

REPORT TO: SCRUTINY COMMITTEE - 10 JUNE 2010

REPORT ON: CARE COMMISSION INSPECTION OF ST MARY'S PRIMARY SCHOOL NURSERY CLASS

REPORT BY: DIRECTOR OF EDUCATION

REPORT NO: 319- 2010

1.0 PURPOSE OF REPORT

1.1 The purpose of this paper is to report on the findings of the Care Commission following an unannounced inspection at St Mary's Primary School Nursery Class.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Scrutiny Committee:

- i) notes the contents of this report; and
- ii) instructs the Director of Education to monitor progress towards meeting the areas for improvement contained in the report.

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 MAIN TEXT

4.1 St Mary's PS nursery class was inspected by the Care Commission in March 2010. They published a report on their findings in May 2010. At the time of the inspection 40 children aged between three and five years were being offered a service on a part-time basis.

4.2 Within the Inspection Focus Areas of this particular inspection, the Care Commission identified the following strengths of the nursery class:

- A variety of methods were noted which ensured that parents and carers were involved and could influence the service.
- Children had very good opportunities to express themselves and make choices throughout the session.
- Children were observed to be comfortable and confident within the nursery and could access resources independently.
- Staff had worked hard to ensure that parents were aware of Curriculum for Excellence as they introduced it into the children's play and learning experiences.
- The nursery staff demonstrated that they continuously monitored and evaluated the service.

- The work of the nursery was audited by the deputy head with responsibility for the nursery.

4.3 The following areas for improvement were agreed with the school and the education authority:

- An appropriately sized computer table and chair should be provided to encourage children's safe use of the computer within the nursery.
- Medication and the First Aid box should be stored securely and hygienically within a suitable cupboard.
- Logging of medication must be reviewed to ensure the safety of the children.

4.4 Quality Indicators

4.4.1 The Care Commission reports using a six-point scale for reporting performance:

excellent	outstanding, sector leading
very good	major strengths
good	important strengths with some areas for improvement
adequate	strengths just outweigh weaknesses
weak	important weaknesses
unsatisfactory	major weaknesses

4.4.2 The following quality evaluations were given at this inspection:

Quality Indicator	Grade	Overall Grade
Quality of Care & Support Statement 1 - Parental participation	Very Good	Good
Quality of Care & Support Statement 3 - Health and wellbeing	Good	
Quality of Environment Statement 1 - Users assess the environment	Very Good	Very Good
Quality of Environment Statement 3 - Environment facilitates users to have a positive quality of life	Very Good	
Quality of Staffing Statement 1 - Users assess quality of staffing	Very Good	Good
Quality of Staffing Statement 2 - Safer recruitment	Good	
Quality of Management and Leadership Statement 1 - Users assess quality of	Very Good	Very Good

management.		
Statement 4 - Quality assurance systems.	Very Good	

4.5 An action plan relating to the identified areas for improvement has been prepared and sent to the Care Commission detailing timescales for completion. These will be reviewed, monitored and evaluated in line with both the school and the education authority quality improvement calendars.

5.0 POLICY IMPLICATIONS

5.1 This report has been screened for any implications in respect of sustainability, strategic environment assessment, anti-poverty and equality impact assessment and risk management.

5.2 There are no major issues.

6.0 CONSULTATION

6.1 This report has been subject to consultation with the Chief Executive, Depute Chief Executive (Support Services) and the Director of Finance.

7.0 BACKGROUND PAPERS

7.1 The following Background Papers were relied upon in preparation of this Report:

- Scottish Commission for the Regulation of Care
Inspection Report - Daycare of Children
St Mary's Primary School Nursery, Dundee City Council
08 March 2010.

JIM COLLINS
Director of Education

26 MAY 2010

Inspection report

St. Mary's RC Primary Sch Nursery - Dundee Day Care of Children

St. Mary's Lane
Lochee
Dundee
DD2 3AQ
01382 436707

Inspected by: Morag Skinner
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 8 March 2010

	Page Number
Summary of this inspection report	3
Section 1: Introduction	
About the Care Commission	5
About the National Care Standards	6
What is inspection?	7
How we decided what to inspect	9
What is grading?	10
About the service we inspected?	11
How we inspected this service	13
Section 2: The inspection	18
Section 3: Other information	
Other Information	34
Summary of Grades	35
Terms we use in our reports and what they mean	36
How you can use this report	38
People who use care services, their relatives and carers	38

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2003015784

Contact details for the Care Commission officer who inspected this service:

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Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:



We gave the service these grades

Quality of Care and Support  **4** Good

Quality of Environment  **5** Very Good

Quality of Staffing  **4** Good

Quality of Management and Leadership  **5** Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

The Early Years Practitioners worked extremely well together and felt well supported by the Deputy Head Teacher.

They had built very good relationships with the children and with their parents lending support and encouraging their participation wherever possible.

What the service could do better

The service should continue to seek ways to gain the views of parents and carers in order to further develop the service. With the introduction of staff appraisals ongoing support and challenges can be agreed.

What the service has done since the last inspection

The service has greatly improved evaluation of the service with increased communication with families encouraging their views. There are now many opportunities for children and parents to influence the service and these are being further developed.

Conclusion

The service provides a very good child centred environment for children to learn through play and gives many opportunities to help build their social skills and confidence whilst enjoying a wide range of activities. Very good work is being carried out to help prepare the children for moving on to primary school.

Who did this inspection

Lead Care Commission Officer
Morag Skinner

Other Care Commission Officers

Lay Assessor
N.A.

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act 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 Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and support:** how the service meets the needs of each individual in its care
- **Quality of environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of staffing:** the quality of the care staff, including their qualifications and training
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

This nursery class operates from within St Mary's RC Primary School, and is run by Dundee City Council Education Department. The nursery operates from first floor premises and has exclusive use of a large room with storage facilities and toilets nearby. The nursery has access to the school outdoor play area, which is some distance from the nursery accommodation. The facilities were observed to be a well maintained condition. The playroom was warm, bright and well ventilated.

The service is used by 3 and 4 year old children in their pre-school and ante pre-school years. There are two sessions running daily, morning and afternoon, each for a maximum of 30 children. There were 17 children in attendance on the day of the day of inspection, there are no full-time places. The nursery is staffed by 2 early years practitioners and a link nursery teacher who is currently present one day per week.

Most of the children's time is spent in the large playroom, which was well organised to create an inviting and welcoming nursery environment. Nursery children had timetabled access to the school gym hall on a regular basis.

The nursery aims and functions include:

To plan and provide a comfortable environment where children play in a secure, caring and stimulating learning environment where children can happily learn through play.

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

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

Quality of Care and Support	4 - Good
Quality of Environment	5 - Very Good
Quality of Staffing	4 - Good
Quality of Management and Leadership	5 - Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

The report was written following an unannounced inspection which took place on the 8 March 2010. The inspection was carried out by Morag Skinner, Care Commission Officer (CCO), and took place over a morning session.

The service completed an Annual Return as requested by the Care Commission.

The service submitted a Self Assessment form. This contained information on the strengths of the service and areas for further development

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, (such as absence of manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

The assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was based upon the relevant Inspection Focus Areas (IFA) and associated National Care Standards - Early Education and Childcare up to the age of 16, recommendations and requirements from previous inspections and complaints or other regulatory activity. The inspection methodology included a sampling/grading of the service using quality statement from each Quality Theme, a sampling/grading of the IFA (Quality Theme 4) and an additional statement (chosen by the CCO) in Quality Themes 1, 2, and 3. The IFA for 2008/2009 for this category of service is Protecting People.

During the inspection, evidence was gathered from a number of sources including:

Discussion with the Head Teacher, the Deputy Headteacher with responsibility for Nursery and Infants and both Early childhood practitioners regarding the operation of the service.

A review of a range of policies, procedures, records and other documentation including the following:

Infection control policy
Participation strategy
Child protection policy
Medication forms
Photograph albums
Questionnaires
Minutes of meetings

Discussion took place with each staff member and time was spent observing how staff interacted with children. The Care Commission Officer considered the general environment and equipment used in the provision of the service.

The CCO took all of the above into account and reported on whether the service was meeting specific aspects of the following quality themes derived from the National Care Standards for Early Education and Childcare up to the age of 16:

- Quality of Care and Support
- Quality of Environment
- Quality of Staffing
- Quality of Management and Leadership.

The inspection also takes into account the Regulation of Care Act (Scotland) 2001 and the Scottish Statutory Instrument 2002/ 114.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Actions Taken on Recommendations Outstanding

The Care Commission received an action plan from the service on 17th September 2009 detailing how it would meet the five recommendations arising from the last inspection. Four of the recommendations had been met and the fifth one was being developed by Dundee City Council Education Department and appears within the body of the report

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

A fully completed self assessment document was submitted by the service. This was completed to a high standard and provided relevant information about the service's strengths and its area's for development, which was helpful to the inspection process.

Taking the views of people using the care service into account

There were 17 children present at the inspection. All children appeared happy in the setting as they interacted well with staff and each other. The children were stimulated throughout the morning with a very good balance between spontaneous free play and more structured 'group time'.

Children's comments included:

I'm making playdough - red playdough.

See me, I can climb right up here.

We had a story about the Bear Hunt.

Taking carers' views into account

Care Commission questionnaires were returned by parents and the nursery gave parents their own questionnaires. Comments from parents and carers included:

Can not fault any of the staff. I'm very confident leaving my child in their care.

X loves her teachers. Staff helped us when we had problems with her going to bed.

Teachers made a chart which she uses every night.

All staff should be given a pay rise. Great job to all.

I'm very happy with the way x is looked after at St. Mary's. She looks forward to nursery every week.

Staff have an excellent relationship with x and they are all very approachable.

School management are always approachable and quick to respond to any questions/queries.

Parents spoken to during the inspection had only positive comments to make.

Comments included:

I like everything about the nursery.

We had a visit and then that was him. He was happy to be left.

I'm a childminder. x loves it and I have no problems.

Quality Theme 1: Quality of Care and Support

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 care and support provided by the service.

Service Strengths

Not all aspects of this quality statement were evaluated. Having sampled evidence given by the nursery in the self-evaluation of the service, a review of some documentation and observations of outcomes for children relating to how service users and carers participated in assessing and improving the care and support provided by them, this service was found to have a very good performance in relation to this statement.

A variety of methods were noted which ensured that parents and carers were involved and could influence the service. These included information given to parents and carers about their children through informal discussions on a daily basis. More formal parent's evenings and individual interviews helped keep parents informed of their individual children's progress. Well presented informative notice boards displaying information relating to the nursery and activities and classes within the community helped promoted what was on offer to parents and carers. Parent volunteers took part in the nursery one morning per week and this provided a useful insight into their children's time at nursery. This worthwhile experience had already led to one parent finding her true vocation and led her into her current childcare course. Early Years practitioners valued the help from parents when they volunteered to help either in the classroom setting or on trips outwith the school. Fathers were particularly welcomed and helped prevent a stereotypical image of only women in childcare. A suggestion box, regular newsletters and comments sought in annual questionnaires encourage dialogue with parents and their ideas have been used to improve the nursery. Social evenings and outings helped families to get to know one another and great emphasis was put on this to encourage a good rapport with staff. Parents are welcomed into the Parent Teacher Association's events and the turnout is generally good.

Last November a Nursery Parents Forum was formed providing parents with a further platform for airing their views, asking questions and influencing practice. Nursery parents are always invited to take part in activities led by the Parent Teachers Association.

Parents were offered 'ideas to try at home' to support the children in their learning.

All comments from parents during the inspection were positive and included:
It's smashing. Staff are lovely. They're pretty good at informing you about what's going on.

Children's comments were valued and recently they all gave their ideas for new toys and equipment on the Two Stars and a Wish forms. Some of their ideas have already been ordered in order to help develop their interests and extend their play. A new shed is eagerly awaited and will be sited by the Secret Garden. This area provides additional awareness of the outdoor environment for the children.

Observation of practice indicated that children had very good opportunities to express themselves and make choices throughout the session.

A welcome leaflet was given to all new parents and children were welcomed into the classroom for a visit and to get used to the new nursery experience. Staff handled this sensitively and new children were seen to get individual attention.

Areas for Improvement

With all recommendations from the last inspection having been addressed the nursery should continue to build on the very positive progress they have made in this area to further improve participation in assessing and improving the quality of the care and support provided by the service.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 3

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

Service Strengths

Not all aspects of this quality statement were evaluated. Having sampled evidence given by the service in the self-evaluation of the service, a review of some documentation and observations, this service was found to have a good performance in relation to this statement.

The service noted a variety of methods being used to ensure that children's health and wellbeing needs were being met. These included; policy and practice in the areas of healthy eating, tooth brushing, active play, infection control, child protection and planning for children using current childcare guidance. Information on the notice boards supported and extended this by encouraging it outwith the nursery 'Top Tips for a Healthy Family Lifestyle' were being promoted. All children entering school this year were being offered eye tests which also supported the understanding of encouraging all round wellbeing. 'Active and Healthy' was being promoted with a Toddle Waddle being organised in aid of charity.

Healthy eating was promoted in the nursery and children's independence was encouraged as they helped prepare snack.

Comments from children included:

I don't know what's for snack. X is the helper today.

Tooth brushing was carried out daily in the nursery and children learned how long to brush for as the Early Years Practitioners sang the words of a tooth brushing song, well known to the children, to encourage them as they brushed.

The children were observed to be content in the nursery environment and to be secure with the nursery staff and structure. They were familiar with nursery routines and were appropriately supported by staff to enjoy their time in the nursery.

Areas for Improvement

Parents should be kept informed of what the children are offered for snack by ensuring that the notice board is kept updated.

The outside play area is some distance from this first floor nursery facility and is not conducive to children accessing the outside area independently or spontaneously. The addition of a fence separating it from the public footpath would contribute to a safer play area for the children.

Children were seen to clamber up onto a high stool to access the computer. A child sized computer station with appropriate seating should be provided.

(See recommendation 1 under statement 1.3)

The first aid cupboard should be completely revamped, should store an appropriately stocked first aid box and clean and hygienic access to inhalers and/or medication stored within. It should be kept locked when not in use.
(See recommendation 2 under statement 1.3)

Medication forms signed by parents must correspond to the medication available for their children. Forms must also be available for staff to sign on administering medication. (See recommendation 3 under statement 1.3)

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

3

Recommendations

1.

An appropriately sized computer table and chair should be provided to encourage children's safe use of the computer within the nursery. National Care Standards Early Education and Childcare up to the Age of 16: Standard 3 - Health and well-being.

2.

Medication and the first aid box should be stored securely and hygienically within a suitable cupboard.

National Care Standards Early Education and Childcare up to the Age of 16: Standard 3 - Health and well-being.

3.

Logging of medication must be reviewed to ensure the safety of the children. National Care Standards Early Education and Childcare up to the Age of 16: Standard 3 - Health and well-being.

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

Strengths:

Following discussion with nursery staff, a sample of the documentation and observations of outcomes for children relating to how the service ensured that service users and carers participate in assessing and improving the quality of the environment, this service was found to have a very good performance in relation to this statement.

As previously stated the service had a range of methods in place to seek the views of children and parents. This was done verbally, through observation of children and by some discussion with parents. There was evidence that nursery staff were consulting with children throughout the session about their environment and their views were used to help inform the lay out of the room. Parents were invited into the nursery as volunteer helpers and were free to give their comments in person or along with other parents in the nursery questionnaires.

Staff worked hard to keep children, parents and families fully informed about all aspects of the service. Children, parents and families were welcomed into playrooms on a daily basis and had the opportunity to monitor and comment on the environment.

Children were observed to be comfortable and confident within the nursery and could access resources independently. They were encouraged to be aware of their environment and to use resources and equipment appropriately.

The service had developed a participation policy which clearly detailed how children, parents and families could be actively involved in all aspects of the service.

Procedures to support participation in St Mary's Nursery were on display:

'We make sure children, parents and carers are seen as partners. They have an important role in contributing in a range of ways to help decision making in the nursery'.

Parents and carers enjoyed a Christmas 'Come and Join us' celebration where they were enjoyed being entertained by the children.

Further opportunities for parents to assess staff were provided at the annual outing to Crombie Park and at the Leavers Celebration prior to children joining primary 1.

Areas for Improvement

It is acknowledged that parents and carers were asked after the last Care Commission report was published for their views for further improvement of the nursery. Whilst this is commendable consideration should now be given to involving them and the children in the completion of the Care Commission self assessment.

The parents of children attending afternoon places should be encouraged to benefit from volunteer sessions in the nursery as they are currently missing out on this valuable opportunity.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service Strengths

Following discussion with the nursery staff, a sample of the documentation and observations of outcomes for children this service was found to have a very good performance in relation to this statement.

The service noted a variety of methods being used to ensure that the centre environment was safe and service users protected. This included effective policy and practice in the areas of risk assessment - including nursery security and regular cleaning schedules.

The nursery was observed to be clean and in a good state of repair and there was good ventilation, heating and plenty of natural light. The room was seen to be well organised and inviting. Children were able to move freely around the room and had ample space to play without restriction. A good range of displays encouraged discussion with children linking in with current topics and it was acknowledged that some were being changed at the time of the inspection.

Resources were plentiful within the room and they promoted learning and development in all area's. Resources were mostly well stored for easy access by staff to support children's learning and challenge interest.

Staff had worked hard to ensure that parents were aware of the Curriculum for Excellence as they introduced it into the children's play and learning experience.

Areas for Improvement

The equipment stored in the disused boy's toilet area should be tidied in order for staff to easily access them.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service Strengths

Following discussion with staff, a sample of the documentation and observations of outcomes for children this service was found to have a very good performance in relation to this statement

Staff had developed positive relationships with the parents and families of children using the service. This was evidenced through the completed questionnaires returned to the service and in comments to the Care Commission as part of the inspection process.

Comments included:

Can not fault any of the staff. I'm very confident leaving my child in their care.

X loves her teachers.

All staff should be given a pay rise. Great job to all.

Staff were observed as being caring and supportive to children on the morning of the inspection, and interacted with children appropriately throughout the observed session.

Children, parents and families were welcomed on arrival at the nursery and time was available to share information, news and celebrate achievements.

All staff had, a recognised qualification in childcare and were aware of the need to access training in-line with registration requirements with Scottish Social Services Council (SSSC). Both Early Years Practitioners were registered with the SSSC.

Many parents had given their comments on a questionnaire in relation to 'What Makes a good Early Years Officer'? Comments were useful and were discussed by staff to help improve the service still further.

Areas for Improvement

The nursery should continue to seek ways to further involve parents, carers and children in assessing and improving the quality of staffing in the nursery.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

A separate audit of the service's safer recruitment policies and procedures has been carried out by the Care Commission and found to be satisfactory.

Generally the provider had taken time to prepare for the visit and files were well organised and presented.

The staff selection procedure was comprehensive and covered a range of issues such as application procedures, checking of fitness and the interview selection process.

There were good systems in place to manage situations where Disclosure Scotland Checks raised issues.

The audit of 100 files indicated that practice within the service ensured that an application form was completed, appropriate references and checks were requested and the aims and values of the service were explained.

There was evidence of very good processes in relation to assessing the medical fitness of prospective employees and the checking of references, particularly from the last employer.

Areas for Improvement

The provider does not currently undertake three yearly Disclosure Checks for all employees but is planning to systematically introduce this over a period of time. In some of the files examined, although it was recorded that a Disclosure Scotland check had been completed, it was unclear whether the Disclosure Scotland check required further action. The provider advised in these circumstances the information was considered by a recruitment panel and a decision was made in relation to the suitability of the applicant.

In some of the files examined there were no Disclosure checks for ancillary staff. The provider advised they had sought guidance from Enhanced Disclosure Scotland who indicated these were not necessary. However, the decision to obtain Enhanced Disclosure rest with the employing authority who should consider this in relation to the protection of vulnerable adults and children. There was also no evidence of risk assessments for those employees who had not had a Disclosure check.

There were some examples where staff had not completed additional application(s) forms when moving to other posts within the organisation notably from permanent contracts to supply posts. (See recommendation 1).

The organisation could improve consistency in their practice in relation to evidencing staff skills. For example some files contained photocopies of qualifications whilst others did not.

There was some evidence that staff skills had been identified for those who had transferred within the organisation. However, the information held was not consistent and in some cases there was no information.

(See recommendation 2)

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

2

Recommendations

1.

It is recommended that the provider ensure that a formal application process is followed for each period of employment.

Scottish Social Services Council Code of Practice - Employer 'Make sure people are suitable to enter the workplace - 1.1.

National Care Standards Care Homes for Older People Standard 5.5
Management and Staffing Arrangements

National Care Standards Care at Home Standard 4.3 Management and Staffing

National Care Standards Housing Support Services Standard 3.5 Management
and Staffing Arrangements

National Care Standards Early Education and Childcare up to the age of 16
Standard 12.1 Confidence in Staff

2.

It is recommended that the provider audits the procedures for the recording of staff skills and qualification records.

Scottish Social Services Council Code of Practice - Employer 'Make sure people are suitable to enter the workplace - 1.1.

National Care Standards Care Homes for Older People Standard 5.5

Management and Staffing Arrangements

National Care Standards Care at Home Standard 4.3 Management and Staffing

National Care Standards Housing Support Services Standard 3.5 Management and Staffing Arrangements

**National Care Standards Early Education and Childcare up to the age of 16
Standard 12.1 Confidence in Staff**

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service Strengths

Following discussion with staff and a review of a sample of the documentation relating to how the nursery ensured that service users and carers participate in assessing and improving the quality of management the nursery the service was found to have a very good performance in relation to this quality statement.

Notice boards in the entrance kept parents very well informed of the daily plans and of forthcoming events in the nursery.

Policies and procedures relating to the service were on show on the display table along with a large number of photographs of the children learning through play.

Processes were also in place to allow staff to collate their views to influence planning and they were constantly keen to be improving the service - going 'the extra mile' to help parents with any difficulties within or outwith the nursery.

No complaints had been received.

Members of staff spoke positively with regard to the support they received from management and felt their views were valued.

The nursery staff demonstrated that they continuously monitored and evaluated the service. They reflected on practice as they talked to parents at the end of each session and staff meetings utilised this information for future planning in order to improve outcomes for children.

Areas for Improvement

In addition to the questionnaires which the service provided for parents and carers further development demonstrating parental involvement would provide useful evidence of the consultation process.

Grade awarded for this statement

5 - Very 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

Strengths:

Following discussion with staff and a sample of the documentation relating to how the centre ensured that service users and carers participate in assessing the quality of the centre, this service was found to have a very good performance in relation to this statement.

There was a clear management structure which was known to members of staff and parents. This ensured accountability within the service as well as the provision of on-going support/supervision.

The work of the nursery was audited by the deputy head with responsibility for the infants and nursery. The Early Years Practitioners were responsible for monitoring the work undertaken in each of the rooms and received weekly support from the Link Nursery School Teacher.

Staff had a level of autonomy which allowed them to contribute to improvements to the nursery. The staff were encouraged to bring new ideas into the service.

Monitoring and auditing the service is currently being updated in line with the Curriculum for Excellence.

Areas for Improvement

A formal system of staff appraisal system was not yet in place although it was appreciated that this was about to be implemented. This should help contribute to the auditing and monitoring of the service with staff identifying strengths in their practice and any areas for further development.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

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

Enforcements

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

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

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

Inspection and Grading History

Date	Type	Gradings
13 Mar 2009		Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and Leadership 4 - Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.



The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

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هذه باي تسرد هي م روزابز رگيد روا رولکش رگيد رپ شرازگ تعاشا هي

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

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