Theme one Statement one also applies to this Quality Statement.

Grade awarded for this statement: 4 - Good

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

The strengths identified and included in the previous report have been maintained.

In the ten completed Care Inspectorate care standard questionnaires nine parents indicated either 'strongly agree' or 'agree' with the following statement:

- * There is enough space for the children to play and get involved in a range of activities.
- * The service has a suitable range of equipment, toys and materials for the children.

One parent indicated 'don't know' to these statements.

Areas for improvement

In the ten completed Care Inspectorate care standard questionnaires one parent indicated 'disagree' with the following statement:

- * The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

This was discussed with the depute manager who agreed to take action.

A requirement had been made at the previous three inspections regarding cleaning and infection prevention and control measures within the nursery. At this inspection that there were still issues regarding cleanliness as we found the following concerns:

- * resources, both indoors and outdoors, were not clean,
- * areas of the nursery were not clean such as window sills, floors, carpets and soft furnishings,
- * table tops and chairs were not clean,
- * sinks in the upstairs playroom were not clean
- * soap dispensers in the upstairs toilets were not clean.

Concerns regarding infection control are reported on in Quality Theme one, Statement three. The issues regarding risk assessments have been met. The parts of the previous requirement regarding cleanliness and infection control measures have not been met and have been made again. See Requirement one.

We found on the day of the inspection that equipment and resources were not suitable for the children attending. The children present were aged from two years to four years. The water tray was too low for the older children. This meant children would have to lean into the tray or sit next to it which would inhibit their play. We made a recommendation about this at the previous inspection and have made it

again. See Recommendation one.

A recommendation was made at the previous inspection regarding the core activities and resources on offer to the children. On the day of this inspection the activities available were sand, water, painting, coloured rice in a tray with insects, animals and dinosaurs, a home area and drawing table. Children also had access to puzzles, a sit and ride toy, activity centres, blocks and a role play area which was a doctor's surgery. During the day other activities were brought out such as playdough and a tray with ice but these were for short periods. The activities and resources were limited and some were not stimulating and challenging for all the children as they focused more on the younger children present. Learning opportunities were missed by staff, such as a child using pretend scissors from a doctors set to cut paper at the gluing table and being told to take them back but no scissors were put out for them to use. Children were able to choose which activities they wished to engage in and staff did not direct them, this part of the recommendation has been met. However, there was not sufficient improvement in the other areas of the recommendation so we have made a recommendation about them. See Recommendation two.

Grade awarded for this statement: 2 - Weak

Number of requirements: 1

Number of recommendations: 2

Requirements

1. The provider must ensure:-

- a) that there are comprehensive cleaning systems in place and clear instructions for all staff appropriate to their role which include the care and cleaning of the nursery environment and equipment. These should include signed and dated records of cleaning.
- b) that all staff have received training in the revised infection control procedures used in the nursery with the training dates recorded.
- c) ensure that a documented system is in place to monitor and record that the infection control and risk assessment procedures are understood and applied by staff in their daily practice.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI 210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15(a) and (b) Staffing and refers to best practice guidance from Health Protection Scotland, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) March 2011.

Timescale: Within two weeks of receipt of this report.

Recommendations

1. The manager should ensure that furniture and equipment used are age appropriate for the children attending.

National Care Standards early education and childcare up to the age of 16
Standard 2: A safe environment.

2. The manager should ensure that:

- * core resources and activities are available for children daily,

- * activities and resources are stimulating and challenging and meet the age and stage of development of the children.

National Care Standards early education and childcare up to the age of 16
Standard 5: Quality of experience.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

The strengths identified and included in the previous report have been maintained.

Areas for improvement

The comments made under areas for improvement in Quality Theme one Statement one also applies to this Quality Statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

The strengths identified and included in the previous report have been maintained.

The training calendar for staff had been reviewed and updated. Training was clearly identified and future training had been put into place and recorded. The system developed by the depute manager was better. Staff evaluated the training they had attended and described how they would use what they had learnt in their work practice and how this would benefit the service.

Staff attended supervision meetings with either the manager or depute manager on a regular basis and these were recorded and signed by staff. This meant that work practice and any concerns could be discussed.

A new member of staff described the induction process they had taken part in when they started at the nursery. A check list was in place to record what had been carried out which was signed by the depute manager once complete. This helped to ensure new staff were aware of their role and responsibilities.

In the ten completed Care Inspectorate care standard questionnaires parents indicated either 'strongly agree' or 'agree' with the following statement:

- * My child appears happy and confident with the staff.
- * I am confident that the staff will protect my child from harm, abuse, bullying and neglect.
- * The staff treat my child fairly and with respect.

Areas for improvement

In the ten completed Care Inspectorate care standard questionnaires one parent indicated 'disagree' with the following statement:

- * I am confident that there are always enough staff in the service to provide a good quality of care.

This was discussed with the depute manager who agreed to take action.

A requirement was made at the last three inspections regarding training. Since the last inspection staff had attended in-house training with the depute manager on topics such as the completion of children's folders, Child at the Centre II, completing risk assessments, National Care Standards and quality assurance. We discussed with the manager and depute manager that it was unclear how much staff got from these training sessions due to the concerns we found during the inspection. Also, whether

the training was meeting their needs. The requirement made at the previous inspection has been made again. See Requirement one.

We discussed with the manager and depute manager the progress made regarding supervision meetings with staff. We talked about the way these meetings were recorded and the amount of detail contained in them. There needs to be more information recorded such as what was discussed and the agreed action to be taken and by whom. We will follow this up at the next inspection.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must identify training needs and ensure staff undertake training relevant to their post to ensure they have the necessary skills and knowledge to undertake their role and to meet the care, welfare and developmental needs of the children. This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/SSI 210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: May 2014.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 2 - Weak

Statement 1

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

Service strengths

The strengths identified and included in the previous report have been maintained.

Areas for improvement

The comments made under areas for improvement in Quality Theme one Statement one also applies to this Quality Statement.

Grade awarded for this statement: 4 - Good

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

The strengths identified and included in the previous report have been maintained.

A recommendation had been made at the previous three inspections regarding the paperwork system of the nursery. We found at this inspection the system had been reviewed and the manager and depute manager were able to locate forms and requested paperwork easily as they were now in named files. This recommendation had now been met.

In the ten completed Care Inspectorate care standard questionnaires parents indicated either 'strongly agree' or 'agree' with the following statement:

* The service has involved me in developing the service, for example asking for ideas and feedback.

Areas for improvement

The depute manager had developed systems to audit, monitor and record staff practice and play provision for the children. Observations were regularly carried out of staff's work practice in the playrooms which were discussed with the member of staff and any actions required were recorded. There was an audit system in place regarding the procedures. We found that these systems were in the early stages and had not been embedded due to the concerns and issued detailed within this report. We have made a recommendation about this. See Recommendation one.

The requirements, recommendations and areas for improvement contained within Quality Themes one, two and three also apply to this Quality Statement. Due to the number of requirements and recommendations which have not been made we have kept the grade for this Quality Statement at 'weak' (grade 2).

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should ensure the monitoring and auditing systems which have been developed are embedded and used to assess and improve the quality of the service provided.

National Care Standards early education and childcare up to the age of 16
Standard 14: Well-managed service.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

You can find information about complaints that have been upheld or partially upheld on our website www.careinspectorate.com.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Not applicable.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 2 - Weak	
Statement 1	4 - Good
Statement 3	2 - Weak
Quality of Environment - 2 - Weak	
Statement 1	4 - Good
Statement 2	2 - Weak
Quality of Staffing - 3 - Adequate	
Statement 1	4 - Good
Statement 3	3 - Adequate
Quality of Management and Leadership - 2 - Weak	
Statement 1	4 - Good
Statement 4	2 - Weak

6 Inspection and grading history

Date	Type	Gradings
7 Aug 2013	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and Leadership 2 - Weak
2 Nov 2012	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and Leadership 2 - Weak
27 Jul 2012	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate

Inspection report continued

20 Oct 2011	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate Not Assessed
15 Jun 2011	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 3 - Adequate 3 - Adequate 3 - Adequate
26 Nov 2010	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 4 - Good 4 - Good
10 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 2 - Weak 4 - Good 4 - Good
20 Nov 2008	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 2 - Weak 4 - Good 3 - Adequate

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 میم 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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