

Care service inspection report

Full inspection

Calderwood Lodge Primary School Nursery Class Day Care of Children

28 Calderwood Road
Newlands
Glasgow

Service provided by: East Renfrewshire Council

Service provider number: SP2003003372

Care service number: CS2003015830

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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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 service provides a welcoming supportive setting for families.

The management team and staff were active in reviewing and evaluating the provision. All have a shared vision for the direction of the service.

What the service could do better

We asked that the provider continue to review some aspects of the nursery accommodation.

What the service has done since the last inspection

New staff had joined the team which had become a cohesive and effective group. The management team had continued to implement monitoring procedures which ensured they had a stringent overview of the service.

Conclusion

We found that the service was performing very well in relation to all of the areas we inspected. The management team and staff had a shared vision for how the service should progress and were working together to achieve this.

1 About the service we inspected

Calderwood Lodge Primary School Nursery is registered to provide a day care of children service. The service operates from Calderwood Lodge Primary School in the Newlands area of Glasgow. The provider is East Renfrewshire Council.

The nursery is registered to provide care and education to 50 children aged from 3 to 5 years.

The nursery aims and objectives include, to:

"Work in partnership with parents to foster a sense of pride and identity in our pupils' heritage within a strong Jewish ethos which values each individual."

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.

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 Public Services Reform (Scotland) Act 2010 (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

We wrote this report following an unannounced inspection. This was carried out by one inspector and took place on Thursday 3 December 2015 between 9am and 5pm.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the manager to submit to us.

We sent 20 care standards questionnaires to the manager to distribute to parents and carers. Parents returned six completed questionnaires before the inspection.

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

We spoke with:

- the head teacher and principal teacher
- the staff team
- five of the children present
- three carers.

We looked at:

- three children's profiles
- minutes of staff meetings
- records of staff training
- newsletters
- minutes of parent forum meetings.

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.firescotland.gov.uk

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.

As part of the inspection we asked the manager to submit a completed self assessment before the inspection identifying what they felt they did well and any planned areas for improvement. We were satisfied with the information they included in relation to all of the quality statements we were inspecting.

Taking the views of people using the care service into account

Children were happy, settled and confident during our visit. Some wanted to be part of the inspection by telling us what they enjoyed doing at nursery. In particular, children who went to the Forest School were keen to chat about their experiences in the woods.

Taking carers' views into account

Parents returned six completed questionnaires to us before the inspection. Five parents strongly agreed and one agreed with the statement, "Overall, I am happy with the quality of care my child receives in this service."

Parents made the following comments:

"The service is good on the whole; however the lack of feedback about my child's day or general progress is frustrating."

"It is difficult to get through to the nursery directly as staff don't answer the phone. This has resulted in important messages not getting through because the school office is too short staffed to pass them on when we have contacted them instead."

"Not opening the gate to let parents wait in the playground is a security risk and endangering children who are waiting by the main road. However my child is very happy at the nursery and seems to love it."

"The staff have been excellent with my children, particularly during the settling process. I have found the nursery to be a place where my children are very well cared for."

"Wonderful nursery. There is always a friendly atmosphere. The staff are friendly and always professional. Most importantly the children are all very happy. My wee boy loves nursery and his teacher so I couldn't ask for a better service."

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 service had developed very good opportunities for families to be involved in assessing the quality of the service.

A display in the hallway invited parents to contribute to the nursery self-evaluation by grading aspects of the provision. At the time of our visit, parents were asked to provide feedback on the extended hours provision, in particular the variety of experiences for children who attended all day. Parents were also asked for their views on the quality of parental involvement and engagement.

Parents were invited to be part of a forum group which met every two months. The timing of meetings had been arranged to suit parents and minutes were displayed on the noticeboard in response to a request from some families. We noted that parents had been included in the nursery self-evaluation procedures.

Detailed information about staff was displayed in the hallway. This included photographs, their role within the nursery and any additional responsibilities they held. Staff who were present each day were highlighted. This information had been extended following parents commenting that they did not know all of the members of the staff group.

Parents had been invited to visit the Forest School with their child. Many had expressed an interest but at the time were waiting for warmer weather.

Staff had asked children to share their views on the time they spent in the nursery and displayed their comments under the following headings: At Nursery I Like, I Learned and My Favourite Things.

Areas for improvement

The service should continue to build on the meaningful opportunities parents and children have to be involved in assessing the quality of the service.

Grade

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

The staff group had created a very welcoming and caring setting for children. They had developed very positive relationships with families. Staff we spoke with were very knowledgeable about individual children and understood their different interests and personalities.

Each child had an individual profile where parents could record contact details, medical information and other details about their children. Staff had developed an individual short term plan where they recorded children's progress and identified their next steps. Profiles were stored in the playroom where parents and children could access them easily. The nursery teacher had recently altered the profile folders slightly to give children more ownership of them. Children created their own front cover and were able to add pictures and other items independently. Some children were keen to share their profiles with us during our visit.

We found that each child's file included a template from the document Getting it Right for Every Child (GIRFEC) where staff could record any changes in the child's life that may affect their mood, thoughts or actions. For example, moving house or changes within the family.

A soft start, introduced by the local authority, meant that some children arrived a little earlier than others allowing them to settle into the nursery session stages. Staff found that this was beneficial especially to less confident children.

The nursery now used the nurture approach to help younger children settle into the nursery. This had been initiated by a member of staff who had worked with children under three and who had recognised the benefits of this approach for the children. Children who attended the nursery all day were supported by a member of staff who ensured that their day was varied to provide different experiences.

Children had ongoing opportunities to play outdoors each day in the enclosed nursery garden. In addition, a member of staff led a Forest School which each child had the opportunity to take part in on a rota basis.

During our visit, we accompanied a small group of children on a Forest Schools activity. This provided children with additional valuable experiences outwith the nursery premises. We saw children climbing trees, observing the sky through binoculars and playing hide and seek. We noted that some quieter children became more outgoing and confident in the woodland setting. Children climbed low trees and were keen to share their skills. They also gave advice to other children about where to climb safely. One child told her friends to "be careful it's quite tricky."

Since our last inspection, the service had reviewed medication procedures to reflect best practice guidance. The senior child development officer oversaw any administration of medicines to children and monitored written consent forms.

All staff were aware of their role in keeping children safe. They had attended child protection training and had attended discussions on procedures within the nursery.

Areas for improvement

Staff encouraged children to wash their hands at appropriate times during the day. However, we found that some children did not wash their hands effectively. Staff agreed to actively promote hand washing with children on a regular basis to ensure they learn good hand washing habits.

Grade

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 2

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

Service Strengths

The nursery premises provided a safe and secure setting for children. Since the last inspection, the boundary wall to the outdoor area had been repaired and the area renovated making it suitable for outdoor play. Children had ongoing access to the area supervised by a member of staff. As children wore high visibility waistcoats when going outside, staff were able to monitor the number of children in the garden.

We noted that risk assessments were used effectively to ensure the suitability of the environment each day. Staff completed written checklists recording any issues, confirming they had reported them and action taken.

When visiting the Forest School with children, we found that they were very aware of any hazards and took part in the risk assessment with staff. Although the staff member ensured the area was safe, children were also very aware of potential hazards. Due to damp weather, there were several mushrooms growing. One child told us: "Mushrooms, you don't eat them they make your throat sick. Only eat mushrooms you buy in shops."

We also observed children climbing on low branches, they discussed the thickness of the branches and if they were strong enough for them to stand on.

Areas for improvement

At the last inspection, we asked that additional soap dispensers were provided in the children's toilets and to make ensure they were easily accessible to children. This work was still to be carried out. During this inspection, we observed children leaving the toilet without washing their hands as the soap dispensers were not evident to them.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

The nursery accommodation comprised of three playrooms, two of which were joined. These playrooms provided the main indoor accommodation for children. The premises were bright and welcoming and enhanced by attractive displays of children's work and information for families.

Since our last inspection, the provider had resolved an issue with the boundary wall which meant the outdoor area was safe and secure for children.

Staff had reviewed all of the accommodation to improve outcomes for children. This included creating a physical play area within one of the playrooms and giving children independent access to the outdoor area.

Staff made good use of the entrance hall to offer different opportunities for children. During our visit, some of the nursery children and school children were in the hall working together on an art project.

Children who attended all day visited the school library and ICT suite which varied their day by providing additional experiences for them.

New resources had been purchased for both indoors and outdoors. Resources were clearly visible and accessible to children. Staff involved children in choosing the resources for some areas of the nursery; these were identified by stickers. In other areas, children were able to choose freely.

Areas for improvement

The service should continue to monitor and maintain the very good standards we identified at this inspection.

Grade

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 3

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

Service Strengths

Since our last inspection new staff had joined the nursery team. Through discussion and observation, we found that they had established very good working relationships. Each member of the team brought different skills and interests to the nursery that they shared to enhance children's experiences.

All staff held a childcare qualification and had registered with the Scottish Social Services Council. We found that staff were motivated and keen to take forward their professional development through attending training and being part of local authority forums.

Staff met with colleagues from other early years settings to review best practice and had been active in trialling some initiatives in the nursery. The staff group met each week to discuss their work and plan for children. The meetings were attended by the principal teacher who offered support and provided a link with the school.

Individual staff were responsible for different areas of the nursery provision including:

- Forest Schools
- Transition into primary one
- Nurturing approach for younger children
- Supporting full time children
- Social skills group

- Promoting parental involvement
- Auditing children's numeracy and literacy experiences.

The senior child development officer spent time in the primary one class each week working with the teacher to support children who had moved from nursery. Her knowledge of individual children and their development milestones had been valuable to the class teacher.

Some staff shared jobs so a communication book was used to ensure that all information in relation to children and the service was shared appropriately.

Areas for improvement

The management team should continue to support staff through training and professional development opportunities.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service Strengths

An ethos of respect was evident within the nursery through staff interaction with families and children, policies and procedures. Staff modelled respectful behaviour to children. As a team, staff respected each other's roles within the nursery and their individual skills and strengths. The team met regularly to share practice and support one another.

We viewed a display about golden words - please, pardon, sorry and thank you. Children had been asked to describe what the words meant and when they should use them. Their responses showed kindness and consideration towards others.

The service had issued questionnaires asking families what they celebrated at home. Their aim was to observe other world faiths while respecting the strong Jewish ethos of the school they were part of.

The management team had recently reviewed the service policies and procedures and we found there was a strong focus on the United Nations Convention on the Rights of the Child and the need to respect and support individuals.

Families were encouraged to take an active role in the nursery through being part of the focus group, sharing skills or being invited to take part in consultation activities.

The management team had an open door policy and often members of the team were present in the nursery. Parents and staff agreed that they would be able to approach management in confidence to discuss any concerns.

Areas for improvement

The service should continue to monitor and maintain the very good standards we identified at this inspection.

Grade

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 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

The principal teacher had involved the staff group in identifying strengths and areas for development when completing the service self assessment.

Staff confirmed that they were regularly invited to share their ideas for developing the service. During weekly meetings staff were asked to add any items to the agenda that they wished to discuss. Meetings included a review of the previous week in the nursery and the opportunity for all staff to highlight both positive aspects and any issues they felt needed to be addressed.

Staff told us that they held informal evaluation discussions which they now planned to record. Individual staff had identified and developed areas of the service.

Areas for improvement

The management team should continue to involve the staff team in developing the service.

Grade

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

The nursery improvement plan was included in the school plan with specific targets identified for the early years setting.

We found that there was a range of procedures in place to support ongoing improvement that involved staff and parents. A self evaluation framework focussed on the documents Child at the Centre 2 and the National Care Standards providing a useful tool for assessing outcomes for people using the service.

The management team had displayed an excerpt of the nursery improvement plan that identified their areas of focus, how they planned to develop this, a timescale and who would be involved in supporting the improvement.

The management team followed a calendar of monitoring activities that involved a routine review of all aspects of the service.

The principal teacher was employed in the nursery and as a result had an overview of the ongoing provision for children. She attended staff meetings where the group discussed development. She also met formally with individual staff to review their practice and support them in taking forward their plans to develop areas of the service.

Areas for improvement

The service should continue to monitor and maintain the very good standards we identified at this inspection.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

1. The provider should continue with the work to resolve the issue in relation to the boundary wall. National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

This recommendation was made on 07 January 2015

The recommendation is met. The issue with the boundary wall had been resolved and the wall had been repaired.

2. The provider should address the issue of inadequate heating within some areas of the nursery to ensure that the temperature within all areas of the nursery is at an acceptable level for children's wellbeing. National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

This recommendation was made on 07 January 2015

The recommendation is met. Heating issues within the nursery have mainly been resolved and staff have reviewed how the accommodation is used which has also helped.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
7 Jan 2015	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
28 Jan 2014	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
20 Mar 2012	Re-grade	Care and support Environment Staffing Management and Leadership	Not Assessed Not Assessed 4 - Good Not Assessed
4 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 3 - Adequate 5 - Very Good

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