

Care service inspection report

Full inspection

Chapelgreen Primary Nursery Class Day Care of Children

Mill Road
Queenzieburn
Kilsyth
Glasgow



HAPPY TO TRANSLATE

Service provided by: North Lanarkshire Council

Service provider number: SP2003000237

Care service number: CS2003015420

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.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

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

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

We gave the service these grades

Quality of care and support	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

What the service does well

Since the last inspection the provider confirmed the improvements to the environment had been met to resolve the dampness within the playrooms and storage areas. Following these improvements the nursery resources were fully replenished. The nursery looked fresh, well resourced and well maintained and provides a welcoming and caring environment for children.

The services outdoor space is easily accessible from the playroom as a result the children take part in daily outdoor experiences.

The service manager had a good understanding of the service provided, they had a clear understanding of how well they were meeting the needs of the children and where they would like to see further improvements. The new staff team were working well together to make the changes and to continue to improve the outcomes for the children.

What the service could do better

When reviewing the playroom layout further consideration should be given to the entrance area, sand and water play toys and the amount of furniture and tables.

They should look at how they work with other services to support children's needs for example for children who have split placements, require additional support and professionals visiting to support children.

Once an area for development has been identified the staff should plan and implement changes within reasonable timescales.

What the service has done since the last inspection

The service had provided sufficient evidence that the four requirements and three recommendations made since the last inspection had been met.

Conclusion

The service provides a welcoming and caring environment for children. The children are provided with a range of play experiences supporting their early literacy, numeracy and health and wellbeing development.

Staff should consider the use of communication aids to improve their communication and interaction with young children. And staff should ensure the daily routine and experiences take into account the full range of children's needs and abilities.

1 About the service we inspected

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

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

This service was previously registered with the Care Commission and in April 2011 transferred to the Care Inspectorate.

The service is registered to provide care to a maximum of 20 children between 3 years and those not yet attending primary school. At the time of the inspection the service was operating Monday to Friday between 8.40 and 11.50am.

The service aims to provide:

- a positive, nurturing learning environment where every child feels happy, safe and valued
- a curriculum that is differentiated to meet the needs of learners promoting

- fairness, equality and social justice
- an ethos of achievement that celebrates both personal and wider involvement in school/nursery and the community creating responsible citizens, successful learners, effective contributors and confident individuals

They plan to achieve this by working in partnership with parents/carers and other agencies to remove barriers to learning and to ensure outcomes for learners and their families.

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 4 - Good

Quality of environment - Grade 4 - 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 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 carried out by the inspector on 29 February 2016 between 9 and 10.40am. The inspection continued on 2 March 2016 between 8.40am and 1.20pm and concluded on 3 March 2016 between 8.30am and 12.30pm.

As part of the inspection, we took account of the completed annual return and self-assessment we asked the provider to complete and submit to us.

We sent fifteen care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned eleven questionnaires before the inspection. We also held a parental feedback discussion group. Three parents came along to share their views.

We received staff questionnaires and spoke with staff during the inspection. We found staff to be very open and honest about their roles within the service and in relation to how well they met children's needs.

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

We met and spoke with:

- the head teacher
- the nursery teacher
- two early years practitioners
- speech and language therapist
- children in attendance

We also received an email from North Lanarkshire Council to confirm works completed to address requirements made at last inspection.

We looked at:

- children's information records/personal plans/profiles
- planning records
- parental involvement
- service improvement plan and improvements since last inspection
- staff training, development and learning
- policies and procedures
- risk assessments
- medication
- registration certificate

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.

We received a completed self-assessment document from the service provider on 13 September 2015. The service provider had completed this with the relevant information they had under each of the headings that we grade them under.

Taking the views of people using the care service into account

We observed the children at play and had some informal discussions about their experiences within the services. Children told us that they liked attending the service, they enjoyed playing outside, staff were nice and that they felt safe.

Taking carers' views into account

Eleven parents or relatives of the children using the service returned the care standard questionnaires sharing their views on the service. All confirmed they were happy with the quality of the service.

Written comments included:

'I really love the service provided, the staff care and are very involved in all areas of the children's development and supported me when I needed them to whilst settling my child in nursery.'

'Staff have helped myself and my child settle into the routine of nursery brilliantly. My child loves nursery and that's all I can ask for.'

'The nursery staff are warm and friendly to children and parents. My child really enjoys going to nursery particularly playing outside and going on trips to the park. The staff are great and I am happy to trust them with my child.'

The three parents that attended the discussion groups provided positive examples of their children's experiences at nursery. This included regular outdoor play, approachable staff and being kept well-informed.

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

At this inspection, we considered how the service had improved outcomes for children as a result of consultations with parents and children.

We found parents were regularly consulted about the service provided. This included being kept informed and involved in planning their child's early learning and childcare. Parents told us the staff are welcoming and approachable. Parents spoke positively about the opportunities to get involved in the service which included attending workshops and being parental helpers.

The staff discussed with us how they were currently developing how the planned children's experiences which included how they involved the children, planned to meet individual needs and promoted responsive planning. We concluded that the service were working well on this and were making good progress.

As a result of feedback from parents the service increased the sharing of information of children's experiences with parents and resource materials to promote extended learning between home and nursery.

Areas for improvement

The service should continue with their current plans to involve children and parents more in planning children's early learning and childcare.

From our consultation with parents we did identify one area for the service to consider. This was to improve the welcome time to encourage parents into the playroom. Parents felt they would like more time in the playroom.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

At this inspection we considered how the service gathered information about the children and used this to plan how best to meet their needs and expectations.

All children had profiles in place which recorded their early learning and child care experiences. We reviewed five profiles and discussed two in detail with staff. We found staff had worked with the children, their families and other professionals to gather the information needed to support each child. The profiles demonstrated staff had identified individual targets and how they planned to support these. The nursery teacher did inform us that they planned to further develop the records and planning to ensure they met legislation and supported them to meet children wellbeing needs.

The service provided good opportunities for children to learn and develop independence, personal care and healthy life style choices. This include self registration, self-service during snack, getting ready for outdoors and looking after resources. To support children's physical development the service provided daily active play opportunities in the outdoor space or gym hall. We did discuss the benefit of increased time for children accessing the outdoor space. Staff and children were looking forward to starting the 'Play on Pedals' programme to support children learn to ride bikes.

We reviewed two medication files we found these followed good practice guidance. We did discuss to include in personal plans the actions to be taken by staff for example if medication administered does not have the planned effect especially for use of inhalers.

We observed occasions where staff listened and provided appropriate support and guidance to children during play for example children learning to use new equipment.

Areas for improvement

We found in some of the profiles viewed not all curricular areas had evidence of children's progress for example technology for those children who clearly showed a good understanding of how to use technology. We discussed with staff and they agreed to consider this within current review of planning.

The staff should ensure personal plans clearly outline out how staff plan how to support children's wellbeing needs. These plans should include information such as early learning needs, personal care needs and specific requirements such as medical needs and specialist support.

We observed staff managing challenging situations within the playroom. We found that staff were not always consistent with strategies. We discussed this with staff and they have agreed to organise further training and support to ensure staff provide appropriate support when managing challenging behaviours.

We observed a group time session. We found that the current group time routine did not meet the needs of all the children. Staff should review this part of the day to ensure the experiences are meaningful and purposeful.

We observed an outside agency visit. To support the visiting professionals the staff should ensure that children are aware of planned visit, they are prepared for visit and that space is allocated for professional to carry out planned activity.

As a result of our findings we have made one recommendation.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The staff should ensure they support all children's needs. To achieve this they need to have;

- appropriate communication strategies in place
- links with other services especially for those children who attend more than one service
- systems to manage challenging behaviour's

National Care Standards early education and childcare up to the age of 16 -

Standard 3 health and wellbeing

Standard 4 engaging with children

Standard 6 support and development

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

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

Service Strengths

At this inspection we considered how the service ensures the environment keeps children safe.

The nursery is provided from a stand alone building on the grounds of Chapelgreen Primary School. The service has it own entrance and secure outdoor play space.

The provider had made the improvements to the premises following the last inspection and as a result the requirements and recommendations related to the environment had been met.

The furniture, resources and toys had all been replaced since the last inspection. We found all areas to be clean and tidy.

The toilet and changing facilities had appropriate resources for hand washing and we observed staff and children to be washing their hands throughout the visit.

Areas for improvement

We did discuss the security at the entrance to the service. We have asked the service to review the entrance / exit area to ensure safety measures are in place to keep children safe. The headteacher agreed to add further safety measures.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

At this inspection, we considered how the service accommodation and resources were suitable to meet the needs of the children. To support this, we carried out observations of the children at play and evaluated how well children and staff used the environment and resources. We have considered the strengths and areas for improvement under quality theme two, statement two when evaluating this statement

The welcome area included the cloakroom and notice boards. The staff had made improvements to the cloakroom space including space for outdoor shoes. Each child had a designated peg to place their belongings. Staff made good use of the display boards to keep parents informed about nursery issues. Parent told us they liked the white board used to provide them with the weekly plans. All visitors were required to sign in and out.

The children's toilets and changing facilities lead of the welcome area. We found these to be maintained and to have appropriate hand washing facilities.

The nursery building provides ample space for the children to play safely indoors and outdoors. Having direct access the outdoor space promoted a free flow approach for children, we found children moved between the indoor and outdoor areas with confidence.

We found the children liked playing in the sand, art n craft area and staff told us the home corner was popular.

Areas for improvement

We discussed with the staff and management to ensure that they monitored the building and out buildings and if signs of the dampness returned to report to the appropriate departments.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 3

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

Service Strengths

At this inspection we considered staffs qualifications, training and how they kept informed of good practice, legislation and provided positive outcomes for children.

We found all staff required to be registered were registered with the SSSC. We did ask the staff to ensure they kept SSSC informed of any changes.

Staff were committed to furthering their skills and knowledge. Staff had attended regular training events, in-service days and gained further qualifications. Through attending these events they kept informed of guidance and procedures in areas such as Building the Ambition and GIRFEC. Staff evaluated and identified how training undertaken impacts their practice.

One staff member was being trained in VERP and three read approach and the intention was for all staff to be trained so it can be implement it into practice.

With the increase of children's hours attending the service staff found time for planning and preparation had been reduced. However they had managed to agree time each week to ensure they completed these tasks.

Areas for improvement

Staff should undertake further training and development opportunities to support their roles when working with children that require additional support.

The service had undergone some significant changes since the last inspection included improvements to environmental and in staffing. The staff team should continue to develop a strong working relationship and plan how best to further develop the service.

Grade

4 - 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

At this inspection we considered how the staff team respected each other, the children and the parents. We also consider how the staff promoted an ethos of respect with the children.

Since the last inspection there had been changes in management and within the staff team. The head teacher had settled well into the post and had worked hard on getting to know the nursery, staff and children. The nursery staff at present consisted of a nursery teacher and two early year's practitioners of which one was a temporary post.

We found staff created a welcoming and friendly environment. Children and parents told us staff were caring, kind and approachable.

We observed staff to be polite and respectful to the children, parents and each other.

Areas for improvement

The staff should continue to develop the teams confidence and working relationships to ensure they support each other to deliver the service aims and objectives.

Grade

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 2

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

Service Strengths

We considered how the staff were involved in identifying and planning the direction of the service.

As a newly formed team we found staff were at the early stages of working as a team to review and evaluate the service offered.

The staff did inform us that they had been involved in the completion of the care inspectorate self-assessment and had been involved in the nursery improvement plan.

Staff told us they held regular meetings to discuss and share views on the service and plan how best to support children's needs.

With the increase of nursery hours the roles and responsibilities of the nursery teacher had changed. The service nursery teacher was working along with the head teacher to plan how best to support staff meet the needs of the children.

Through holding discussions with the head teacher and the staff we concluded that the service were working hard to involve the whole team in planning the direction and future objectives.

Areas for improvement

To continue working as a team to implement identified areas for improvement.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.”

Service Strengths

At this inspection we considered how well the service had progressed with the requirements and recommendations made at the last inspection.

We found the service had provided sufficient evidence that the outstanding requirements and recommendations had been met. As a result the service environment created a safer and more pleasant environment.

We also considered the impacts on the change of management. We found the changes had been positive and that the head teacher along with the nursery staff team were working hard to identify the services strengths and areas for improvements. To support plans the manager had a quality calendar in place and encouraged staff to meet regular to discuss nursery issues.

Areas for improvement

The headteacher should use their findings on how well the service is performing to write an improvement plan and work with staff to achieve their planned targets.

Grade

4 - 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

1. The provider must investigate and resolve any issues of dampness within the playroom and garage being used for the storage of resources. This is in order to comply with SSI 210 Regulation 4 (1)(a) Welfare of Users: (a) providers shall make proper provision for the health and welfare of service users; Time Scale for completion: Upon receipt of this report.

This requirement was made on 08 April 2015

We received confirmation from North Lanarkshire Council that the work had been completed to address the dampness. We found the premises had undergone refurbishment and all resources had been replaced.

Met - Within Timescales

2. The provider must ensure that all electrical equipment can be used safely and does not pose any threat to the fabric of the playroom.

This is in order to comply with SSI 210 Regulation 4 (1)(a) Welfare of Users: (a) providers shall make proper provision for the health and welfare of service users

Time Scale for completion: Upon receipt of this report.

This requirement was made on 08 April 2015

We received confirmation from North Lanarkshire Council that the work had been completed to address the dampness. We found the premises had undergone refurbishment and all resources had been replaced.

Met - Within Timescales

3. The provider must ensure that the outside of the building is in a good state of repair and that it poses no risk to children using the outdoor play area.

This is in order to comply with SSI 210 Regulation 4 (1)(a) Welfare of Users: (a) providers shall make proper provision for the health and welfare of service users

Time Scale for completion: Within 4 weeks on receipt of this report.

This requirement was made on 08 April 2015

We received confirmation from North Lanarkshire Council that the work had been completed to address the dampness. We found the premises had undergone refurbishment and all resources had been replaced.

Met - Within Timescales

4. The provider must ensure that the dampness within the playroom does not pose a health risk to children or staff.

This is in order to comply with SSI 210 Regulation 4 (1)(a) Welfare of Users: (a) providers shall make proper provision for the health and welfare of service users

Time Scale for completion: Within 4 weeks on receipt of this report.

This requirement was made on 08 April 2015

We received confirmation from North Lanarkshire Council that the work had been completed to address the dampness. We found the premises had undergone refurbishment and all resources had been replaced.

Met - Within Timescales

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

Previous recommendations

1. The provider should provide light within storage facilities used by the nursery so that staff and children are able to enter and exit safely.

This recommendation was made on 08 April 2015

Lighting had been installed in the storage facilities. This recommendation has been addressed.

2. The provider should consider ways to provide suitable storage solutions for the resources used by the nursery so that they do not have a negative impact on how the service is provided.

This recommendation was made on 08 April 2015

Staff confirmed that they found the changes within the service including new furniture and improved storage space had addressed the concerns. This recommendation had been addressed.

3. The administration of medication policy and procedure should be updated inline with best practice guidance and current legislation.

This recommendation was made on 08 April 2015

The service had reviewed and made changes to the medication policy and procedures. This recommendation had been addressed.

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	
24 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and Leadership	2 - Weak
8 May 2013	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and Leadership	4 - Good
12 Mar 2013	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good
30 Mar 2012	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	1 - Unsatisfactory
2 Apr 2009	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good

To find out more

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

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