

# Care service inspection report

## **Twechar Nursery Class**

### Day Care of Children

Main Street

Twechar

Glasgow

G65 9TA

Telephone: 0141 955 2331

Type of inspection: Unannounced

Inspection completed on: 5 February 2015



HAPPY TO TRANSLATE

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### **Service provided by:**

East Dunbartonshire Council

### **Service provider number:**

SP2003003380

### **Care service number:**

CS2003014708

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at [enquiries@careinspectorate.com](mailto: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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

### What the service does well

The new staff team had established very good team work and positive relationships and working partnerships with parents. This meant that they could easily identify and address the needs of children very well. The manager supported staff very well.

Staff had created a warm and welcoming environment for children. The playrooms were bright, spacious and attractively presented.

### What the service could do better

The manager and staff should address the areas for improvement and recommendations recorded in this report in relation to:

- further development of home links
- improved access to outdoor play for children
- infection control
- further implementation of Getting it right for every child (GIRFEC) in children's personal plans
- audit of accidents/incidents
- medication policy and procedures
- evaluation of extended hours provision
- display of the Care Inspectorate certificate of registration.

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

A new staff team has recently been recruited. A nursery teacher is now in post and also additional early years staff. The nursery has benefitted from this with staff bringing a range of experiences, implementing good practice and creating a variation in play opportunities.

The manager and staff have successfully recruited parents onto the parent council.

The nursery has provided a breakfast club for children who start nursery very early.

### **Conclusion**

Management and staff were very knowledgeable and professional in working with children, families and other agencies.

The manager is enthusiastic and committed to further developing the service and to continuing to work with staff, parents and children to achieve this.

The service should take account of the areas for improvement and recommendations from this report to continue to develop the service.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://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 could 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 the National Care Standards, relevant codes of practice and recognised good practice.

- 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 Care Inspectorate.

Twechar Nursery Class operates from designated classrooms within Twechar Primary School in the Twechar area of East Dunbartonshire. The provider is East Dunbartonshire Council.

The service is registered to care for a maximum of 20 children aged 3 to those not yet attending primary school in the morning and 15 children aged 2 to those not yet attending primary school in the afternoon.

The children have access to two bright playrooms, toilets, school gym and an enclosed outdoor play area.

The service has an aims, values and vision statement which is detailed within the handbook given to parents. One of the aims is to plan learning activities which build on children's enthusiasm, inventiveness and creativity.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 4 - Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

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

### What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by an inspector from the Care Inspectorate on Thursday 5th February 2015 between 9.30am and 2pm.

As part of the inspection, we took account of the completed annual return and self assessment forms that we had asked the provider to complete and submit to us.

We sent 20 care standards questionnaires to the manager to distribute to parents/ carers who use the service. We received five completed questionnaires before the inspection visit.

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

We looked at:

- the service registration certificate
- the service insurance certificate
- evidence from the provider's self assessment
- policies and procedures
- observations of how staff work with children
- registration information and personal planning records about children
- parent information displays, handbook and website
- staff training and supervision records
- maintenance records
- administration and storage of medication
- audit of accidents and incidents
- risk assessments
- questionnaires for staff and parents/carers.

We spoke with:

- the manager of the service
- members of staff
- children
- parents
- 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](http://www.firelawscotland.org)



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

We made two recommendations at the last inspection.

1. The service should obtain and implement current up to date infection control guidance. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation had been addressed.

2. The service should develop an adult protection policy. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation had not been addressed and is recorded in this report under Quality Theme 4, Statement 4.

## 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 received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

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

We observed children in the nursery to be familiar with the daily routine such as snack and to be very well settled in the environment. Children were able to choose from a variety of resources which allowed them to play independently or in small groups indoors. Children were confident in their play and had made friendships with other children.

We saw staff responding in a very caring manner to the individual care needs of children.

Children were observed to enjoy playing in the house corner, investigating heavy and light objects and engaging in active physical play in the school gym. Children we spoke with commented:

"We're going to the gym...do you want to come?"

"This is the writing area."

"In there is our bedroom...just in the game."

### **Taking carers' views into account**

We sent out 20 care standards questionnaires to the manager who gave them to parents. Five were completed and returned to us before our inspection. When asked if they were happy about the overall quality of care their children received in this service - three parents strongly agreed and two parents agreed.

Comments we received from parents/carers included:

"Feel there could be more individual feedback. However the nursery has seen major staff changes and I have been made aware parents' evenings will be incorporated."

"School session 13-14 I had concerns about the way the nursery was ran and the security of the nursery. Session 14-15 is like night and day. The new nursery teacher is fantastic! She is always around and takes time to speak individually to my child as she arrives. I have a lot of confidence in her as a nursery teacher and have confidence she does the best for my child."

During the inspection, we spoke with two parents and two carers. They commented:

"I am happy with the service. Staff are approachable. The new staff introduced themselves to us."

"Staff tell you at the end of the session what children have been doing."

"I was at the coffee morning and we discussed fundraising for resources."

### 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

At this inspection, we found the performance of the service was very good for this statement.

The service had a partnership with parents policy and we observed that parents and carers were comfortable to approach and share information with staff about their children. This made sure that staff planned activities that took account of individual children's needs and interests as well as supporting their development.

Parents/carers had been invited to participate in events that let them know how the service was provided and to involve them in decision-making about the life and work of the service. There were parents' coffee mornings and open evenings held throughout the year.

There were noticeboards throughout the foyer that displayed information on various aspects of the service including a copy of the registration certificate, Care Inspectorate inspection report, Our Early Learning, All About Me, and information about local and national initiatives that might be of interest to families. The Service Improvement Plan, Standards and Quality Report, Statement of Visions, Values and Aims and Staff Profiles were also displayed.

There were lots of ways that parents could find out more or add their suggestions and ideas for the service, these included:

- service website and newsletter highlighting information related to the care standards quality themes, topic work and new purchases for the nursery

- curriculum and improvement plan
- invitation to review service policies
- children's talking, thinking and listening books with invitation to comment and evaluate learning
- questionnaires that asked parents/carers their views on care standards quality themes that could then be incorporated in the service self assessment
- opportunities for parents to make comment on progress using children's learning journeys
- suggestion box.

The service website included topic information for parents, information about the curriculum, eco work, learning together, service handbook and newsletters. This written information kept families and staff informed of the child's immediate and wider world.

Picture prompts, photographs, children's artwork and comments were a key feature of the service and were used as a tool for involvement, allowing parents to see what children had been experiencing, to stimulate discussion and to help children choose what they would like to do.

Staff had tried different approaches to promoting children's active participation and we could see that these were an integral part of children's routines. Approaches included:

- mind mapping, staff had used this tool to help the children talk about and understand different aspects of their own health and wellbeing
- circle time when children talked about things that were important to them and learned about taking turns and respecting the views of others
- golden rules explained or illustrated by children that helped children learn about why boundaries are important and to respect the needs of others
- big books to develop children's questioning and discussion and encourage them to plan for their learning. Books created by children about The Farm and Night and Day were on display in the foyer.

Five parents and carers had taken time and effort to complete our care standards questionnaires and had included written comments. Four responses confirmed that parents had received clear information about the service before their child started using it. Please see Taking carers' views into account in section two of the report.

## Areas for improvement

The service provider should continue to maintain very good standards in relation to this statement.

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

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

#### Service strengths

At this inspection we found the performance of the service was very good for this statement.

There were policies and procedures in place to support staff in ensuring children's health and wellbeing needs were met which included child protection, risk assessments, accidents and incidents and infection control. Staff were trained in First Aid.

The service participated in the Eco-Schools programme and children had been involved in recycling, planting and growing.

Children's healthy lifestyles were further promoted through the use of the outdoor play area and school gym for active, physical play.

Healthy eating was promoted with nutritious snacks and drinks provided for children. Children were encouraged to self-serve at the snack table and took turns at being snack helpers. They could choose and select what they wanted to eat and tidy their plates and cups away afterwards.

We could see that staff were supporting children's emotional wellbeing. The playroom had areas with soft furnishings where children could relax and take time out from the bustle of nursery life. Staff had completed nurture training to support children in developing confidence and effective social skills and to support children's behaviour.

We found that staff were well aware of their roles and responsibilities in relation to child protection. Policies and procedures for safeguarding children were regularly reviewed and updated.

We sampled children's personal folders for evidence to support how children's health, wellbeing and safety needs were being met. Plans for children with additional support needs reflected national guidance such as Getting it right for every child (GIRFEC). GIRFEC is the approach promoted by the Scottish Government to ensure that people work with children in a consistent way. It provides a framework for practitioners to assess children's individual needs and help improve outcomes for children and families.

There was personal information, consent forms and observations of children linked to relevant national curriculum guidance. Children's progress, learning and development was recorded.

Children had contributed samples of their artwork and staff had included photographs of children involved in activities within the nursery. We saw that there were feedback forms for parents/carers to comment.

Other staff members such as the primary 1 teacher were used to support children at the point of transition to school.

On the day of the inspection, nursery children visited the school gym for active play. They enjoyed acting as runner beans and jumping beans, whilst listening to, and responding to, staff directions.

It was evident that staff also worked collaboratively with outside agencies to support individual children.

Overall, parents who completed care standards questionnaires were satisfied that the wellbeing of their children was a key focus area that staff in the service delivered well.

Please see Taking carers' views into account in section two of the report.

### **Areas for improvement**

The nursery does not operate a keyworker system for children, however, parents can speak with any staff member about their child. Maintaining children's personal plans is mainly the responsibility of the nursery teacher with staff members contributing recorded observations and photographs of children involved in activities.

In discussion with the manager, we considered how further development of home links and sharing/exchange of information between the nursery and parents may enhance communication. We also discussed how children's personal plans could be further developed in accordance with GIRFEC guidance. These developments would provide parents with more detailed information about their child's progress and achievements and encourage parents to participate in their child's learning. (See Recommendation 1)

Children did not access outdoor play during the inspection. We discussed this with the manager who told us that the play area had not been used for some time as the surface was icy and dangerous. Staff also confirmed that they had not been able to use this area. (See Recommendation 2)

Procedures for administration of medication were satisfactory. We directed the manager to Care Inspectorate guidance, Management of medication in daycare of children and childminding services to ensure that the service policy and procedure is in accordance with this.

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

**Number of requirements:** 0

**Number of recommendations:** 2

## Recommendations

1. The manager should support staff to promote home links and further develop children's personal folders in accordance with the principles of GIRFEC.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 6 - Support and Development.

2. The manager should ensure that children have regular access to active and physical outdoor play.

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



## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

### Service strengths

Please refer to service strengths under Quality Theme 1, Statement 1, for approaches used by the service to promote participation.

We saw evidence of children being involved in decision-making about their environment through Eco-Schools. This helped children develop their knowledge of green issues and learn about citizenship and taking responsibility for their environment. Children enjoyed recycling, planting and growing.

We saw children choosing activities and resources and enjoying free play activities. One child offered to give us a tour of the nursery. She introduced all of the play areas and children by name. She told us: "This is the writing area. This is my baby...he's a boy and he doesn't cry for a bottle during the night. We're going to the gym...do you want to come?" The child also showed us a Night and Day display introducing early science. We saw that children had also explored their environment using torches.

Children had participated in Scottish celebrations, learning about Scotland and tasting haggis and tatties. In response to children's interest in castles, staff supported them to build castles and drawbridges and make shields using a range of resources. Staff created an attractive display to share with children, parents and carers. During the inspection, we saw children investigating measuring; long and short and heavy and light.

Children were recently asked to suggest new resources for the nursery. In response, staff purchased new seating for the story corner and a canopy to make into different kinds of tents.

All in one suits were available to enable children to play outdoors in all weathers.

All parents/carers who returned questionnaires to us confirmed that there was enough space for their children to play and get involved in a range of activities.

### Areas for improvement

The service provider should continue to maintain very good standards in relation to this statement.

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

At this inspection, we found the performance of the service was very good for this statement.

There was a secure entry system and signing-in procedures for all visitors to the service. We saw that comprehensive registers were kept for children in each of the playrooms. This meant staff could monitor who was in the service at any given time and who they needed to account for in an emergency, thus keeping children safe and secure.

The premises were attractive and clean and children's resources were well-maintained. The service had secure outdoor play areas.

We were able to see an appropriate accident and incident policy was in place and accident records were kept. The child protection policy was on display so that everyone was aware of staff responsibilities.

Policies and procedures were in place to prevent the spread of infection and to keep children and staff healthy. For example, there were cleaning schedules to prevent any cross infection between areas such as food preparation and play areas.

Staff had completed training in food hygiene (HACCP - Hazard Analysis and Critical Control Points) and the CookSafe manual and handwashing.

Cleaning of the building was the responsibility of the service provider, East Dunbartonshire Council.

Children participated in handwashing and were encouraged to take responsibility for their health and wellbeing. For example, children washed their hands before eating and after handling messy resources.

During the inspection, children could participate in free play and organised activities. We observed children making different use of resources available depending on their needs and wishes. They were developing investigative skills, measuring and finding out about long and short and heavy and light.

We observed children using pots and pans in the house corner, looking at books and items for investigation and discovery and enjoying arts and craft activities.

## Areas for improvement

The service had an infection control policy and copies of Health Protection Scotland guidance on Infection Prevention and Control in Childcare Settings were made available for staff. However, the bin in the children's toilet was not non-touch operated therefore we referred management to section 5.7 of the guidance about waste management which advises that there should be lined pedal bins in each of the areas where waste is produced. This is to help reduce the likelihood of any cross infection among people using the service and to keep everyone healthy. (See Recommendation 1)

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

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. The provider should ensure that lined pedal bins are available in the service in all areas where waste is produced in accordance with the Health Protection Scotland guidance - Infection Prevention and Control in Childcare Settings.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 2 - A Safe Environment.

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

### Service strengths

Please refer to service strengths under Quality Theme 1, Statement 1, for approaches used by the service to promote participation.

There were photo boards displayed to help families identify staff and their roles. Information about staff qualifications, training and professional development was also available for parents. Children's comments formed part of the staff profiles.

Families were kept up to date with more recent staff training and achievements in the service newsletter. In this way, parents/carers could be reassured that their children were being cared for by competent staff who were continually looking for new ways to stimulate children's curiosity and support their learning.

In the returned care standards questionnaires, three parents/carers strongly agreed and two agreed that staff had the skills and experience to care for their child. They believed that their child appeared happy and confident with staff and similarly that the staff treated their child fairly and with respect.

### Areas for improvement

The service provider should continue to maintain very good standards in relation to this statement.

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

At this inspection we found the performance of the service was very good for this statement.

There was a recruitment process in place and staff were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training.

Throughout the course of the inspection, we were very impressed by how well staff engaged with the children and listened to their ideas. The staff we spoke to were motivated and were familiar with best practice guidance that could support them in their work with children. Staff also acknowledged the importance of reporting a colleague's poor practice; this helped maintain good outcomes for children in keeping them safe.

We observed respectful interactions between staff, children and their families. The wishes and needs of the children were at the heart of staff planning. Staff were knowledgeable about the needs of individual children and worked well with them to plan activities around their interests. Staff had completed training in oral health, the learning environment and nurture.

We observed various examples of where staff had embedded the principles from training they had participated in into their practice. For example, some staff had attended nurture training and we could see that throughout the day they used the relevant skills to engage with and support children in a constructive and meaningful way.

Sharing learning was a feature of how staff worked together, this was achieved through:

- one-to-one support with the manager
- annual appraisals with the service manager
- regular training
- staff meetings
- collegiate visits.

The nursery teacher was a member of the local cluster group within East Dunbartonshire Council. This had resulted in a supportive work environment where management and staff continually explored ways to create improvements.

We spoke with three staff members. All staff agreed that there was good access to training on a regular basis and that positive responses were given to requests for training.

Staff agreed that management were good at sharing information from training they had attended. Staff told us that there was an open door policy in relation to the manager's office and that the management team was very approachable and supportive. Staff confirmed that they had regular supervision and appraisals.

The manager and staff had recently discussed giving staff allocated time away from the playroom for preparation and planning. Staff welcomed this proposal.

Appropriate staff: child ratios were in place in line with the National Care Standards Early Education and Childcare up to the age of 16.

### **Areas for improvement**

The service should continue with its very good practice of supporting staff development.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 1

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

### Service strengths

Please refer to service strengths under Quality Theme 1, Statement 1, for approaches used by the service to promote participation.

Parents/carers were invited to parents' open days and coffee mornings during the year and management took this opportunity to involve parents in the self-evaluation of the service.

Management also distributed questionnaires to parents and families to obtain feedback. The manager told us that feedback was usually displayed so that everyone could see that their contribution was valued and acted upon.

The service had a clear complaints policy and appropriate procedures were in place to record complaints. This made it more likely that parents/carers would voice their views knowing that they would be taken seriously.

In the returned questionnaires, three parents strongly agreed and one agreed that they and their child had been involved in developing the service through being asked for ideas and feedback. One parent recorded a 'don't know' response.

We spoke with two parents and two carers during the inspection. Comments included:

"Happy with the service."

"Staff are approachable."

"New staff introduced themselves to us."

"Staff tell you at the end of the session what children have been doing."

### Areas for improvement

The service provider should continue to maintain good standards in relation to this 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

At this inspection we found the performance of the service was good for this statement.

The service manager was using Child at the Centre 2, a self-evaluation tool which includes quality indicators to help services assess their progress. This tool tells us how the service thinks it is performing over the four quality themes: care and support, environment, staffing and management and leadership.

We saw evidence of how staff had been involved in this process within the following activities:

- minutes of staff meetings
- monitoring checklists and folder
- attendance register of children and staff which demonstrated that staff:child ratios were in keeping with national care standards
- playroom monitoring
- policies and procedures kept in accordance with national and local guidance.

Where appropriate, children and parents/carers had been involved in these processes but there were also other opportunities for them to contribute their views and opinions through questionnaires, suggestions box and family interaction sessions.

Feedback from how the service had responded to any ideas was displayed on the service noticeboards or reported in the newsletter.

Please refer to service strengths under Quality Theme 1, Statement 1, for approaches used by the service to promote participation.

Management were supported in their monitoring and evaluation role through a quality assurance officer from the local authority.

The service improvement plan had been developed using feedback from parents both formally in parents' surveys and informally through the open door policy of the nursery management.

## Areas for improvement

The recent implementation of extended hours of attendance for children had meant that the handover of children to parents after the morning nursery session is completed within a very tight timeframe. This is to allow staff to have their designated lunch break before welcoming children who attend in the afternoon. Staff have to prepare children early to be collected at the end of the morning.

Staff told us that, if necessary, they would make themselves available at the end of the session or arrange an alternative time to speak with parents. Staff told us that this had also impacted on arrangements for preparation and planning. They find it difficult to manage the quick turnover at lunchtime and preparing the playroom with a full range of appropriate resources for the younger children who attend in the afternoon.

The manager had recently had discussions with staff regarding having an allocated time off the floor for preparation and planning. Once implemented, the manager and staff should review and evaluate this. (See Recommendation 1)

We looked at the records of accidents and incidents and found that although the manager audited each accident or incident individually she did not conduct a monthly audit of these to provide an overview. (See Recommendation 2)

The provider had not yet addressed a recommendation recorded in the previous inspection report about developing an adult protection policy. (See Recommendation 3)

The most recent Care Inspectorate certificate of registration for the service was not displayed. We discussed this with the manager who undertook to address this. This should be completed without delay.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 3

## Recommendations

1. The provider should evaluate the impact of the provision of extended hours in relation to children, parents and staff.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 14 - Well-managed Service.

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2. The manager should maintain records of monthly audits of accidents and incidents in the service.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 14 - Well-managed Service.

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- 
3. The service should develop an adult protection policy.

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

## 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

N/A

### 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

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

## 6 Inspection and grading history

Date	Type	Gradings	
18 Feb 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good
22 Sep 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
11 Feb 2009	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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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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