

**REPORT TO: SCRUTINY COMMITTEE - 19 MAY 2010**

**REPORT ON: CARE COMMISSION INSPECTION OF CLAYPOTTS CASTLE NURSERY CLASS**

**REPORT BY: DIRECTOR OF EDUCATION**

**REPORT NO: 450- 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 inspection at Claypotts Castle 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 Claypotts Castle nursery class was inspected by the Care Commission in January 2010. They published a report on their findings in March 2010. At the time of the inspection 96 children aged between three and five years were being offered a service on both a part-time and full day basis.

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

- Children and parents had good opportunities to assess and improve the service.
- The nursery was very good at ensuring the children's health and wellbeing needs were met.
- Children had very good opportunities to learn and play indoors and outdoors.
- Staff had made very good use of the space to provide children with a wide variety of experiences.

- Children were happy with all staff and were observed being confident when speaking to staff.
- Children and parents knew the Early Years Centre Manager and Head Teacher well. The Early Years Centre Manager worked hard to develop good relationships with parents and children.

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

- It is recommended the nursery develop a participation strategy with parents and children.
- It is recommended the service review its child protection policy to ensure the policy contains all relevant information and telephone numbers.
- It is recommended that the provider (Dundee City Council) ensures that a formal application process is followed for each period of employment.
- It is recommended that the provider (Dundee City Council) audits the procedures for the recording of staff skills and qualifications.

#### 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 and Support Statement 1 - Parental participation	Good	Good
Quality of Care and Support Statement 3 - Health and wellbeing	Very good	
Quality of Environment Statement 1 - Users assess the environment	Good	Good
Quality of Environment Statement 5 - Accommodation suitable to service needs	Very good	

Quality of Staffing Statement 1 - Users assess quality of staffing	Good	Good
Quality of Staffing Statement 2 - Safer recruitment	Good	
Quality of Management and Leadership Statement 1 - Users assess quality of management	Good	Good
Quality of management and leadership Statement 4 - Quality assurance systems	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 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), 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  
Claypotts Castle Primary School Nursery Class,  
Dundee City Council.  
20 January 2010.

JIM COLLINS  
Director of Education

# Inspection report

## Claypotts Castle Primary School Day Care of Children

9 Balloch Place  
Dundee  
DD4 8TB  
01382 436956

**Inspected by:** Audrey Donnan  
**(Care Commission officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 20 January 2010

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**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Care service number:**  
CS2003015802

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

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## Easy read summary of this inspection report

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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:

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

### We gave the service these grades

Quality of Care and Support  4 Good

Quality of Environment  4 Good

Quality of Staffing  4 Good

Quality of Management and Leadership  4 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 service offers a flexible service in a warm and welcoming environment. Staff had worked hard to build good relationships with children and their families and were available to talk to parents daily.

The service encouraged parents to become involved in the nursery. The nursery's mind maps and Talking and Thinking books were available to parents to read to involve them in their child's learning.

### **What the service could do better**

The service stated they are developing a variety of ways to communicate with parents and to inform them about their child's learning.

The service would like to spend more time with parents on a 1:1 basis to keep them informed of their child's progress.

The service would like to have parents more involved in all aspects of nursery life.

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

The service has arranged a visit from the Parental Involvement Officer from Dundee City Council to speak to parents about the different ways they can become involved in the nursery.

The service had new ICT resources including digital cameras and digital frames. This was helping to raise the profile of ICT with the children and encourage children to become familiar with ICT.

### **Conclusion**

Staff and children worked well together to plan and extend on the activities and resources available to provide a positive learning experience.

The senior management team and nursery staff demonstrated a commitment to build on the improvements and to develop further the methods used to gather and implement parent and child views.

### **Who did this inspection**

**Lead Care Commission Officer**  
Audrey Donnan

**Other Care Commission Officers**  
n/a

**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

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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](http://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

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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](http://www.scotland.gov.uk)

You can get printed copies free from:

Blackwells Bookshop  
53-62 South Bridge Edinburgh  
EH1 1YS  
Telephone: 0131 662 8283  
Email: [Edinburgh@blackwells.co.uk](mailto:Edinburgh@blackwells.co.uk)

# What is inspection?

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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

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## **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?

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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:

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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

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Claypotts Castle Primary School Nursery was registered with the Care Commission in April 2002.

The service aims to provide a care service to a maximum of 60 children at any one time. The age range of the children will be from 3 years to those not yet attending primary school.

The service operates from Claypotts Castle Primary School. Children have access to two playrooms, toilets and enclosed outdoor area.

This report was written following an unannounced inspection which took place on 20th January 2010.

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

<b>Quality of Care and Support</b>	<b>4 - Good</b>
<b>Quality of Environment</b>	<b>4 - Good</b>
<b>Quality of Staffing</b>	<b>4 - Good</b>
<b>Quality of Management and Leadership</b>	<b>4 - Good</b>

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](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **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**

Evidence was gathered for this inspection from a variety of sources, including:

Discussion with children and parents

Discussion with staff

Observation of the premises inside and outside

Observation of practice

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

Child protection policy

Infection Control policy

Photographic evidence

Notice board

Curriculum planning records/ Evaluations of activities

Risk Assessments

Registration Certificate

### **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](http://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](http://www.infoscotland.com/firelaw)

### **Actions Taken on Recommendations Outstanding**

There were no recommendations outstanding from the last 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 Act (Scotland) 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

### **Annual Return Received**

No

### **Comments on Self Assessment**

A self assessment document was submitted by the service prior to the inspection. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements.

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

On the day of inspection, all children were happy and relaxed. Children were enjoying a range of activities and interacted well with staff.

Comments included:

"I'm making a pump, it's just a pretend pump"

"I've made a treasure box. I have a white ball"

"This is the green group, that is the orange group. We have lot's of things to play with"

"This is where you draw"

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

Ten Care Standard Questionnaires were returned to the Care Commission by parents who use the service. Comments included:

"The staff at Claypotts Castle are warm, friendly and very good with the children. They are kind, patient and very positive - I am very confident in their ability to care for my child and her needs"

Very happy with the service provided, my daughter loves going to nursery"

## 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

Children and parents had good opportunities to assess and improve the service.

Children had opportunities to contribute to the planning of activities through talking and thinking books and mind mapping. The questions children asked were used to plan future activities and to stimulate children's learning. The nursery stated that the talking and thinking books were usually displayed for parents to read.

Children's ideas and comments were gathered at circle time and group times. The information was used to plan future activities, toys and equipment.

Parents were issued with questionnaires after helping with outings. The information was used to make improvements to the nursery.

The nursery operated an open door policy. Staff were available to talk to parents about their child's development or if parents wanted to raise concerns.

Parents' review evenings were held twice a year. The evenings gave parents an opportunity to talk to staff about their children's development and look at their work.

Parents received a nursery handbook. The handbook gave general information about the nursery and permission slips. Information about parents helping in the nursery and the kinds of activities parents could be involved in, was also in the handbook.

Noticeboards at the entrance to the nursery displayed good information for parents. Planning sheets detailing yearly and weekly plans were displayed. "This week we are learning to...." sheet gave clear information to parents about their children's learning while at nursery. The nursery's aims and objectives and a clear complaints procedure were also displayed.

Parents had access to a comments book in both rooms of the nursery.

The nursery's policies and procedures were available to parents.

Photographs of children enjoying a range of activities were displayed. Parents had

commented to staff they enjoyed looking at the photographs and it stimulated conversation with their children. This was observed on the day of inspection.

Children's work was displayed for parents. Books that children had created were on display for parents to read.

#### **Areas for Improvement**

The nursery did not have a participation strategy. See recommendation 1.

The nursery stated a meeting had been organised with Dundee City Council's Parental Involvement Officer. This meeting had been arranged to talk to parents about ways they could become involved in the nursery.

Although the nursery used talking and thinking books and mind mapping well, children's evaluations of their learning, were gathered verbally. The nursery did not record children's evaluations with the children.

#### **Grade awarded for this statement**

4 - Good

#### **Number of requirements**

0

#### **Number of recommendations**

1

#### **Recommendations**

1.

It is recommended the nursery develop a participation strategy with parents and children. National Care Standards Early Education and Childcare up to the age of 16: Standard 13: Improving the service.

### **Statement 3**

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

#### **Service Strengths**

The nursery was very good at ensuring the children's health and wellbeing needs were met.

Children were actively involved in preparing snack. On the day of inspection, children were having fruit, crackers and cheese. There were pictures displayed with healthy foods and children were heard talking about what foods were good for a healthy body. Menus were displayed at the entrance to the nursery for parent's information.

The nursery participated in the national toothbrushing scheme and children were observed to be familiar with toothbrushing routines.

Children were kept safe through a child protection policy being in place. Through discussion, staff demonstrated a good knowledge of child protection issues and a clear understanding of their roles and responsibilities if a child protection issue arose.

The children had very good daily opportunities for outdoor play. This was evidenced on planning records, in photographs and observed during the inspection. On the morning of the inspection, children enjoyed outdoor play. Children had a variety of toys and equipment to encourage physical play.

Where involvement was deemed appropriate and in consultation with parents, there was effective liaison with support agencies so that individual children and their families were provided with the support and advice when required. Professionals such as the speech and language therapist, teacher of the deaf and Educational psychologists worked together with the nursery staff to ensure children received positive learning experiences.

Staff demonstrated their understanding of supporting children with identified needs. Where necessary individual support plans had been developed and implemented.

Parents were invited to regular review meetings with staff and other professionals involved with their children. These meetings were well documented and next steps identified.

#### **Areas for Improvement**

Although a snack menu was displayed for parents on the noticeboard, there was no snack menu displayed in the nursery for children. On the day of inspection, children did not know what was for snack when asked.

The nursery had a child protection policy; however, the policy did not contain all relevant information and had not been reviewed for some time. See recommendation 1.

**Grade awarded for this statement**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

1

**Recommendations**

1.

It is recommended the service review its child protection policy to ensure the policy contains all relevant information and telephone numbers. 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: 4 - 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

Evidence gathered in Quality Statement 1.1 was also considered in this statement.

Children had opportunities to choose toys and equipment for the nursery. Children were involved in deciding the layout of the nursery rooms and helped move the furniture to make improvements.

Parents donated resources to the nursery and children brought toys relevant to the topics being covered.

Parents gave feedback to parents about the nursery environment when dropping of or collecting their children.

#### Areas for Improvement

The nursery did not have a participation strategy. Please refer to the recommendation made in Quality Statement 1.1.

The nursery did not record comments made by parents and children about the environment.

#### Grade awarded for this statement

4 - Good

#### Number of Requirements

0

#### Number of Recommendations

0

## **Statement 4**

Not applicable to this service type

## **Statement 5**

The accommodation and resources are suitable for the needs of the service users.

### **Service Strengths**

The nursery was located within a new school building. Children had very good opportunities to learn and play indoors and outdoors.

Children played confidently and comfortably within the bright, welcoming and stimulating setting. Creative wall displays covered all available wall space and provided very visible evidence of topics explored.

Staff had made very good use of the space to provide children with a wide variety of experiences. Each area reflected children's age, stage of development and interests well. Children were engaged in activities and had opportunities for free play as well as organised play.

Children's interests and ideas were noted through observation and discussion and extended by staff providing additional resources and suggestions.

Resources were easily accessible to allow children choice of activity.

Children were encouraged to take part in outdoor physical play through a variety of toys and equipment. Toys and equipment were suitable to the ages and stages of development of the children. Toys and equipment were clean and in a good state of repair.

Staff observed children whilst playing and interacting with others and this informed the planning for future learning opportunities.

### **Areas for Improvement**

Some toys were in need of replacement. The nursery stated they were buying new resources to replace older worn toys. New IT equipment had recently been bought.

Although toys and equipment were stored in clear boxes and on shelves, not all boxes had been clearly labelled to help children with free choice of activity.

### **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

Evidence gathered in Quality Statement 1.1 was also considered in this statement.

Staff photographs and titles were displayed for parents' information.

The nursery operated a keyworker system. Parents knew their keyworkers well and could talk to staff at any time throughout the nursery session. Children were happy with all staff and were observed being confident when speaking to staff.

New staff were introduced to children and parents when starting at the nursery.

#### Areas for Improvement

The service did not have a Participation Strategy. Please refer to the recommendation made in Quality Statement 1.1.

The nursery could further develop the methods used to give more opportunities to children and parents to assess and improve staffing within the service.

#### Grade awarded for this statement

4 - 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.

There were new members of staff working in the nursery. An induction programme was carried out with new members of staff. This involved an introduction to all staff, parents and children by the manager of the nursery. This was confirmed by new staff members.

The induction programme covered areas such as policies and procedures, health and safety, roles and responsibilities and the aims and objectives of the service.

The Employee Development and Review system provided a forum in which staff performance could be reviewed and training and development needs identified.

Staff were supported in their professional development and given opportunities to take part in internal and external training courses. Training influenced practice and supported learning opportunities for children and; training was linked to the school improvement plan.

Regular meetings were held between available staff to consider planning and to discuss the operation of the nursery.

Staff were aware of their responsibilities regarding registering with the Scottish Social

Service Council and were registered or in the process of registering with the Scottish Social Service's Council.

### **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)

In some of the files examined identification information such as utility bills and passport information had been unnecessarily retained.

### **Grade awarded for this statement**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

2

### **Safer Recruitment - Inspection Focus Area (IFA) outcome**

The requirements and/or recommendations below reflect our view of the providers performance in meeting its legal responsibilities when recruiting staff and its compliance with best practice. This is as a result of an audit of the providers recruitment files.

#### **Recommendation**

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

#### **Recommendation**

1.

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 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: 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

Evidence gathered in Quality Statement 1.1 was also considered in this statement.

Senior management photographs and titles were displayed for parents' information.

Children and parents knew the Early Years Centre Manager and Head teacher well. This was observed on the day of inspection. The Early Years Centre manager had worked hard to develop good relationships with parents and children. An open door policy was in place to encourage good communication with parents.

A school newsletter welcomes new staff and keeps parents up to date with staff changes.

#### Areas for Improvement

The nursery did not have a Participation Strategy. Please refer to the recommendation made in Quality Statement 1.1.

Although children were observed being confident and relaxed when talking to management, children did not have opportunities to assess and improve the quality of management and leadership within the service. Staff did not record comments made from children about senior management. The nursery could consider developing a variety of different ways to encourage children to assess and improve management and leadership within the service.

#### Grade awarded for this statement

4 - Good

#### Number of Requirements

0

#### Number of Recommendations

0

## **Statement 4**

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### **Service Strengths**

The nursery had good quality assurance systems in place to improve the quality of the service.

The headteacher had overall responsibility for the school.

All staff were involved in reviewing the quality of the provision and regularly reflected on practice through daily discussion, staff meetings and when they talked to parents. Nursery staff were involved in developing the school's improvement plan.

Nursery staff confirmed that children's views were valued and incorporated into the plans wherever possible.

Evidence demonstrated that children's views on planning for that week had been sought and recorded.

The open door policy enabled parents to feel part of the service and encouraged comments and suggestions.

### **Areas for Improvement**

It is suggested that the nursery not only develops new and creative ways in which to seek the views of children and parents/carers but also seeks the views of other stakeholders such as speech and language therapists, teacher of the deaf and social work family centre staff to assess the quality of the service provided and, retain evidence for future inspections.

The self assessment had been completed to a suitable standard and examples of where improvements could be made showed knowledge and insight and will, when put into practice, further enhance the quality of the service provided.

### **Grade awarded for this statement**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Other Information

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### **Complaints**

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

### **Enforcements**

No enforcement action has been taken against the 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

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

## Inspection and Grading History

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## Terms we use in our report and what they mean

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**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**

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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**

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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.

## Reader Information

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## Translations and alternative formats

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هه بایتسد ریم یونابز رگید روا رولکش رگید رپ شرازگ تاعاشرا هی

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

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Improving care in Scotland