

# Care service inspection report

## Errol Primary School Nursery

### Day Care of Children

Station Road

Errol

Perth

PH2 7QB

Telephone: 01821 642264

Inspected by: Audrey Donnan

Camilla McGregor

Type of inspection: Unannounced

Inspection completed on: 23 January 2013



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### **Service provided by:**

Perth & Kinross Council

### **Service provider number:**

SP2003003370

### **Care service number:**

CS2003017332

### **Contact details for the inspector who inspected this 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	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

The service supported children in a caring and welcoming environment. Children were provided with a variety of activities to stimulate and develop their learning.

The service had developed very good partnership working with parents and the children. This ensured effective communication and very good outcomes for the children.

### What the service could do better

The risk assessments for the service should be reviewed to include the actions taken by staff to minimise harm to the children.

The service should ensure all areas of the nursery are clean at all times for the children.

The service should ensure all agency staff are made fully aware of the child protection procedures.

The service should review the medication procedures for the service to ensure safe practices are in place.

Children's information should be reviewed and updated every six months to ensure it is accurate and up to date.

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

The service had reviewed the child protection policy and procedures for the service.

The service could offer an extended session for 5 children who attended the nursery.

The service had appointed a new nursery teacher since the previous inspection

## **Conclusion**

The service offered an environment where children and parents felt valued and included. The children were encouraged to make choices and participate in their learning at their own pace.

## **Who did this inspection**

Audrey Donnan

Camilla McGregor

**Lay assessor:** Not Applicable

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com).

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Errol Primary School Nursery was registered in April 2002 and provides care for a maximum of 40 children at any one time. The age range of the children will be from three years to those not yet attending primary school.

The service operates from within Errol Primary School. Children have access to a separate entrance vestibule, large playroom, toilets and outside play area.

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 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](http://www.careinspectorate.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 wrote this report following an unannounced inspection that took place on Wednesday 23 January 2013 by Inspectors, Audrey Donnan and Camilla McGregor.

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

We issued 20 questionnaires to friends, relatives or carers of people who used the service. 16 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:

observing how staff work

children's individual files

medication policy, procedure and administration forms

daily attendance registers

risk assessments

cleaning schedules

accident and incident records

self -evaluation documentation

a range of questionnaires and evaluations

Talking and Thinking books

discussions with various people, including:

parents and carers of children who use the service

head teacher

principal teacher

nursery teacher

staff

children

examining equipment and the environment (for example, is the service clean, is it set out well, and is it easy to access toys and equipment?)

### **Grading the service against quality themes and statements**

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

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

### **Inspection Focus Areas (IFAs)**

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

### **Fire safety issues**

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

## 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 headings that we grade them under.

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

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

There were 30 children attending the morning session, 4 children stayed for lunch and 21 children attended the afternoon session on the day of the inspection.

We found the children were happy, busy and knew the routines of the nursery well.

Comments included:

'It's tidy up time 'cause the tidy up time music is on'

'We've soap, flower soap. When the paper towels are finished you have to ask the teachers' for more'

'We have a train set out. We've got a bridge'

'I'm going outside. We've got a climbing frame. It's snowy'

'look at the pictures. They're sparkling'

'These taps go off themselves. You have to wash your hands'

## Taking carers' views into account

We received 16 questionnaires from parents who used the service. 12 parents strongly agreed and 4 parents agreed that they were overall happy with the quality of care and support.

Comments included:

'This is the second child I have had at Errol Nursery and I am extremely happy with all aspects of it. The staff are lovely and care for the children. The nursery itself is well laid out although a slightly bigger outdoor area would be a bonus'

'The outdoor play area is too small for young children as they are not able to run about - even when it is extended by the netting area is far too small, not encouraging running and physical activity that gets the children out of breath. Quality of staff is excellent.

'Very well resourced nursery, with very friendly and supportive staff. My child is very happy going to nursery and is very well looked after'

'The nursery showed sensitivity, flexibility and commitment to my child's education and development.'

'The progress of my child since starting has developed dramatically and I am more than satisfied that this is as a result of the care and attention from the staff and management. My child loves nursery and can't wait to go in the morning. She is stimulated by the varied activities and her social skills have developed as a result'

'We are delighted with Errol Primary School Nursery. My son has gained so much in confidence socially as well as physically and in learning. It feels like an environment where leaders really enjoy and value the children and we feel very included in this nursery. I am grateful for all of the energy and enthusiasm the staff give to the nursery and we feel lucky to be able to send our son there'

'The nursery at Errol Primary is such a nice place to go into. My daughter loves going every day and the teachers are all great with the children. A very happy and welcoming place to go every day and very glad my daughter is a part of it'

'Excellent nursery, staff are all fantastic. Calm, nurturing environment for children. My child loves going and learning new things. Encouragement and commitment is superb. Well organised, clean and ordered, clearly defined spaces for different activities. Patient, friendly staff who are dedicated to the children they teach and care for. First class service. 5 stars'

We spoke with 3 parents on the day of the inspection. All parents we spoke with talked about the high turnover of staff however, they felt that they knew who their child's keyworker was and were comfortable speaking with staff. The parents we spoke with confirmed they were familiar with their child's personal file and regularly took it home or looked at their child's progress.

The parents we spoke with said they had opportunities to provide feedback however, were unclear what the outcome was from their feedback. All parents were confident that they would approach the head teacher if they had a concern. One parent commented: 'He's really good and friendly he knows who's who amongst the parents and the children'

## 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 provided very good opportunities to parents and children to assess and evaluate the quality of care and support provided by the service including:

\* Questionnaires, we found that the service issued an annual school questionnaire to all parents including nursery parents. The service told us that they collated the responses and provided feedback to the parents. Suggestions for improvements or concerns raised were used to influence the school improvement plan.

\* Newsletters, regular newsletter were sent to parents. Copies were kept for parents to refer to or view in a Parents File which was easily accessible in the reception area of the nursery. The file included information about staffing, celebrating success, updates and encouraging participation by parents. The Newsletter was also on the school website for parents and others to view.

\* Range of communication methods, parents were kept informed through a variety of letters, notice boards and updates on the school website. We found evidence that parents had received a letter telling them about the variety of resources that had been bought with the toy fund money. We found that the notice boards were informative and supplied parents with a wide range of information about the nursery, activities and staff.

\* Talking and Thinking books, we found a variety of floor books that were used to record children's suggestions for learning, progress in their learning and evaluations of their learning.

\* Responsive planning, we evidenced throughout the inspection that staff responded to children and their suggestions or questions. This meant that the room and/ or the resources were adapted in response to the children for example, in one play area we saw a written sign with '(x) and (x) chose the wooden train set for construction'

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\* Voting, we found evidence that the children voted for their choice of activity or changes to play areas.

### Areas for improvement

During the inspection we spoke with some parents. They told us that they did not always know what impact their feedback had on the service.

We discussed with the service collating feedback from parents and children and developing an action plan for improvements. This should be shared with parents and children.

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

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

#### Service strengths

We found that the service was very good at ensuring the children's health and wellbeing needs were met.

We found that children were cared for in a supportive environment. We observed children's independence and learning being encouraged throughout the inspection. Two children were asked to show us around their nursery. We found that the children were confident and articulate when speaking with us and that they knew the routines of the nursery well. They talked to us about their personal 'Learning Journals' and past learning and achievements.

There was evidence that children were regularly asked about what they would like for snack and that their ideas were used to plan the daily menu. Children were kept informed about the daily snack with a pictorial menu displayed. Children's independence was further promoted with children being encouraged to serve their own snack and pour their own drinks.

The service promoted good hand washing with the children and we observed children washing their hands before snack and after visiting the toilet.

The children's 'My Learning Journal' were easily accessible to both the children and their parents. We found that they were informative and had observations of the children's development, photographs and samples of work. Children completed an 'All about me' booklet with their parents to provide the service with additional information about their likes, dislikes, family members and favourite foods. Staff used this information to meet the individual needs of the children.

We found that medication was stored in a cupboard in the kitchen and all medication was clearly labelled with the name of the child.

### Areas for improvement

We found that there were inconsistencies with the administration of medication forms. We found that parents had given consent for the administration of medication and it had not been reviewed for a year. We noted that the dose of some medications were not the same. See requirement 1

The service reviewed the information held for children including emergency contacts and 'all about me' forms annually. See recommendation 1.

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

**Number of requirements:** 1

**Number of recommendations:** 1

### Requirements

1. The provider must develop and implement safe and effective procedures for managing children's medication and maintain appropriate records.  
This is in order to comply with regulation 4 (1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)  
Timescale: On receipt of this report.

### Recommendations

1. It is recommended that the service develops and implements a system to review and update children's individual files a minimum of every 6 months. The information should be completed in partnership with parents. National Care Standards early education and childcare up to the age of 16, Standard 14: Well - managed service.

## Quality Theme 2: Quality of Environment

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 environment within the service.

#### Service strengths

Evidence for the grade awarded in this statement has been included in Quality Statement 1.1.

#### Areas for improvement

Please refer to Quality Statement 1.1.

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

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

#### Service strengths

Children were cared for in a welcoming and stimulating environment. We observed the children moving freely around the designated play areas safely and they shared a break out space with the early primary children.

We found that the service was entered through a separate secure door. This meant that the children were protected from unknown people gaining access to the nursery without staff's knowledge.

Daily risk assessments were completed for the service indoors and out. The risk assessments were signed by staff when completed and identified any potential hazards for example, is the water too hot/too cold? Is the equipment clean?

We found that all toys and most pieces of equipment were clean and in a good state of repair.

On the day of the inspection, we found that there were systems in place to record the numbers of children attending the service. This meant that in the event of an emergency staff had an accurate number of children to evacuate from the building.

We found that accidents and incidents were appropriately recorded and parents had received a copy of the record.

## **Areas for improvement**

We found that the microwave and changing mat needed to be cleaned. We noted that the microwave was not included on the cleaning schedules. See requirement 1.

Whilst the service had a daily risk assessment in place, we found that it should be reviewed. The risk assessments do not identify the specific risk to the children or identify the action taken by staff to minimise the risk for example, staff had identified that the climbing frame was unsafe due to the wood being wet and that the children should not use it. The risk assessment did not state what action had been taken to keep the children safe and ensure that the children did not play on it. See recommendation 1.

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

**Number of requirements:** 1

**Number of recommendations:** 1

## **Requirements**

1. The provider must ensure the equipment used for the provision of the care service are clean and safe at all times.

This is in order to comply with regulation 4 (1)(a) and 4(1)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Timescale: On receipt of this report.

## **Recommendations**

1. It is recommended that the provider further develop and implement effective risk assessments to ensure the safety of children whilst in the nursery premises, including in the garden and on outings. National Care Standards early education and childcare up to the age of 16, Standard 2: A safe environment.

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

Evidence for the grade awarded in this statement has been included in Quality Statement 1.1.

#### Areas for improvement

Please refer to 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

We found that staff were professional and operated to National Care Standards, legislation and best practice.

We observed good interaction between the staff and the children. We heard staff using positive praise to build children's confidence, self-esteem and reinforce positive behaviour.

We found that the staff knew the children well and had built good relationships with the children and their families. Parents we spoke with on the day of the inspection confirmed this and through our questionnaires.

Staff met weekly to discuss future planning and evaluate the previous week's planning. Minutes were logged in a book and accessible to all staff to keep them up to date.

We spoke with staff and they told us that they were registered with the Scottish Social Service's Council (SSSC) and General Teaching Council (GTC) and had completed some training courses suitable to the work they perform. Staff received an annual Employee Review and Development with the head teacher. This provided staff with an opportunity to discuss their training and development needs.

A keyworker system was in place and this meant that each member of staff was responsible for a key group of children and the progress in their learning. This also meant that parents had a key member of staff that they could speak with should they have a concern about their child.

### **Areas for improvement**

We found that there were agency staff working in the nursery along with a new staff team. We found that not all staff were familiar with the child protection policy and procedures for the service. See recommendation 1.

We discussed with the service encouraging the staff team to have a greater awareness and understanding of the quality assurance tools used for example, the Care Inspectorate Self -assessment.

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

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. It is recommended that the service ensure that all staff have a clear understanding of their roles and responsibilities in protecting children from harm, abuse, bullying and neglect. All staff should be made fully aware of the child protection policy and procedure for the service. National Care Standards early education and childcare up to the age of 16, Standard 3: Health and wellbeing.

## 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

Evidence for the grade awarded in this statement has been included in Quality Statement 1.1.

#### Areas for improvement

Please refer to 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

Staff told us that the principal teacher monitored their practice and provided written feedback to staff which highlighted their strengths and identified areas to action. The service had developed an improvement plan and the nursery was an integral part of the plan. The service had received an Extended Learning and Achievement visit from a Quality Improvement Officer from Perth and Kinross Council. Written feedback was provided to the service highlighting the strengths of the service and identifying areas to be actioned.

We found that the senior management team and the nursery team worked together to evaluate practice, review procedures and adapt activities to ensure all children gained the most from their experiences.

#### Areas for improvement

We discussed with the service continuing with the monitoring systems in place to support the improvement agenda. The service should include the areas for improvement identified in this report.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

None noted.

### 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

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

## 6 Inspection and grading history

Date	Type	Gradings
27 Apr 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 4 - Good Management and Leadership 4 - Good
23 Oct 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and Leadership 3 - Adequate

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

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## Translations and alternative formats

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

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