

# Care service inspection report

## St. Ninians Nursery (Dumfries)

### Day Care of Children

St. Ninians Primary School

Lochside Road

Dumfries

DG2 0EL

Telephone: 01387 720364

Type of inspection: Unannounced

Inspection completed on: 20 March 2015



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### **Service provided by:**

Dumfries & Galloway Council

### **Service provider number:**

SP2003003501

### **Care service number:**

CS2003015538

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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	4	Good
Quality of Environment	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

The friendly, caring staff team have created a welcoming and safe environment for children and parents. Parents are welcome to make comments and suggestions about the nursery to staff.

Children have very good opportunities to play outdoors and learn about their world. Children are becoming independent and are developing self-help skills, especially at snack time. Staff support children very well and are sensitive to their needs and circumstances.

### What the service could do better

The service need to review their procedures for intimate care to ensure that best practice is always followed. They should continue to improve their planning and recording procedures so that they show how they are meeting the needs of individual children.

The service need to develop a procedure for monitoring the temperature of the room particularly when the door to the outdoor is open.

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

Staff have continued to develop opportunities for parents to be involved in the nursery. Parents have been able to take on roles, like developing the book lending system. Staff have continued to develop opportunities for children to become independent both in looking after themselves and in their own learning.

## **Conclusion**

St. Ninians Nursery provides a welcoming, safe environment for children to have fun and learn about their world. Children enjoy going to nursery and being with their friends.

# 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](http://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.

St. Ninians Nursery is registered for a maximum of 27 children aged from 3 years upwards to those not yet attending primary school.

The service operates two sessions within each school day Monday to Friday during term times only.

The nursery is based in St. Ninians Primary School, Dumfries. It has the main nursery room, access to a second room for energetic activities and a library space, as well as the use of other facilities within the school. The nursery has a secure outdoor area, where children have opportunities to play energetically and explore the outdoors.

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

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - 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](http://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 Tuesday 17 March 2015 and an announced visit on Friday 20 March 2015.

We asked the service to submit an annual return before the inspection and a self-evaluation. We issued twenty Care Standard Questionnaires for parents using the service and five of these were returned before the inspection. We used these to find out what parents thought about the service.

During our inspection we gathered evidence from a variety of sources, including the relevant sections of policies, procedures, records and other documents, including:

- the school improvement plan
- children's personal care plans and learning folders
- planning paperwork
- wall displays, which included Registration & Insurance Certificates
- newsletters.

We spoke to:

- the Head Teacher,
- Principal Teacher with responsibility for the nursery and the nursery staff
- parents and we contacted parents by email
- children attending the nursery

and we observed how the staff interacted with the children, with one another and with parents and carers.

### 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](http://www.firelawscotland.org)



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

The service was last inspected by Education Scotland and have developed an action plan which is relevant to that inspection.

### **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 service did not submit a self assessment before the inspection.

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

We observed the children and we spoke to them.

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

Parents were generally very happy with the service. Some parents said that they would have liked more information, particularly when their child had had an accident and somebody else was collecting their child. We observed that staff did speak to parents and carers at collection times and the nursery assured us that a note is always sent home if a child has an accident. Parents said that their children enjoy going to nursery and that "overall the nursery has been very good for my child".

## 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: 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

During our visits we talked to the management team, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 5 - very good.

Examples of evidence and outcomes for the children and families using St. Ninians Nursery, which support our findings include:

Management and staff at the nursery valued the role of parents and welcomed them into the nursery. They had been working to develop their relationships with parents and provide increased opportunities for them to become involved in the nursery.

Staff had continued to develop their transition procedures so that they were able to support children and parents effectively when they started at nursery. Their settling in procedures included visiting children in their own home, so that they could become familiar with new adults and they provided parents with information about the nursery by talking to them and giving them a parent handbook.

The nursery continued to work with parents and keep them up to date with what was happening. Staff were very proud of the Book Bug book lending scheme which parents had recently developed so that children could enjoy books at home. They had developed the reception area so that there was a Parentzone, which contained helpful information like the nursery planning so that parents could see what was happening.

Staff used noticeboards well and we saw that these included information about the Parent Council and PTA, which nursery parents were members of. This meant that parents had opportunities to meet with the school management and be involved in their child's education.

Staff had introduced a "Quick Question" format as a way of involving parents in decisions about the nursery, for example they were currently surveying parents to find out whether they would like a nursery t-shirt for their children.

Staff discussed plans to develop more opportunities for parents to be involved in the nursery, for example they planned to start a drop-in session, called "Tea and Toast", so that parents could stay for a while with staff.

Staff had introduced opportunities for parents to help celebrate their children's achievements, for example the Superstar Wall Display which parents and staff used to record when children had been successful both at home and at nursery.

### **Areas for improvement**

We found that the parent handbook contained useful information about the nursery however there were no photographs of the nursery, which would help parents whose first language is not English and the children using the nursery. We suggested the nursery develop a settle book, which parents could use with their children at home. Staff developed this during our visit.

The nursery were using mind mapping as a way of involving children in planning their experiences. These were displayed so that parents could see what had been happening. We found that these contained comments from children but did not clearly show planned learning or evaluations of learning, which could be used to plan next steps. Staff could usefully develop this so that parents had opportunities to be involved in planning and evaluating learning.

Whilst staff consulted children at the end of sessions, when they asked them about what they had liked doing the day before and they told them what was going to happen tomorrow, they did not really involve them in planning their learning.

Whilst nursery newsletters thanked parents for their involvement in the quick question, they did not always provide feedback about the results of these surveys, for example "you said, we did".

**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

During our visits we talked to members of the management committee; the acting manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 4 - good.

Examples of evidence and outcomes for the children and families using St. Ninians Nursery, which support our findings include:

Children were able to go outside to play when they wanted to. Most children played outdoors during our visit and they told us that "it was great fun". Staff had been developing the outdoor area so that children had a wide variety of opportunities and experiences, which included building with real bricks and planting vegetables. Staff told us that they were planning to introduce a mud kitchen into the outdoor area so that children could experiment and enjoy messy activities.

Children were developing friendships and we saw children who played together very well. They used their imaginations and were able to develop solutions creatively. Staff encouraged children to think out solutions and solve problems by themselves.

Staff were very caring and kind. Children expected them to help and it was clear that children trusted staff. Staff knew the children in their care very well and had been working to develop open and friendly relationships with parents. We saw that parents found staff approachable and could talk to them about their concerns. This meant that staff were able to support children sensitively.

Children were learning to share and take turns and they were encouraged to be aware of each other. Children liked to be helpful and we saw that they were keen to be Snack Helper as well as help with other tasks, like feeding the fish and tidying up.

Children were encouraged to develop independence and self-help skills. Most children could put their coats and shoes on by themselves and staff supported children to do as much for themselves as they could.

Staff praised children and celebrated their achievements. They used high fives, thumbs up and gave stickers for success. We observed that staff touched children appropriately and comforted children when they were upset.

The nursery provided children with a balanced and tasty snack menu. Staff were aware of recent guidance about allergens and provided parents with relevant information. They encouraged children to try different tastes and to learn about healthy eating. We saw that children were very independent at snack time and took responsibility for making sure that there was enough for everybody. Children poured their own drinks and also made sure that jugs were refilled. Most children were familiar with the snack routine however some children still needed reminding about some parts of it, like posting their name.

Children were taking part in the Childsmile toothbrushing programme and we saw that they did this following good practice.

### **Areas for improvement**

Whilst children knew that they should wash their hands, we observed that many of them did not do this properly. We discussed this with the service management and staff who have agreed to monitor this and work with the children to ensure that they wash their hands properly.

The nursery were using the local authority Intimate Care procedure, which stated that parents would be called to take their child home if they had soiled themselves. We have advised the service that this is not best practice and that the procedure should be reviewed to ensure that any child who has soiled themselves is cleaned straight away. We were advised that all children currently using the nursery are toilet trained. See recommendation 1.

We looked at children's learning plans and found that whilst these provided a record of children's achievements, they did not provide a plan for individual learning. Children were not routinely being observed and routine observations did not inform learning plans. Often the same observation was photocopied and used for several children. Children were not yet involved in setting their own learning targets. See recommendation 2.

Whilst we heard that staff and parents could have difficult conversations about children's support needs, we found that staff were not using their personal care plan format to record concerns. A chronology of significant concerns was recorded on SEEMIS but concerns and discussions about care, like toileting, were not recorded in plans. Staff were reviewing personal care plans with parents every 6 months, however the legislation requires that reviews happen also when there is a significant change and staff should ensure that reviews which happen as a result of a significant change are recorded in the child's plan.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

## Recommendations

1. Children should be cared for in a way which protects their general wellbeing. The intimate care procedures should be reviewed to ensure that best practice for infection control guidance is followed for children who have soiled themselves. The service should work with the local authority to ensure that the intimate care procedures are appropriate for the age and stage of the child. National Care Standards for Early Education and Childcare up to the age of 16, Standard 3 - Health and wellbeing and Standard 7 - A caring environment.
2. Staff should continue to develop the way that they plan and record children's learning, so that plans are individual to the needs of each child and involve children in setting their own learning targets. National Care Standards for Early Education and Childcare up to the age of 16, Standard 6 - Support and development.

## 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

This statement is graded as 5 - very good and comments made under Quality Theme 1 Statement 1 are relevant to this statement.

### Areas for improvement

Please refer to Quality Theme 1 Statement 1

**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 our visits we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 5 - very good.

Examples of evidence and outcomes for the children and families using St. Ninians Nursery, which support our findings include:

The nursery had their own main playroom and outdoor area. They also had the use of the classroom next door, where they could enjoy energetic activities and an area in the corridor for quiet activities. The layout of the main playroom ensured that children had sufficient space to play by themselves and with their friends. It also enabled children to take part in quiet activities and messy activities and we saw that toys and games were stored so that children could choose what they wanted to play with.

Children were encouraged to tidy up when they were finished and to look after their toys.

Children had opportunities to learn about their local community. They went for walks and had visitors, for example the Fire Brigade and the Police had visited. Staff were developing links with other nurseries in the area and joint activities had been planned.

Staff had a clear understanding of their roles and responsibilities for protecting children and keeping them safe. All staff had had relevant child protection training. They knew about Getting It Right For Every Child (GIRFEC) and were developing relationships with Health Visitors, so that they could work together for the benefit of the children.

### Areas for improvement

Because the door to the outside area remained open for most of the day, we found that the main playroom was cold. We heard some children commenting about the temperature. See recommendation 1.

Whilst staff encouraged children to talk quietly in the room we observed that there were times when they talked loudly themselves across the classroom and should remember their status as a role model for the children.



**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The service should ensure that children are kept safe and protected by developing procedures to monitor the room temperature so that a reasonable temperature is maintained indoors, particularly when the door is open to the play area.  
National Care Standards for Early Education and Childcare up to the age of 16,  
Standard 2 - A safe environment.

## 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

This statement is graded as 5 - very good and comments made under Quality Theme 1 Statement 1 are relevant to this statement.

### Areas for improvement

Please refer to Quality Theme 1 Statement 1

**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 our visits we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 4 - good.

Examples of evidence and outcomes for the children and families using St. Ninians Nursery, which support our findings include:

Staff were conscientious, caring and kind. They had developed open and trusting relationships with parents and they were sensitive to children's needs.

Staff were registered with the appropriate registering body and had relevant qualifications for their role.

Staff were supported to attend training opportunities and they were aware of learning opportunities for themselves, for example e-learning modules for Infection Control and Food Hygiene. Staff were aware of changes in current guidance and had recently attended training on Building the Ambition. Staff attended cluster group meetings when they could share practice with colleagues from other nurseries and they had opportunities to visit other services, which they found useful.

There were a variety of policies and procedures in place for supporting staff at work. These included infection control and nappy changing guidance. Staff had a clear understanding of their roles and responsibilities for protecting children and keeping them safe.

Staff feel well supported by the school management team, who visited the nursery regularly and valued their staff team.

### Areas for improvement

Only one member of staff has a First Aid qualification and we discussed the benefits of ensuring that other members of the team were suitably qualified.

Whilst staff have opportunities to meet regularly, there is insufficient time for them to discuss and plan for children's support needs fully. Staff had not yet had their career reviews, which were planned for the next term.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 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

This statement is graded as 5 - very good and comments made under Quality Theme 1 Statement 1 are relevant to this statement.

### Areas for improvement

Please refer to Quality Theme 1 Statement 1

**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 our visits we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 4 - good.

Examples of evidence and outcomes for the children and families using St. Ninians Nursery, which support our findings include:

We found that there was a focus on improvement in the service. The service had recently been inspected by Education Scotland and had used the findings from this report to develop an action plan for improvements.

Management and staff of the nursery aimed to continue to improve the service and provide the best quality of service and experience for the children in their care. There was an improvement plan for the school, which included elements for the nursery and was shared with the Parent Council. Parents were invited to join the school Parent Council, which meant they were involved in improvement planning and had further opportunities to have their say.

Nursery staff were familiar with Child at the Centre 2. They were developing the way they reflected on the quality of their work by using the Building the Ambition document to evaluate what they were doing. They were familiar with the wellbeing indicators from Getting It Right For Every Child and were also using these as a way of improving their service.

### Areas for improvement

A self-evaluation had not been completed by the nursery for the Care Inspectorate since 2012.

Whilst staff have opportunities to meet regularly, there was insufficient time for them to be involved fully in the self-evaluation of the nursery.

There was evidence of occasions when notifications should have been made to the Care Inspectorate but had not. It is a legal requirement for care services to notify the Care Inspectorate of particular incidents and events and information about this is available on the Care Inspectorate website. See recommendation 1.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The care service must make notifications to the Care Inspectorate about particular incidents and events, as set out on the Care Inspectorate website. Management and staff should become familiar with this requirement and should review and update the relevant procedures to take account of it.  
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

The service was last inspected by Education Scotland and have developed an action plan which is relevant to that inspection.

### 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

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

## 6 Inspection and grading history

Date	Type	Gradings
31 Jan 2012	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 5 - Very Good
11 Nov 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
9 Dec 2008	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 4 - Good

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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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