

Care service inspection report

Ferryport Nursery Day Care of Children

50 William Street

Tayport

DD6 9HQ

Telephone: 01382 552670

Inspected by: Fiona Smart

Louise Curtis

Type of inspection: Unannounced

Inspection completed on: 3 May 2012



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	21
5 Summary of grades	22
6 Inspection and grading history	22

Service provided by:

Fife Council

Service provider number:

SP2004005267

Care service number:

CS2003015880

Contact details for the inspector who inspected this service:

Fiona Smart

Telephone 01383 841100

Email enquiries@scswis.com

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	4	Good

What the service does well

Ferryport Nursery provides a welcoming, bright and purposeful learning environment. The Depute Headteacher and experienced staff team have established very good working relationships with the children who attend the nursery and their parents/ carers. There are opportunities for parents and carers to be involved in the day to day life of the nursery and in its on-going development. The whole staff team ensure that the children experience a wide range of learning opportunities, including regular access to fresh air and outdoor play.

What the service could do better

The service should

- Review and update risk assessments
- Review and improve the Professional Development Review System (PDRS) for staff
- The provider (Fife Council) must submit to the Care Inspectorate an accurate and up to date Appointment of Manager form.

What the service has done since the last inspection

- The service has taken the necessary action to meet the recommendations made in the last inspection report
- They have introduced a 'Thinking Tree' for parents
- Established consultation and evaluation processes within the nursery practice
- Welcomed new staff into the staff team.

Conclusion

Ferryport Nursery provides a very good standard of care and education.

During the inspection we saw children who were happy to be at Ferryport Nursery and staff who enjoyed their work.

The management team and staff work well together. They are committed to working in partnership with parents/carers.

The inspection evidenced the service was performing very well with some areas of excellent practice.

Who did this inspection

Fiona Smart

Louise Curtis

1 About the service we inspected

Ferryport Nursery provides care and education to a maximum of 30 children from three up to an age to attend primary school at anyone time.

The service is accommodated in a traditional stone building in Tayport, Fife. The nursery consists of one large playroom with an entrance hall and cloakroom. There is a well established outdoor area which is on two different levels. The service operates 2 sessions: 9am - 11:30am and 12:45pm - 3:15pm.

At the time of the inspection 47 children were on the register.

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1st April this service continued its registration under the new body, the Care Inspectorate.

The service has developed a vision statement: This states:
"Everyone feels valued , respected and included. Effective learning is at the heart of our nursery where the children are encouraged to be "independent learners, confident individuals, effective contributors and responsible citizens."

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 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.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We compiled this report following an unannounced inspection. The inspection took place over one day and covered both nursery sessions.

We wrote this report after an announced inspection that took place between 9:00am and 3:45pm on 3rd May 2012. The inspection was carried out by Care Inspectorate inspectors Fiona Smart and Louise Curtis.

As requested by us, the provider sent us an annual return. The provider also sent us a self assessment form.

We issued 30 questionnaires to parents and families of children who attend Ferryport Nursery. 13 completed questionnaires were returned before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

- * Evidence from the service's most recent self assessment
- * Personal learning plans of the children who use the service
- * Questionnaires that had been requested, filled in and returned to the care service from parents and families whose children attend the service.

We spent time in the nursery and observed staff in their interaction with children. We spoke to children about what they enjoyed doing whilst at nursery and to their parents and carers. We also spoke to the Depute Headteacher and staff.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

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

Two recommendations were made in the previous inspection report:

1. It is recommended that the management team ensure that care and welfare forms are signed by the child protection coordinator, that all discussions are recorded, and where outside agencies have not been contacted the reason for this is noted.

We examined completed care and welfare forms spoke to the Depute Headteacher and staff and found that this recommendation had been met.

2. It is recommended that the service updates the child protection contact details in the Information for Parents booklet. The child protection information should identify the service's child protection coordinator.

The Information for Parents booklet was under review. However, action had been made to meet this recommendation.

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 fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

Children present on the day of inspection were busy and happy. We observed them climbing and sliding in the outdoor area. Playing with the Playmobil police set and using the computer. They told us they enjoyed playing with their friends, drawing, painting and playing outside.

Taking carers' views into account

We issued 30 questionnaires to parents and families of children who attend Ferryport Nursery. 13 completed questionnaires were returned before the inspection. These indicated parents/families strongly agreed with the statement:

"Overall, I am happy with the quality of care my child receives in this service.

The following statements were included in the returned questionnaires:

"My son is very happy at Ferryport Nursery. He enjoys baking, outdoor play and has a good rapport with both staff and his peers. Excellent pre-primary education and integration into school i.e. buddy system and meeting his teachers."

"I regularly go into nursery to spend time with my son and so observe the staff with the children. I am always made welcome and I see the children are treated fairly and with good discipline. They are most supportive if there are difficulties at home with any child. You can tell they (staff) love their job."

"My child loves nursery and is especially looking forward to visiting the primary school."

"My eldest son who is now 7 went to Ferryport Nursery and really flourished through their learning and support as is my younger son. The staff are fantastic and so friendly and approachable - from senior staff to office staff. My son has really come on since being there and is a confident happy child. I am extremely satisfied with Ferryport Nursery."

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

For this Quality Statement we:

- * Spoke to the Depute Headteacher, staff and children
- * Looked at the consultation processes the service used
- * Observed staff in their interaction with the children
- * Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing very well in the areas covered by this statement. We gave the service a grade 5 - very good for this quality statement.

During the visit we saw staff speaking to parents/carers when they came to drop off and collect their children. Staff told them about their child's day and it was clear that they were happy to answer any questions. This informal, daily feedback was enhanced by the "open door" policy.

Parents were provided with information about the service through the very good use of:

- * Notice boards
- * Newsletters
- * Information booklets
- * Children's Personal Learning Plans (PLPs)

They had the opportunity of being involved in the service in different ways. Eg to observe their child in their play, to be a parent volunteer and go on outings to the Forest Kindergarten, and to assist in the continued development of the outdoor play area.

The service had issued questionnaires to parents and children. The information gathered from these had been used to influence the provision and practice within the

nursery. The collated information was detailed in a booklet along with any action to be taken. The booklet was displayed on the nursery notice board. Staff observed children in their play and provided an environment which reflected their interests and stage of development. They listened to the children and encouraged them to make suggestions and decisions. This consultative approach by the nursery staff meant that children were involved in day to day decisions about activities and in the overall planning of their day. As a result, children appeared happy and confident.

As part of the inspection process we issued questionnaires for parents/carers. In the returned questionnaires they told us:

"My son is very happy at Ferryport Nursery."

"My child loves nursery and is especially looking forward to visiting the primary school."

To summarize: The consultative approach meant that children and their parents/carers were involved in day to day decisions about the service.

Areas for improvement

During the inspection the Depute Headteacher and staff identified the following area for improvement: To review and update the information booklets for parents.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

For this Quality Statement we:

- * Spoke to the Depute Headteacher and staff
- * Looked at the recording systems used by the service
- * Observed staff in their interaction with the children
- * Observed children in their play
- * Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing very well in the areas covered by this statement. We gave the service a grade 5 - very good for this quality statement.

The Depute Headteacher and staff ensured children had a positive nursery experience. Prior to starting the nursery children had the opportunity to visit the nursery and spend time exploring and playing with the toys and materials. Staff worked with key groups of children. This enabled them to focus on individual children's learning and development, and build positive relationships with children

and their parents/carers.

Each child had a Personal Learning Plan (PLP) which was used to detail their progress, development and celebrate their achievements. The PLPs contained examples of art work and photographs evidencing children's learning and participation in a range of activities. Using PLPs in this way meant that the children and their parents/carers could see the progression in their learning and development.

During the inspection children were observed to be happy and confident when approaching staff. Staff were responsive in their interaction with children and supported them in their chosen activities. Praise was used successfully to develop children's self esteem and confidence. They were supported by staff in forming positive relationships with their peer group - friendships had been established and others were developing.

Through discussion staff demonstrated their understanding of the importance of promoting healthy eating whilst respecting dietary choices and requirements. The variety of food provided encouraged children to develop healthy tastes and choices. Fruit and/or vegetables were available on a daily basis. Children were familiar with the snack routine and clearly enjoyed the opportunity of sitting with their friends and choosing their favourite fruit.

The Depute Headteacher and staff liaised with outside agencies for example physiotherapist, speech therapists, social workers to support children and their families. Strategies and intervention methods were in place to support children and parents/carers who were experiencing difficulties.

All of the above meant that parents/families had a number of opportunities to discuss their child's needs with the Depute Headteacher and staff. We were able to see that children's health and wellbeing needs were met.

Areas for improvement

We examined the children's PLPs. We saw that they contained photographs and examples of children drawings. Some were very detailed and some evidenced regular sharing of information with parents and families. The Depute Headteacher and staff should ensure that the recording within PLPs is consistent. This should include identifying next steps for each child.

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 2

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

Service strengths

For this Quality Statement we:

- * Spoke to the Depute Headteacher and staff
- * Observed the general environment and the security measures in place
- * Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing very well in the areas covered by this statement. We gave the service a grade 5 - very good for this quality statement.

Ferryport Nursery is accommodated in a traditionally built stone building in Tayport, Fife. Children have access to one large playroom, an entrance hall, and small cloakroom. The well established outdoor area is easily accessible. The Depute Headteacher and staff had taken measures to ensure the environment was safe. A secure entry system was in place and arrivals and departures at the nursery were monitored carefully by staff.

On the day of inspection the premises were found to be clean, safe and free from hazard. Cleaning and safety checklists were completed daily by staff. Maintenance of the building was carried out by the caretaker.

Children were encouraged to follow good hygiene routines, such as hand washing before eating and after using the toilet.

All of the above promoted safety and minimised the risks to children's wellbeing.

Areas for improvement

The service had a range of risk assessments for the general environment. Some had not been dated. Risk assessments and cleaning schedules should be reviewed and up dated where necessary.

A recommendation is made.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that risk assessments and cleaning schedules should be reviewed and updated where necessary.
National Care Standards Early Education and Childcare up to the age of 16,
Standard 2: A Safe Environment.

Statement 3

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

Service strengths

For this Quality Statement we:

- * Spoke to the manager and staff
- * Observed the general environment and the range of activities available
- * Observed children in their play
- * Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing very well in the areas covered by this statement. We gave the service a grade 5 - very good for this quality statement.

The nursery provided children with a bright, welcoming and purposeful learning environment in which to play and grow. Provision within the play room reflected children's age, stage of development and interests well. Staff observed children whilst playing and interacting with others and this informed the planning for future learning opportunities. Resources available were observed to be plentiful, of good quality and were easily accessible to staff and children.

Space was well planned and organised encouraging children to move freely between different areas, increasing independence as they selected equipment and resources. The layout of the room allowed children to play individually, as part of a group or with friends. The outdoor area was well used; ensuring children had regular opportunities for active and energetic play, and fresh air.

In the returned pre-inspection questionnaires parents told us:

"...He enjoys baking, outdoor play and has a good rapport with both staff and his peers. Excellent pre-primary education and integration into school i.e. buddy system and meeting his teachers."

Staff were aware of the importance of providing daily opportunities for fresh air, exercise and active play. The fully enclosed outdoor area was used well to encourage children to experience the benefits of fresh air and exercise. Children had the opportunity of visiting local woodland areas, and to extend their knowledge and understanding of their environment and the naturally changing seasons.

There were excellent opportunities for children to extend their knowledge and understanding of the world through the interactive displays and to explore experiment

and investigate and participate in recycling.

Photographs of children participating in a range of outdoor activities were displayed throughout the nursery, on the digital photo frame and within albums.

The environment was very effectively used by the nursery staff. This resulted in the nursery children making first rate use of their environment to extend their learning experiences.

Areas for improvement

The service should, as planned, maintain and improve the outdoor area and evaluate the provision to ensure it reflects children's interests and meets their learning needs.

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

The evidence for the grade awarded in this statement is included in Quality Statement 1.1.

Areas for improvement

See Area for Improvement in Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

For this Quality Statement we:

- * Spoke to the Depute Headteacher and staff
- * Looked at the minutes of staff meetings and other documentation
- * Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing very well in the areas covered by this statement. We gave the service a grade 5 - very good for this quality statement.

In the returned pre-inspection questionnaire parents told us:

"I regularly go into nursery to spend time with my son and so observe the staff with the children. I am always made welcome and I see the children are treated fairly and with good discipline. They (staff) are most supportive if there are difficulties at home with any child. You can tell they love their job."

"My eldest son who is now 7 went to Ferryport Nursery and really flourished through their learning and support as is my younger son. The staff are fantastic and so friendly and approachable - from senior staff to office staff. My son has really come on since being there and is a confident, happy child. I am extremely satisfied with Ferryport Nursery."

All of the staff at Ferryport Nursery had a recognised qualification in childcare and were registered with the appropriate body. They understood their responsibility in adhering to the SSSC Codes of Practice or other codes. An induction procedure had been developed. This ensured new members of staff understood the aims of the nursery, and promoted consistency in their work. During the inspection we spoke to one new member of staff who had joined Ferryport Nursery recently. She told us the induction had been both informative and useful.

Staff were observed to work well together and interacted consistently with each other and children. There were regular opportunities for staff to meet formally during staff meetings and informally throughout each session. This helped them to communicate effectively and work well as a team.

At the time of the inspection the Child Protection policy was under review. However, staff were able to evidence their understanding of their role and responsibility in relation to child protection. We examined care and welfare forms and found the information to have been recorded appropriately. Where there were concerns relating to children's safety and well-being these were shared with the relevant agencies. This ensured children's needs were effectively identified and support procedures put in place. The service had in place copies of 'Protecting Children and Young People - The Charter' and 'Protecting Children and Young People - Framework Standards' and a wide range of other reference material promoting children's welfare and safety. Parents received information about child protection during the induction process. Further information was available in the nursery handbook and on the notice board. All of the above ensured that the wellbeing of the children was paramount.

Areas for improvement

During the inspection we looked at the Professional Development Review System (PDRS) for staff. We found the information recorded did not clearly identify individual strengths and areas for improvement. The Depute Headteacher should review and improve this system. The review should ensure that the process is more meaningful. It should result in improved staff awareness of their strengths and areas for improvement.

A recommendation is made.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the Depute Headteacher reviews and improves the PDRS for staff.

National Care Standards Early Education and Childcare up to the age of 16,
Standard 13: Improving the Service.

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

The evidence for the grade awarded in this statement is included in Quality Statement 1.1.

Areas for improvement

See Area for Improvement in Quality Statement 1.1.

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

For this Quality Statement we:

- * Spoke to the Depute Headteacher and staff
- * Looked at the service's operational plan
- * Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing at a good level in the areas covered by this statement. We gave the service a grade 4 - good for this quality statement.

There is a clear line of responsibility in the service. The Headteacher of Tayport Primary School has delegated day to day responsibility for Ferryport Nursery to the Depute Headteacher. The Depute Headteacher is available to staff, parents and children on a daily basis either in person or by phone.

The Depute Headteacher and staff meet regularly to discuss and evaluate the provision within the nursery and to identify next steps for individual children. They have worked closely together to evaluate practice, continually monitoring and reviewing procedures. For example daily activities were evaluated and adapted, as

necessary, to ensure all children were able to participate fully and gain most from their experience. They were committed to providing a child led service and were continuing the process of involving children and their families in the evaluation of the service.

Staff told us they found the manager and depute approachable. They were confident in seeking advice/reporting concerns should the need arise.

The Standards and Quality Report 2010-2011 and Improvement Plan 2010 - 13 details targets for the nursery. These included a more seamless transition for children from nursery into P1. We saw from other audits that it was recognised that PLPs could be further improved and the outdoor area improved.

The comprehensive systems in place to review the quality of the system in place to review the quality of the service involved the children, their parents/carers and the staff team. This meant that the service identified areas for improvement on an ongoing basis. The result was a service committed to following best practice guidance.

Areas for improvement

We wrote to the Education Officer in February 2012 reminding him of the requirement to submit an 'Appointment of Manager' form in respect of the Headteacher. We carried out an unannounced inspection in May 2012, the required documentation in respect of the Appointment of Manager form was incomplete. A requirement is made.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider (Fife Council Education Service) must accurately complete and submit an appointment of manager form which provides up-to-date details of a Protection of Vulnerable Groups (PVG) check in respect of the Headteacher.

This is in order to comply with:

SSI 2010/210 7(1): Fitness of managers.

Timescale for implementation: within 3 months of receipt of this report.

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

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

6 Inspection and grading history

Date	Type	Gradings	
23 Feb 2012	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	1 - Unsatisfactory
22 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed

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

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by SCSWIS. You can get more copies of this report and others by downloading it from our website: www.scswis.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه باى تسد سىم ونابز رگى د روا ولکش رگى د رپ شرازگ تعاشا هى

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

ىرخأ تاغل بو تاقي س ن ت ب بل طلا دن ع رفاو تم روشن م لا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@scswis.com

Web: www.scswis.com