

Care service inspection report

Little People Nursery School

Day Care of Children

29c High Street

Lanark

ML11 7LU

Telephone: 01555 665946

Inspected by: Lynn Clements

Type of inspection: Unannounced

Inspection completed on: 6 December 2013



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Service provided by:

Gillian McFadyen trading as Little People Nursery School

Service provider number:

SP2003001504

Care service number:

CS2003006585

Contact details for the inspector who inspected this service:

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Summary

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

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

We gave the service these grades

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

What the service does well

The children were happy, engaged, talkative and content. A variety of activities, toys, and equipment were available for the children.

Children were involved and made their own decisions. The outcomes for the children using the service were positive.

Parents and staff had developed good relationships. Parents praised the staff. Staff worked as part of the team.

The staff had a good rapport with the children. Their interaction with the children was appropriate.

The management team and staff were confident about the service provided.

Written documentation to support the work of the staff was presented and provided information about the service.

What the service could do better

Staff should extend outdoor play and use the outdoors as inside, children should be able to access these areas freely.

The information in the personal plans should be in accordance with legislation.

What the service has done since the last inspection

The Manager and staff were confident about the service they provided. The ethos in the service meant that children were relaxed, confident and engaged.

Personal plans have been devised.

Conclusion

At this inspection we considered eight quality statements in four quality themes. We awarded a grade for each statement.

For the statements considered at this inspection the service is currently performing at a very good level in all quality statements.

Who did this inspection

Lynn Clements

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at: www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011

Requirements and recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Little People nursery school provides sessional and full day care to a maximum of 51 children aged between 0 to those not yet attending primary school.

The nursery is open 5 days a week, year round. It is located in Lanark, South Lanarkshire, close to shops, local amenities, and bus routes. Children have access to one four playrooms, corridor, cloakroom, toilet and outdoor facilities. The accommodation is on two levels.

The aim of the service is to provide a safe and stimulating environment for under 5's.

The full aims and objectives statement is available to people who use the service.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We wrote this report following an unannounced inspection. Inspector Lynn Clements carried this out. The inspection took place on:

- Monday 18 November 2013 from 2:15 pm to 5:15 pm
- Tuesday 19 November 2013 from 8 am to 3 pm.
- Tuesday 26 November 2013 from 11 am to 1 pm.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the manager to complete and submit to us. We gave twenty care standard questionnaires to the manager to distribute to parents and carers. Eight parents/carers sent us completed questionnaires.

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

We spoke with:

- the provider,
- the nursery manager,
- five early year's workers,
- four parents/carers,
- children individually and in small groups.

We looked at:

- mind maps,
- questionnaires,
- accident, incident and medication records,
- personal plans and learning journeys,
- staff files,
- floor books,
- audits,
- evaluations and feedback sheets from parents and children,
- newsletters,
- policies and procedures,
- the handbook,
- monitoring folders,

- risk assessments,
- the environment, resources and equipment.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

We made one recommendation in the last inspection report.

Risk assessments should be expanded to cover all aspects of the playrooms. Risk assessments cover aspects in the playrooms therefore this recommendation is considered addressed.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self-assessment document from the service provider. The service provider identified what they thought they did well, some areas for development and any changes they planned. We have made a recommendation about the self-assessment in quality theme four, quality statement four.

Taking the views of people using the care service into account

All children were settled and engaged in play. The children chatted to the SCSWIS Inspector about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff enabled and cared for the children.

Taking carers' views into account

We sent out twenty care standard questionnaires for distribution to people who use the service and eight were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in

relation to care and support, environment, staffing and management and leadership.

Information from the care standard questionnaires can be found in this report.

Parents who took part in the inspection and told us that they were happy with the service and felt their children's needs were being met. They said they were kept informed thought the service had a positive impact on the care their children received.

3 The inspection

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership.

We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

Parents and children are consulted through various methods. Their views and suggestions are actioned.

Discussions with the children are held to get their views, they are consulted about resources, toys, equipment, the environment and staffing, they give their vote and take an active part in making decisions for example in how to make the nursery better.

They give their views verbally, have completed questionnaires and can join the eco committee.

Children knew the daily routine. They changed toys and equipment to suit their needs. The floor books showed how children were involved in planning their own learning and development. They contained their ideas, suggestions and demonstrated various experiences children had participated in and enjoyed. The floor books we read demonstrated that the staff had followed up and responded effectively to their suggestions and comments.

Partnership with parents' strategy is in place and parents have attended, open days, and curricular evenings. They have given ideas, suggestions and responses, through various methods. Recently they have completed questionnaires about the effectiveness of the overall service and have provided verbal and written feedback in for example reviewing policies and procedures and the curriculum. Comment and idea sheets are displayed for them to complete, one parent suggested that 'show and tell' occurs and this has been actioned. They are involved and give their views to improve the service.

In the care standard questionnaires returned to us parents wrote:

"I am very happy with the nursery".

"An excellent facility that has helped develop my child".

"I remain very happy with the service provided".

Children and parents influenced their care and support, the environments they used and the work of the staff. Opportunities to involve children and parents had a positive impact on service development.

Areas for improvement

See the areas of improvement and recommendations in:

Quality theme one, quality statement three.

Quality theme two, quality statement two.

Quality theme four, quality statement four.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects in relation to meeting the health and welfare needs of children effectively. We looked at physical activity, and emotional well-being, medication and accident and incidents and related records kept by the service. We observed the children at play and spoke with staff, parents, children, and management. We considered information written and verbally presented to us.

The children had access to outdoor activities that provided them with access to fresh air and energetic physical play. We observed children using their skills, this included moving freely between activities and carrying out activities independently. The resources and staff contributed positively in creating an environment that encouraged independence. Children played freely at their own pace, made decisions and applied

choice. They were motivated and happy in the staffs care. We found that experiences were enjoyable and stimulating for the children. Staff supported the children in their decisions. Children were encouraged to share their views and opinions.

The children were encouraged to plan their own learning and plan their daily experiences. We heard staff encourage the children to decide what they wanted to do. Staff informed us that this was effective in encouraging children to set their own targets and evaluate their own progress.

We found the service had promoted a wide range of healthy living initiatives. This ranged from good dental care, outdoor learning, to ideas for supporting early literacy at home. The benefit of taking part and promoting these areas had provided children and families using the service with information on making healthy life choices.

Procedures are in place for when emergencies occur, risk assessments are completed, incident accident books kept, first aid boxes are available. Medication was stored appropriately and documentation supports this.

In the care standards questionnaires returned to us parents wrote:
"They have a very caring and considerate approach to the development of my child.
"I would like to see the outdoor play areas developed to provide updated play equipment".

Areas for improvement

We reviewed accident, incident and medication forms:

Accident and incident forms should be completed for all children involved including children who cause a wound or injury to others.

Medication permission slips should be dated and show medication administered over a lengthy period of time is reviewed every 28 days with the parent and a signature and date sought and recorded.

We checked the contents of two first aid boxes and found some contents had expired. See recommendation one.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Medication administered over a lengthy time period should be reviewed every 28 days with the parent and a signature and date sought and recorded. Accident and incident forms should be completed for all children involved. The contents of the first aid boxes should be current and fit for use.
National care standards for 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

We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership.

We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

The strengths recorded under quality theme one, quality statement one were considered when grading this quality statement.

Areas for improvement

See the areas of improvement and recommendations in:

Quality theme one, quality statement three.

Quality theme two, quality statement two.

Quality theme four, quality statement four.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service environment met all aspects in relation to providing a safe environment where children are protected. We viewed the premises, looked at infection control procedures, lighting and heating systems and how independent the children were in the environments they used.

The premises consist of a number of playrooms for each age group. Rooms are spacious and changing, sleep, toilet, kitchen, office and cloakroom facilities are available. There are many outdoor areas. Visitors and parents can park near the premises.

Playrooms and the surrounding areas were clean. The premises were bright, welcoming and airy. Information was clearly displayed. Parents bring and collect their child from their playroom. Security systems are in place and visitors sign into the premises. There was adequate lighting throughout and the playrooms were centrally heated. Staff record the amount of children present.

Children were involved and were busy confident and engaged. Children moved freely around their own rooms, they accessed a range of activities, experiences and resources that were made available to them. Children sought staffs assistance and were able to influence their own learning, how they spent their time, who they played with, and where they played. Golden rules had been devised and children explained these. Children who attend full days are offered different activities in the afternoon.

The children enjoyed snack and meal times and these were unrushed. Staff are trained in food hygiene and good hygiene practice was in place. The children knew the daily routine, staff did not rush the children and they were given time to eat at their own pace. Healthy eating is promoted. Tooth brushing occurs, and children in the 3-5 room have direct access to toilet facilities. Toilets had hand dryers.

Areas for improvement

We looked at all areas in the nursery and some areas should be progressed:

There was a small radiator plugged into the wall in the 2-3 room, it was extremely hot to touch and although bins were placed in front of this, it was still accessible to the children.

During the first visit in the 2-3 room, blue beds were placed upright against the fire exit.

There is not yet a mirror in the 2-3 children's toilets.

There was a shop in the 3-5 room and the children enjoyed this. It did not yet have for example, real food or real money.

We looked at how the children used the rooms and staff should consider how to make best use of space following consultation with the children.

See recommendation one.

Children were independent in the service and made their own decisions. This should be extended, staff should:

Let children set up the playroom as they arrive,

Choose resources and toys from the store cupboards,

Involve children in risk assessment,

Enable children to access outdoors freely as part of the daily routine.
See recommendation two.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. In the 2-3 room, staff should ensure that the children cannot gain access to the plug in radiator, exits are not blocked and a mirror is placed in the toilets. Children and staff should consider how to make best use of space and ensure the shop is well resourced. National care standards for early education and childcare up to the age of 16, standard 5, quality of experience and standard 2, safe environment.
2. Children's independence in the environment's they use should be extended. National care standards for early education and childcare up to the age of 16, standard 5, quality of experience.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership.

We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

The strengths recorded under quality theme one, quality statement one were considered when grading this quality statement.

Areas for improvement

See the areas of improvement and recommendations in:

Quality theme one, quality statement three.

Quality theme two, quality statement two.

Quality theme four, quality statement four.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service had met all aspects in relation to a professional, trained, and motivated workforce, which operates to National Care Standards, legislation and best practice. We looked at staffs communication and interaction with children, staff

awareness, knowledge of the children in their care, and how staff shared practice and implemented new initiatives.

All staff employed had gained the relevant qualifications or were working towards gaining the relevant qualifications. All staff were registered with the relevant professional body such as Scottish Social Services Council (SSSC) or the General Teaching Council (GTC).

Staff were motivated and committed to provide a quality service. Staff observe, and consult with the children to inform planning. Staffs were informed about children's interests and development. They were motivated and happy in the staffs care. The care routines in place were appropriate.

We observed staff interacting with the children. We found them to be caring, considerate and had a professional manner at all times. The children were confident and at ease communicating with them.

Staff reinforced positive behaviour and children were praised and encouraged. Staff and children had formed positive relationships.

Staff knew the children and parents well. This resulted in having an ethos of working in partnership and created a welcoming and friendly working environment.

Staff were consulted. The staff team had attended in-service days focused on reviewing and developing the service they provided. Staff were aware of how to progress the service.

In the care standards returned to us parents wrote:

"The staff including the management take time to respond to suggestions".

"The staff are wonderful always very friendly and approachable".

Areas for improvement

See the areas of improvement and recommendations in:

Quality theme one, quality statement three.

Quality theme two, quality statement two.

Quality theme four, quality statement four.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 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

We found that the performance of the service was very good for this statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership.

We looked at how children and families are involved in the service and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

The strengths recorded under quality theme one, quality statement one were considered when grading this quality statement.

Areas for improvement

See the areas of improvement and recommendations in:

Quality theme one, quality statement three.

Quality theme two, quality statement two.

Quality theme four, quality statement four.

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

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects in ensuring in ensuring quality assurance systems and processes involved children, parents, staff and stakeholders.

Parents, children and staff were encouraged to give their views, opinions and

suggestions both in writing and verbally. Action plans were in place to move the service forward. They influenced the service they received. Documentation supported the work of the staff and demonstrated the views of people who use the service. We found staff could demonstrate how outcomes for children, parents, and themselves had improved following the use of the quality assurance systems already in place.

The staff team were realistic about the strengths and how they wanted to progress and move the service forward. Staff had attended a variety of training and transferred this knowledge to provide care for the children.

Priorities and targets to progress the service have been identified and agreed. Results and feedback from people who use the service have informed the improvement plan. Staff self-evaluate their practice on an on-going basis. Appraisals and staff meetings are held and demonstrated improvements made.

Staff and the management team review and evaluate their practice through the improvement plan, at meetings and by carrying out observations. Various types of guidance are used including the curriculum for excellence and birth to three documentation.

Personal plans for each child had started to be devised.

Areas for improvement

Personal plans for each child had started to be devised and contained some relevant information.

Personal plans should clearly demonstrate how health, welfare and safety needs of individual's will be met, what the service will provide over the next twelve months and what the intended outcome will be. See recommendation one.

Staff should be further involved in completing the self-assessment returned to us and familiarise themselves with the National Care Standards.

Although room meetings are held whole staff meetings should also be introduced. See recommendation two.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Personal plans should clearly demonstrate how health, welfare and safety needs of individual's will be met, what the service will provide over the next twelve months and what the intended outcome will be.
National care standards for early education and childcare up to the age of 16, standard 3, health and well-being.

2. Staff should be involved in completing the self-assessment; the use of the national care standards should be extended. Whole staff meetings should be introduced. National care standards for early education and childcare up to the age of 16, standard 14, well managed service.

4 Other information

Complaints

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

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

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings
2 Aug 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 6 - Excellent Management and Leadership 5 - Very Good
7 Sep 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
4 Sep 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 5 - Very Good

Inspection report continued

19 Aug 2008	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 5 - Very Good

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

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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