

Care service inspection report

Beauly Nursery

Day Care of Children

Beauly Primary School

Croyard Road

Beauly

IV4 7DJ

Telephone: 01463 782576

Type of inspection: Unannounced

Inspection completed on: 7 May 2015



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Service provided by:

Highland Council

Service provider number:

SP2003001693

Care service number:

CS2003013525

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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 manager and staff were all very motivated to provide a service of a high standard to the children and their parents and carers.

The staff had established very good relationships with all the children in attendance. The staff were very caring, nurturing and responsive to the individual needs of the children.

Staff had also established positive working relationships with the parents and carers which allowed for very open, on-going communication.

Feedback from parents in the completed Care Standards Questionnaires indicated that parents were very happy with the level of service provided and the opportunities the children had to play and have fun in a safe environment. This was confirmed by the comments made by parents and carers during the inspection.

The children spoken with were also very positive about the service. They talked about the various activities they were able to take part in.

What the service could do better

The service identified as an area for improvement the continued development of the outdoor play area and nursery garden.

The service should continue to routinely review and update their policies and procedures to ensure they reflect current best practice guidance.

Staff should continue to be supported to access relevant training and keep up to date with current best practice.

What the service has done since the last inspection

Since the last inspection the service had moved to newly refurbished accommodation within the school. The playroom was very bright, welcoming and child friendly. The staff had worked hard to ensure the layout of the room allowed children to have access to a range of interesting and fun activities.

Conclusion

We concluded that a very good service was being provided to the children and their families.

The children and parents spoken with were all very happy with the service, the approachability and professionalism of staff and the range of interesting and fun learning activities being provided.

The manager and staff continued to be very motivated to provide a service of a very high standard. They were committed to providing a quality service to the families in the local community and provide a flexible service which would meet their needs.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Beauly Nursery was registered to provide a care service to a maximum of 20 children from the age of 3 years to those not yet attending primary school. The service operated morning and afternoon sessions, 5 days a week during term time.

The nursery is operated by Highland Council. The Head Teacher manages the nursery. The Nursery is part of a cluster group of nurseries and there is an Early Years Principal Teacher who provides support.

The nursery is located within the grounds of Beauly Primary school. The nursery premises consist of a large dedicated play room, with kitchen area and separate storage facilities. There is a cloakroom and toilets. Access is by a secure entrance. The nursery children use the school playground, school gym and nearby play park for energetic play. They also use the facilities within the school garden.

The vision and aims of Beauly Nursery are:

'At Beauly Nursery we provide a safe, nurturing, learning environment where all children are respected and valued. Our vision is to equip children with the skills - interpersonal, academic and practical to flourish in a changing society. We seek to motivate and develop pupils who are successful learners, confident individuals, responsible citizens and effective contributors and to foster a culture of achievement for all'.

The nursery's values are:

- to encourage enquiring minds and stimulate pupils to be motivated and excited about learning
- to realise the full potential of every individual in a supportive and encouraging environment
- to promote positive relationships between pupils, staff, parents and the wider school community.

Recommendations

A recommendation is a statement that sets out actions that a care service provider

should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Act, its regulations, or orders made under the Act, or a condition of registration.

Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

This report was written following an unannounced inspection which took place on 30 April 2015. Feedback was provided on 7 May 2015.

As part of the inspection, we took account of the completed Self Assessment and Annual Return documents that we asked the provider to complete and submit to us.

We sent Care Standards Questionnaires to the manager to distribute to service users. Eight parents and carers of children attending the service sent us completed questionnaires prior to the inspection.

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

We spoke with:

- children attending the service
- parents and carers
- the manager
- the staff team.

We looked at:

- the service's policies and procedures relevant to the Quality Themes and Statements being considered
- individual portfolios for several children
- questionnaires distributed by the service
- information pack provided to parents
- observation of staff practice
- examination of the premises.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

The Care Inspectorate received a Self Assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

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

Taking the views of people using the care service into account

The children present during the inspection were observed to be very happy and relaxed in the care of the staff. There was a very good selection of equipment and resources available which the children all enjoyed playing with. The sensory activity involving jelly was extremely popular with the children and created a lot of interesting discussion. The children were able to confidently talk about the different activities they liked to take part in at nursery.

Taking carers' views into account

Eight Care Standards Questionnaires were completed and returned by parents and carers prior to the inspection. Seven strongly agreed with and one agreed with the statement, 'Overall, I am happy with the quality of care my child receives in this service'. Comments made included:

'My child receives excellent provision in the nursery'.

'I am really happy with the quality of service provided at Beauly Nursery'.

'The staff are very good at providing quality but informal continuous feedback'.

'My daughter is very happy at nursery. She is nearly 5 - so one of the oldest, and the nursery staff have worked with the older children on more 'grown up' tasks, forming letters and numbers etc.'

'The home corner and hospital is fantastic'.

'Staff make my son and our family feel welcomed and valued which eased the transition to nursery'.

'Although my son has a key worker, both nursery practitioners are involved in my son's care and learning and I feel able to approach both members of staff'.

'I like the way the staff meet and greet the parents, as it gives me an opportunity to share concerns and pass on information'.

'I feel we are well informed about planning and events and information is shared on boards outside the nursery'.

'I love the fact that the learning journeys are packed with photos and observations. I feel involved in the process. My son has enjoyed setting learning targets and his key worker has shared them with me'.

'The projects have been popular with my son and I like having the sheets home that encourages us to continue to record the learning at home'.

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

The children and their parents and carers were actively involved in the on-going assessment and development of the service. During the inspection we collected information from a range of sources and found evidence to support that the manager and staff continued to encourage participation. There was a parental involvement policy which set out how the service would work with parents and carers and encourage them to be involved in the life of the nursery.

Parents and carers who contacted the nursery about enrolling their child were provided with a very informative nursery handbook. It contained information about the nursery, details of some of their policies and procedures, frequently asked questions and useful information about what children learnt at nursery. Parents and their children were encouraged to visit the service prior to starting, see the facilities available, meet the staff and ask any questions they might have about the service provided.

It was important to the staff to establish good relationships with all the children and their parents and carers, as well as other professionals. During the inspection, we were able to observe a very good rapport between the staff and the children. The staff all knew the children very well and were very caring, nurturing and supportive towards them. Staff had also established very good working relationships with parents and carers.

There was opportunity for daily, informal contact between the staff and parents and carers during drop off and collection times. The comments contained within completed Care Standards Questionnaires indicated that parents found all the staff

very friendly and approachable. This view was repeated by the parents and carers we spoke with as part of the inspection. The parents appreciated the staff taking the time at the end of sessions to tell them about their child's day and what they had been doing.

The progress of individual children was recorded in their own learning journey folders. Included in these folders were records of observations, photographs and examples of the child's art work. There were also 'stepping stone' sheets which were completed with children when they had identified what they would like to learn next. Children were encouraged to take ownership of their folders and add any of their work in them. Parents and carers were also encouraged to look through their children's folders, add any other achievements from home and make any comments. The folders were readily accessible to the children and they could look at them any time and add any of their work.

The service completed progress reports for each child on an annual basis. Parents and carers were also invited to attend parents' evenings with staff to discuss their child's progress. Parents and carers could also ask to meet with staff at any time to discuss anything which might be of concern to them. The service very much operated an open door policy and the manager and staff made themselves available to speak to parents and carers.

Parents and carers were invited into the nursery to attend 'share a session' to allow them to see what takes place in the nursery. During these sessions, the parents had the opportunity to spend time with their children, get feedback from staff as well as being able to go through their child's learning journey folder. After these sessions, parents were asked to complete 'have your say' feedback sheets and give comments about the experience. The staff routinely evaluated the comments and fed these back to parents and carers via the nursery newsletter.

The nursery children and staff created floor books and photo albums to share their work with the parents and carers. During the inspection we were able to view several of these including the children's 'Our Spider Book' which illustrated what the children wanted to find out and learn, what they did learn and an evaluation of the topic.

The service circulated newsletters on a regular basis to keep parents and carers informed of what was happening at the nursery and any planned activities or events. During the inspection we were able to read the most recent newsletter which contained a range of information. The nursery was included on the school website and blog which was very informative.

Within the reception/cloak room area, there were notice boards which provided a range of information about the nursery, the staff, the key worker system, snack menu and other relevant information including resources and activities in the local community. There was also a large display of the children's art work.

The nursery continued to make use of questionnaires to get feedback from parents and carers. The manager and staff evaluated the findings from any questionnaires and identified areas for improvement which were then included in the service's improvement plan.

Staff made use of circle time, thumbs up/down voting systems, mind maps, floor books, questionnaires, child conferencing questions and snack time to get and record the ideas and comments from the children. Staff took into account the preferences of the children when planning activities and encouraged the children to provide feedback informally in order to evaluate activities. The older children continued to complete planning books to set out what they would like to learn and then review whether they had achieved this or not.

Areas for improvement

The service should continue to build on current very good practice.

The service identified as an area for improvement the need to continue to actively encourage children, their parents and carers to participate in the on-going assessment and improvement of the quality of care and support provided.

The service should continue to develop the learning journey folders and encourage increased parental involvement in these.

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

We found that the service performance was very good in the areas of this Quality Statement. During the inspection we looked at and considered a range of evidence including:

- examination of children's records
- examination of policies and procedures
- talking with staff
- discussion with the manager
- speaking with children
- talking with parents and carers
- observation of practice

- examination of completed care standards questionnaires
- examination of the premises.

The staff were very committed to ensuring the health and wellbeing needs of all the children were being met. The service had a statement of aims and objectives which reflected their intentions for the service and promoted the children's welfare, emotional wellbeing and development. There was also a range of policies and procedures in place to promote the health and wellbeing of the children using the service. The service had a good understanding of the principles of Getting It Right for Every Child and based their practice on ensuring that every child was safe, healthy, achieving, nurtured, active, respected, responsible and included.

When a child started at the service, relevant information was recorded in the registration form and individual information sheets to ensure that staff were aware of the children's particular needs and how best to meet them. These forms were completed in conjunction with parents and, where appropriate, other professionals.

Staff had a very good rapport with the children and there was very good interaction between staff and the children they were caring for. It was evident that they had a good knowledge and understanding of the children attending and what their individual needs and stages of development were. Staff were observed to be sensitive, nurturing and supportive in their approach, providing encouragement, motivation and appropriate praise.

It was important to the manager and staff to work closely with other agencies to meet the needs of the children attending. The service had established very good links with, and received visits from various professionals - including the health visitors, speech and language therapy, educational psychologist and oral hygienist. These professionals came in to speak with staff about how to work with children and meet their additional needs as well as working directly with the children. Staff welcomed this input and worked with these professionals to meet the needs of the various children.

Daily checks of the premises and the equipment were undertaken by staff prior to the children arriving as well as throughout the session. There were appropriate cleaning schedules and infection control procedures in place to maintain the cleanliness of the premises. Staff had access to protective clothing, including disposable aprons and gloves, for use as appropriate. The service had copies of best practice guidance in relation to infection control.

There were risk assessments in place in relation to the premises and the equipment which were routinely reviewed and updated. Risk assessments were also completed prior to any outings or specific activities taking place.

There were emergency procedures in place. All staff had completed first aid training

and there were first aid boxes located at various points in the building. There was a new policy and procedure in relation to the storage and administration of medication which took account of current best practice guidance. There was a system in place to record all accidents and incidents. Parents and carers signed any accident and incident reports and were offered a copy.

There were systems in place to ensure that all staff were aware of the individual health needs, allergies and nutritional needs of the children. Staff had attended food hygiene training and took account of best practice guidance when planning snacks. There was a snack menu on display so parents knew what children were getting. All snacks and drinks provided were healthy. Fresh fruit and/or vegetables were offered as part of snacks on a daily basis, as was milk and water. The children participated in the selection and preparation of snack. The children were developing their independence skills, using knives to cut and spread, pouring their own drinks and tidying up at the end. Snack was very much a social time when the staff sat with the children and talked with them about their news and what they had been doing.

The nursery accessed various areas within the school grounds for outdoor play and learning on a daily basis. There was their own fully enclosed play area, the school garden as well as the school playing fields. The children all enjoyed taking part in a range of activities outdoors. When it was not possible to use the outdoor space, the staff encouraged the children to take part in various indoor games and activities which included some physical exercise. The nursery had access to the school games hall twice a week. They also made use of local resources such as walks, visits to the village and the swing park to offer the children opportunities to take part in outdoor activities and physical exercise.

The service had recently introduced a new Highland initiative - Smart Start. This initiative was a health and wellbeing programme aimed at young children in early learning and childcare settings. The staff had started to go through the various sections with the children. Children continued to attend the Safe, Strong and Free programme where they learnt about keeping themselves in a variety of situations including bullying and stranger danger.

Areas for improvement

The service should continue to build on current very good practice.

The service should ensure that there are clearly written health care plans and protocols in place for those children with specific health needs and allergies.

Staff should continue to be supported to attend relevant training to ensure that they continue to meet the needs of the children attending the service.

The service should continue with the implementation of the Smart Start initiative to encourage and support children to learn about health and wellbeing.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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 the service's performance was very good in relation to this Quality Statement.

Previous comments in Quality Theme 1, Quality Statement 1, in relation to communication and participation are also relevant to this Quality Statement.

The children and parents were actively involved when there were any proposed changes to the environment. They were invited to give suggestions. Parents were invited to give feedback formally in questionnaires as well as informally when they called in to collect their children. The parents spoken with during the inspection all said that they were very happy with the refurbished premises the nursery now used. They considered them to be safe, bright and very welcoming. Comments in the completed Care Standards Questionnaires indicated that parents were happy with the quality of the environment.

The staff explained that they encouraged the children to get involved in choosing what they would like to see in the playroom. The staff used informal discussion during free play and snack time and mind maps to get ideas from the children.

Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.

The service should continue to build on current very good practice.

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

During the inspection we found that the service's performance in this area was very good. The manager and staff made sure that the environment was safe and service users were protected.

We concluded this after:

- inspection of the premises and outdoor play area
- examination of relevant policies and procedures
- examination of relevant written records
- talking with the children
- speaking with parents and carers
- discussion with the manager
- speaking with staff.

The nursery was located within Beaulieu Primary School. It had a separate entrance from the main school. The nursery had moved to newly refurbished rooms in October 2014. There was a large playroom, large reception/cloakroom, toilets and a fully enclosed outdoor play area. The accommodation was clean, fresh, bright and very welcoming. There was appropriate ventilation, heating and light. The building was in a good state of repair and any maintenance issues were dealt with promptly.

Very good use was made of space available to the nursery children and staff. In the playroom and the reception, there were lots of bright and colourful displays of the children's work. The furniture was appropriate to the age range of children in attendance. The layout of the room allowed the children to move around freely. Children could play independently or in small groups. There was a very good range of equipment and play experiences available which challenged and motivated the children. On the day of the inspection children could take part in sensory activities including an activity involving jelly which was extremely popular with the children. The staff asked lots of open ended questions to encourage the children to think about the feel and texture of what they were holding and to get the children to give their thoughts and ideas. Resources were displayed attractively and safely. The storage facilities allowed the children to independently select resources where appropriate. When new resources were being purchased, the children were encouraged to get involved in deciding what to buy.

The service operated a no smoking policy.

The premises were observed as being clean throughout. There were appropriate cleaning procedures in place. The staff checked the premises throughout the session to ensure that they were satisfactory. Staff had access to infection control best

practice guidance. Good hygiene practices were promoted. There were visual prompts on display to encourage the children to follow good hand washing practices.

The premises were secured during the session and all visitors were required to sign in and out. Risk assessments were routinely undertaken to maintain the safety of the building. Parents who completed and returned Care Standards Questionnaires made positive comments about the safety and security of the premises. The parents and carers we spoke with during the inspection, made similar comments and stated that they were very happy with the refurbished accommodation.

The service had in place appropriate health and safety policies which were accessible to all staff as well as parents and carers. During the inspection we looked at the risk assessments completed by the service. Risk assessments were completed for the building and activities, and were routinely updated.

The nursery accessed various areas within the school grounds for outdoor play and learning on a daily basis. There was their own fully enclosed play area, the school garden as well as the school playing fields. Prior to using any of the outdoor areas, staff checked them. The children were supervised at all times whilst outdoors. The service could also make use of the school's games hall for energetic play. On the day of the inspection, the children attending the morning session visited the school garden while the children attending the afternoon session took part in energetic play in the school gym. In the school garden, the nursery children had their own planting area where they enjoyed growing various vegetables and flowers.

Areas for improvement

The service should continue to build on current very good practice.

The manager for the service identified as an area for improvement the continued development of their new outdoor play area and nursery garden.

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: 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

During the inspection we found that the service's performance in relation to this Quality Statement was very good.

Previous comments in Quality Theme 1, Quality Statement 1 and Quality Theme 2, Quality Statement 1 in relation to communication and participation are also relevant to this Quality Statement.

It was important to the staff to work in partnership with parents and carers. During the inspection it was evident that the staff had established very good working relationships with them, which allowed for open and on-going communication. The parents and carers spoken with during the inspection described the staff as all being very approachable and professional and stated that they took time to speak to them each day. They were of the opinion that their comments and feedback were important to the staff. The staff had also established very good relationships with children and actively sought their views and suggestions. We were able to observe very positive interaction between the staff and children. The children spoken with during the inspection said that they liked attending nursery and taking part in a range of activities.

There was an appropriate complaints policy in place which encouraged parents and carers to discuss any concerns or issues with the manager and staff.

Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.

The service should continue to build on current very good practice.

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

During the inspection, we found the service's performance was very good in relation to this Quality Statement.

We concluded this after:

- examination of policies and procedures
- discussion with the staff
- discussion with the manager
- observation of staff interaction with the children
- talking with the children
- discussion with parents and carers.

There was a very welcoming and relaxed atmosphere within the service. We found all the staff to be extremely enthusiastic and committed to providing a quality service for the children. The staff in both the morning sessions and the afternoon sessions worked very well as a team. We were able to observe staff being very caring, nurturing and supportive towards the children. They offered the children lots of reassurance, praise and encouragement. They actively supported the children's learning and development. The parents spoken with during the inspection described staff as being very professional, caring and approachable.

During the inspection we spoke with staff. They were all very positive about working at the nursery and they greatly enjoyed working with the children. They were of the opinion that they were encouraged to be involved in the on-going self evaluation and development of the service and that the manager welcomed and listened to their comments and suggestions.

The service had in place relevant policies and procedures including recruitment, whistle-blowing, confidentiality and child protection. The service provider, Highland Council, had a comprehensive policy and procedure to ensure that staff were recruited and inducted in a safe and robust manner, and service users were protected. All new staff completed a period of induction which included attendance at a range of mandatory training. As part of the induction, staff were required to familiarise themselves with the service's policies and procedures.

All staff attended an annual staff appraisal meeting with the manager. During these meetings they reviewed their role, their strengths and identified future goals and development needs. There was a staff training and development policy and the service was committed to providing training opportunities for all staff. Staff could attend relevant courses to ensure that they were appropriately trained to meet the needs of the children attending. Staff attended in-service training with the primary school staff as well as training with staff from other nurseries in the cluster group. They were also able to access training provided by other external providers. Staff had attended a range of training including child protection, Building the Ambition, risk assessment, self evaluation and learning journeys. We discussed with staff other options in relation to training, including accessing on-line training and keeping up to date with best practice by reading relevant publications.

All staff were registered with the Scottish Social Services Council and had a copy of, and worked to the SSSC Codes of Practice.

Areas for improvement

The service should maintain current very good practice.

Staff should continue to be supported to attend relevant training courses and keep up to date with best practice guidance.

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 the service performance was very good in relation to this Quality Statement. Comments relating to participation, communication and information sharing in Quality Theme 1, Statement 1, Quality Theme 2, Statement 1 and Quality Theme 3, Statement 1 are also relevant to this Quality Statement.

There were various opportunities for children and their parents and carers to give their views and suggestions and be involved in assessing and improving the quality of management and leadership of the service. Their feedback was audited and taken account of during any internal quality assurance review of the service.

There was an appropriate complaints policy in place which encouraged parents and carers to discuss any concerns or issues with the manager or a member of staff.

Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.

The service should continue to build on current very good practice.

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

During the inspection we found that the service performance was very good in relation to quality assurance and involving children, parents and carers, staff and

other relevant stakeholders in the on-going assessment of the quality of the service.

We concluded this after:

- speaking with children
- talking with parents and carers
- discussion with the manager
- talking with staff
- examination of the results from the recent parental questionnaire
- examination of the service's improvement plan
- looking at relevant policies and procedures.

Comments recorded under previous Quality Statements relating to communication and participation are also relevant to this Quality Statement. The service responded to the findings and feedback from both internal and external quality assurance visits, as well as previous inspections, to improve practice. The service received quality assurance visits from the Care Inspectorate and Education Scotland as well as from the service provider, Highland Council. There was a school improvement plan, which included the nursery, put into place to monitor the improvements to the service. There were clear priorities identified for the nursery to work on over the year. The improvement plan was available to all parents and carers on the school's website.

The manager and staff explained that it was very important to listen and respond to the feedback from both the children and their parents and carers to ensure that the service they provided was meeting their needs. The children attending the service and their parents and carers were encouraged to give their views on the service and the quality of their experience. The staff made use of mind maps, floor books, voting systems, child conferencing questions and informal discussions to encourage the children to give their views, ideas and suggestions. Parents and carers were also encouraged to give feedback and suggestions. The service had made use of questionnaires and informal discussions to get feedback and comments from parents and carers. The findings from any questionnaires were fed back to the children, their parents and carers so that they could see how their comments help to inform practice. The parents spoken with during the inspection were all of the opinion that the staff valued and listened to any comments or suggestions they might have about the service provided.

The nursery made use of various methods to share information with parents and carers. These included newsletters, informal feedback during sessions, and information displayed in the reception area. The school and nursery had a very informative website and blog which was updated very regularly. The parents spoken with during the inspection stated that they were happy with the level of information shared and the methods used to do this.

Staff made use of their individual appraisals, regular staff meetings, visits and observations made by the head teacher and the Early Years Principal teacher, and informal discussions to reflect on their practice, identify their strengths, highlight areas for improvement and then plan the next steps to improve practice. All staff were involved in the school improvement planning process. Staff were encouraged to show initiative and take the lead on various improvements. The staff spoken with during the inspection were of the opinion that they were very much encouraged to be involved in the on-going assessment and development of the service. They felt that the manager and other staff listened to and valued any ideas they might have.

The manager and staff also welcomed any feedback and suggestions from visiting professionals. There were questionnaires which any professionals were invited to complete following their visit.

Areas for improvement

The service should continue to build on current very good practice.

The service should continue to actively involve children, parents, carers, staff and all other relevant stakeholders in the on-going self-evaluation process.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

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 May 2012	Announced (Short Notice)	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
25 Nov 2009	Announced (Short Notice)	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very 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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Telephone: 0345 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com