

Care service inspection report

Muirton Community Nursery

Day Care of Children

Gowans Terrace

Perth

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Telephone: 01738 625933

Type of inspection: Unannounced

Inspection completed on: 27 February 2015



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Service provided by:

Muirton Community Nursery Training and Childcare Project

Service provider number:

SP2003002186

Care service number:

CS2003010140

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

Summary

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

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

Children were confident and happy. Their health and wellbeing was supported well by staff as they spent time getting to know children and their families. This enabled good relationships to be formed with parents and contributed to positive care partnerships.

We found the drive of the management team and the clear agenda for continual improvement admirable. Management and staff were strong in their commitment to further advance the engagement of the children and families attending.

What the service could do better

The service should continue to develop the excellent practice evidenced within their self assessment, ensuring the continued outcomes for the children.

What the service has done since the last inspection

The service has been proactive in identifying and actioning areas of development to continually improve the service provided for children and their families.

Conclusion

The children were supported by nurturing, enthusiastic staff who were focussed on creating a child-centred learning environment. Children were fully involved in planning for their own learning and they enjoyed the wide variety of activities which stimulated their learning and development.

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.

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 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 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

Muirton Community Nursery is registered to provide a daycare and after school care service for children to a maximum of 50 children at any one time aged between 2 years and 16 years.

The nursery operates from a detached, single storey, purpose-built premise, located in the Muirton area of Perth. The purpose-built accommodation provides a safe, secure and hygienic environment for children. The reception area and playrooms are welcoming, inviting and stimulating. Staff displayed children's work attractively to enhance the child-centred surroundings. Externally, there is a fully enclosed, well equipped and well maintained outdoor play area which stimulates children's play, learning and imagination.

The nursery is managed by a management committee consisting of parents, representatives from the local authority and other voluntary agencies.

The aims of the nursery included:

- To provide a child centred, stimulating environment where each child will be given the opportunity to develop their full potential by valuing each child as an individual and treating each child with equal concern.
- To create a safe, secure, caring, and nurturing atmosphere where children can become successful learners, confident individuals, responsible citizens and effective learners.
- To provide a broad, balanced and exciting curriculum which is appropriate to the needs of each individual child and groups of children.
- To promote active learning through a variety of child initiated and adult led activities and experiences that are designed to support and challenge.
- To build strong relationships with parents/carers and work with them to ensure that the health, wellbeing and development needs of their children are met.
- To work with parents/carers and other support agencies to ensure that an effective system of early intervention is in place should children need additional support in their development and learning.

The nursery holds partner provider status with Perth and Kinross Council Education and Children's Services.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com 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

This report was written following unannounced inspection visits to the service on 18 and 26 February 2015. Two inspectors carried out the inspection and gave feedback to the manager (project supervisor) and depute manager at the end of the day.

As part of the inspection process, evidence was gathered from a number of sources.

We sent Care Standards Questionnaires (CSQs) to the nursery for distribution. Eighteen of these were completed by parents/carers and returned to the Care Inspectorate for inclusion in the inspection process.

We examined policies, procedures, records and other documentation, including the following:

- Supporting evidence sampled from the up to date self-assessment that we asked the provider to complete and submit to us
- Records maintained for individual children that told us how their health and well-being needs were being met
- Certificate of registration
- Certificate of public liability insurance.

We spoke with the management team and staff of the provision.

We spoke with children and parents.

We inspected the general environment and equipment used in the provision of the service.

We observed the interaction between staff and children.

As part of this inspection we have focused on how this service has promoted children's health and wellbeing through infection prevention measures.

To assess how well the service had been providing care to the children using the service we gathered evidence from a range of sources. The Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hub.careinspectorate.com.

The Inspectors sampled areas evidence taking the above into account and reported on how the service was meeting specific statements under the Quality Themes of Care and Support, Quality of Environment and Quality of Staffing and Quality of Management.

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.

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

The children were seen to be having fun and happy times. A group of children had been on an outing and eagerly told us about all the things that they saw especially the bugs and the acorns.

Others were keen to show and talk to us about their learning journals.

Taking carers' views into account

Eighteen Care Inspectorate parent/carer questionnaires sent to the nursery for distribution were completed and returned for inclusion in the inspection process. An audit of these indicated that parents/carers were very happy with the service provision.

Six of the parents had added comments within their questionnaires. We also spoke with parents on the day of the inspection.

All the comments were noted to be very positive and complimentary to the nursery practices. Some of these comments have been noted throughout the report. Other comments included:

- "I find that the staff are the biggest asset and care about the children individually."
- "I feel the nursery applies the SHANARRI principles to all the children but with my son I can see the difference it makes daily. Socially interacting with children and staff, achieving the skills I want for him, enjoying playing outside, being an ECO helper then applying them at home. Overall, I would highly recommend the nursery for 'Getting It Right For Every Child.'"
- "I am part of the committee and they care about the children first every time. They take every parent's opinion seriously and use their money on important things that are needed. My child always gets to study a topic he requests."
- "I think the nursery is brilliant and I would highly recommend."
- "My child is happy and so am I"
- "Excellent nursery."

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

We found the service to be performing at an excellent level in the areas covered by this statement. We concluded this through discussion with the management team, staff members, feedback obtained from parents and questionnaires and through observation of relevant documentation.

Communication and inclusion were key elements to Muirton Community Nursery.

The service requested additional Care Inspectorate questionnaires in the Polish language to be supplied to ensure that parents who had English as an additional language were able to be included in the inspection process. A bilingual worker attended the service weekly and helped to support children and their parents. The extension of parental engagement had been a priority project for the service. We saw many of the tools that were in place such as 'talking pens', 'voice postcards' voluntary support workers and translation programmes for IPADS. We noted statistics from the project which showed a large increase in the number of parents and the level to which parents become engaged with the service. This impacted on the outcomes for the children as language barriers were broken down and more in-depth discussions could take place between parents and staff.

Staff placed high emphasis on communication with parents which meant that partnerships with parents was strong. Information gained from parents daily provided staff with information such as the children's interests and recent home life experiences. This helped staff with their planning of children's learning needs. For example, staff planned activities to extend the children's interests and learning.

Parents told us: 'My child always gets to study a topic he requests.' Parents were complimentary about the nursery. For example, they commented that 'They take every parents' opinions seriously,' and 'The nursery is brilliant.'

Children were keen to talk and were given the time and opportunity to speak to staff who listened attentively. We heard staff encourage the children's conversations and extend their learning through questioning. The children were keen to share their learning profiles with which they were very familiar. Staff were enthusiastic about the children's learning and from discussion with the children we were able to hear that this excitement had been passed to the children making them eager to learn.

The service had a very colourful and informative website where parents could access information such as the handbook (English and Polish), newsletters, staff details and various reports on the service provision. Facebook pages communicated the daily business of the centre.

Questionnaires provided opportunities for parents to input into the evaluation of the service. Responses were collated and audited and results communicated to parents on the notice board. We saw that the service responded effectively to comments made by parents such as extending the use of social media to give alternative opportunities to keep up to date with nursery activities.

Information was easily accessible to parents within the nursery. The spacious entry hall was designated as a parent area and contained comfortable seating should parents wish to take time to browse the information folders and displays. Noticeboards were neat and tidy and colourful. They contained a great amount which kept parents informed of nursery practices. The admin office led off this area and staff were always on hand to answer questions.

Based on the findings of this inspection the service has been awarded the following grade: Quality Theme 1, Statement 1 - Excellent

Areas for improvement

The service should continue to develop the excellent practice evidenced within this quality statement ensuring the continued outcomes for the children.

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

This statement was examined, as it is important to identify how the children's needs were met in the setting. During the inspection we considered how they met the needs of children and shared information with parents and other professionals to ensure each child's health and wellbeing was promoted. We also observed how the staff cared for the children and reviewed written documents, which demonstrated how the staff evaluated outcomes for children. We found children's health and wellbeing needs were exceptionally well met throughout the service. The management and staff were extremely vigilant in their approach to gathering and sharing information which supported the care needs of the children, with plans for individual children being focused around Getting It Right for Every Child (GIRFEC) and the wellbeing indicators. The grade for this statement was excellent.

Management and staff provided a warm, caring and nurturing environment for children and their parents. They supported the children extremely well and each staff member knew the importance of helping children form secure emotional attachments within the service, meaning children felt confident and comfortable whilst at the nursery. Staff understood communication was key to ensuring this. Staff worked with many children where English was not their first language. They provided a variety of ways to help children understand and communicate within the service. For example all of the staff used signing to help children with any level of communication understand what was being said or was happening in their room. They constantly spoke with the children, questioning them and encouraging them to contribute to any discussion or activity, promoting language skills and helping them get involved. They had considered creative ways in which children could have connections with parents when they were not around. For example they provided talking postcards for parents to record a message for their child. The child or staff member could then access the recording to help provide some reassurance and comfort when needed. They told us some children used the postcards often and that they provided exceptional comfort to some of the children when needed.

Children's health and wellbeing whilst at the nursery was exceptionally well supported and encouraged by staff. Children's hygiene procedures were thorough and contributed to their safety. Staff supported children to ensure that hands were properly cleaned prior to eating, after using the toilet and after they had been outside. Snack and meals were cooked from fresh on the premises and were varied and healthy. Staff sat with children encouraging them to try new foods and helping them develop good eating habits and social skills.

Menus were planned using guidance such as Nutritional Guidance for Early Years, contributing to children receiving healthy and nutritious food whilst at the nursery. It was great to see children getting the opportunity to learn more about food, and where it comes from as they helped to plant, care for and grow fruit and vegetables which were used at snack and meal times.

Children had excellent opportunities to be active and get outdoors. Each of the playrooms had direct access to outdoor play areas, where curriculum activities were also delivered. Children could freely access outdoors and were seen to enjoy a good selection of energetic and physical play opportunities, as well as some quieter activities such as sand and water play, as well as digging and role play. Staff were vigilant in their supervision of these areas and reminded children about how they kept themselves safe whilst in the area. Outdoor play was encouraged at all times, for example we heard one child tell staff who had invited them outdoors "it's raining", the staff member responded "I know it's raining but we can wear our jackets". Helping the children and reassuring them that it was okay to be outside in the rain.

Children's behaviour was good because they knew what was expected of them within this nurturing and caring environment. Staff were gentle and kind, and encouraged the children to play well with each other. Children shared, took turns and were considerate and respectful of others. Staff listened to and praised children, which promoted their self-esteem and confidence. This contributed to children feeling respected, safe and secure in the setting and helped them feel confident about exploring and trying new things.

Children's development and learning was monitored by staff well and staff were skilled at providing activities and opportunities which helped children explore and contributed to their achievements. There were thorough recording systems in place which ensured that each child's individual learning was considered and addressed. Staff naturally extended play opportunities for the children to introduce more challenge and learning, helping children achieve throughout their time with them. All staff knew the children exceptionally well and were able to provide a fun and learning environment for them.

Staff and management were committed to ensuring the children's safety within and outwith the service. They had clear policies and procedures about protecting children and the staff were extremely knowledgeable about how to keep the children safe. Staff knowledge of the children, families and area contributed to them being able to provide a programme within the nursery where they informed children about keeping themselves safe. For example they had visits from the community police, and took part in children's traffic club, where they were learning about keeping themselves safe. Children also assisted when carrying out risk assessments, helping staff to identify and reduce any risks in the nursery. This contributed to them being able to do the same in other environments, helping protect them. Staff and management had an extremely good knowledge of child protection and clear procedures if anyone had concerns regarding a child in their care. This helped safeguard all children attending the service.

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

Quality Theme 1, Statement 3 - Excellent

Areas for improvement

The service was committed to ensuring they continued to meet children's health and wellbeing whilst in the service and planned to further develop use of the GIRFEC well-being indicators and the use of the 'My World Triangle'.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found the service to have a strong performance in relation to this statement. We concluded this through observation of the premises, discussion with the management team, nursery staff, a sample of the documentation and observations of outcomes for children.

Children were gently reminded about safety throughout the day. Children took care of their environment. They were involved in deciding the rules of the nursery such as no running and playing safely. Children were helpful and showed consideration for others by tidying up resources when they were finished playing with them. This showed us that the children were learning to be responsible citizens who respected their environment and resources.

Children were a key element in the ECO committee and were extremely proud of their roles as ECO helpers. The commitment of the children, staff and parents meant that the nursery was successful in achieving the Green Flag status. Within the submitted self-assessment the service told us that assessors were impressed with the children's knowledge of eco issues and with the evidence of their involvement which had been collected in the eco talking and thinking books.

Children were encouraged to take responsibility for assessing and managing risks and setting their own boundaries. Daily opportunities, including during times of rain and inclement weather, were available for children to run, climb and enjoy outdoor play in the fresh air. Children's physical exercise opportunities were extended through the use of facilities in the nearby Community Campus where the partnership of 'Live Active' and nursery staff promoted a safe, inclusive, active environment.

We saw a variety of detailed, effective health and safety checks that were completed by staff to maintain a safe, healthy environment. We noted action taken to address concerns such as the gritting of paths during icy weather to reduce the likelihood of slips and falls. The auditing of accidents helped management determine areas of concern and implement measures to reduce such incidents.

Children were well protected from unknown adults entering the building as there was a secure entry system. The manned admin office ensured that visitors to the premises were signed in and out of the building. Playrooms were well spaced out which allowed the children to move freely and safely between play areas. Toileting and nappy changing facilities were positioned to respect the privacy and dignity of the children. Children's personal safety was further promoted through safety week activities, discussion with staff and the use of talking and thinking floor books which increased opportunities for children to talk about how to keep themselves safe.

Children's independence was promoted as the layout of the snack area meant that they were able to self-serve their snacks. Staff were available in the area and monitored the use of equipment to ensure safety. Staff demonstrated good hygiene practices which the children were able to follow. The children learned about personal hygiene and how to keep healthy through the promotion of good hand hygiene practices such as hand washing before snacks and after using toilet facilities. Children took part in the toothbrushing programme. Visits from Childsmile and the dental hygienist meant that the children learned good practice of cleaning and looking after their teeth.

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

Quality Theme 2, Statement 2 -Excellent

Areas for improvement

The service is encouraged to continue with their plans to increase opportunities for the children to advance their awareness of safety through involvement in risk assessment within the nursery environment and wider community.

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

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Grade awarded for this statement: 6 - Excellent

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

Following discussion with the management team, staff, a sample of the documentation and observations of outcomes for children, this service was found to have a high quality performance in relation to this statement.

Parents spoke highly about the staff working within the service. They said:

- "I find that the staff are the biggest asset and care about the children individually."
- "I feel the nursery applies the SHANARRI principles to all the children but with my son I can see the difference it makes daily. Socially interacting with children and staff, achieving the skills I want for him, enjoying playing outside, being an ECO helper then applying them at home. Overall, I would highly recommend the nursery for 'Getting It Right For Every Child.'"
- "I am part of the committee and they care about the children first every time."

Children were well supported by enthusiastic, well-trained staff. Staff fully understood the Curriculum for Excellence, Pre-birth to 3 and Getting It Right For Every Child (GIRFEC). This meant that they were able to provide a range of challenging and high quality learning opportunities, which supported the children's developmental stage and enhanced their learning.

Safeguarding arrangements were strong as all staff were knowledgeable and understood their roles in protecting children from harm. They were fully aware of what to do should they had a concern about children's welfare. The manager was pro-active in ensuring that staff had a high level of safeguarding awareness. All staff had attended multi-agency child protection training and received annual updates. The manager's role within the local authority child protection forum allowed for her to cascade good practice experiences with staff.

There were effective procedures for the safe recruitment of new staff. The manager ensured that suitability checks were undertaken, including two personal references, Protection of Vulnerable Groups (PVG) updates and checks on the Scottish Social Services Council (SSSC) registration list. The service had retained a staff team who were qualified, experienced and committed to providing positive outcomes for the children attending the service.

The on-going suitability of staff and the quality of their practice was monitored through supervision, appraisal and a targeted programme of professional development training. This meant that staff were highly motivated and committed to their personal development. Regular team meetings provided opportunities for training updates and for staff to share information on training that had been attended. Training enabled staff to update their knowledge and skills and allowed them to further promote children's health, safety, learning and development

Children's health was protected as core training for all staff included Health and Safety and Food Hygiene. This meant that staff had a sound knowledge of safety matters and practices to reduce risk of cross infection control. We noted that the staff had reviewed policies including hand hygiene and medication which ensured that staff were up to date on procedures such as the safe administration of medication. All staff had attended First Aid which meant that they were knowledgeable about how to respond to the children in emergency situations.

Staff used effective methods of planning, observation and assessment to ensure that all children's development was monitored and that individual needs and interests were suitably planned for. Within the planning we saw the children's ideas for areas and their discussions on the resources that should be in place to take these forward. We noted individual targets for children and the action required to support the children to take them to the next level of learning.

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

Quality Theme 3, Statement 3 -Excellent

Areas for improvement

Staff were committed to their personal development and welcomed the support of the management team to provide learning opportunities to increase knowledge and skills and ensure the continued positive outcomes for the children.

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

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

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 found the service had an excellent approach to quality assurance. We concluded this following discussion with the management team, staff, parents and children, review of a sample of relevant documentation and observations of outcomes for children.

The management and leadership of the service were strong. The management team and provider were pro-active in ensuring that systematic systems for monitoring were in place. Self-evaluation was on-going throughout the year and was focussed on identifying areas where improvement could take place which would increase positive outcomes for the children and their families. The systems in place encouraged staff, parents, children and visiting professionals to give their views about all aspects of the service.

The management team had a clear vision for the future of the service which included a clear agenda for improvement. Monitoring of the nursery provision as a whole was well embedded within the service. Management were in the playrooms on a daily basis which enabled them to identify areas of strength and weakness of practice. Management used observations and feedback to inform the improvement plans. Detailed plans included the actions required, who was responsible and the timescales for completion. Discussions on improvements during team meetings and development days meant that all staff were signed up to the improvement agenda.

Staff confirmed that constructive feedback and ongoing support ensured consistently high performance to ensure that children and families received an excellent experience. Management and staff work closely to monitor children's' progress and learning experience. This was evident in the documentation approach to the learning framework in each child's portfolio. Children proudly showed us their journals and how they contributed to this daily.

The service had a range of audit systems in place that were completed to monitor the work of the service. For example:

- Daily safety checks and environmental checks are carried out
- Evaluation of the environment
- Annual review and update of policies and procedures
- Staff annual appraisals
- Staff training programme
- Staff meetings
- Committee and Management meetings.

These supported committee, management and the staff team to reflect on their practice, to make changes to improve the outcomes for children and their families.

They used a range of methods to involve children, staff and parents in evaluating the provision. We saw that they had used information and feedback from children and parents, as described in Statement 1 of Quality Theme 1 as a way of measuring the quality of the service.

All of these processes ensured that everyone within the service worked towards improvements within the service, thus ensuring outcomes for children continue to be of a very high standard.

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

Quality Theme 4, Statement 4 - Excellent

Areas for improvement

The service should continue to develop the excellent practice within this standard statement by putting into action the areas for improvement they had identified within the self-assessment document and their nursery development plan.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

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

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
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	
15 Jan 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very Good
		Staffing	6 - Excellent
		Management and Leadership	5 - Very Good
11 Nov 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
3 Feb 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

Inspection report continued

2 Oct 2008	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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