

Care service inspection report

Lochview Nursery Day Care of Children

1 Johnston Road

Gartcosh

Glasgow

G69 8AZ

Telephone: 01236 874 081

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 17 February 2014



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Service provided by:

Lochview Nursery Ltd

Service provider number:

SP2007009067

Care service number:

CS2007151098

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Summary

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

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

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

We found that the service provided very good support to children and families. Management and staff had developed very positive relationships with children, parents, external agencies and the local community. Staff encouraged children to participate in planning their individual learning and provided them with a wide range of resources and activities. The service encouraged parents to participate in evaluating all aspects of the service offered.

What the service could do better

To further involve parents in assessing and improving the quality of the service the management could provide parents with the opportunity to grade the service through the quality themes and statements.

What the service has done since the last inspection

Since the last inspection the nursery had introduced a Buddy System for children moving from the 2-3 room into the pre-school room. This was evaluated by staff, parents and children. Parents agreed with staff that this system had helped their child to settle very quickly into their new room.

Conclusion

We found that the service was performing very well in the areas covered by this inspection. The manager was receptive to ideas from parents, staff and children. The management and staff worked together to continually improve the experiences for children using the service.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

The care Inspectorate regulates care services in Scotland. Information about care services is available on our website at www.careinspectorate.com

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could 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 but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- 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 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Lochview nursery is provided from a self-contained, lower floor extension to domestic premises in a quiet residential area of Gartcosh in North Lanarkshire. The premises consisted of a cloakroom, office, kitchen, staff room, three playrooms, two toilet areas and changing facilities. The children have access to a large outdoor play area at the front and rear of the building.

The service is registered to care for a maximum of 50 children, broken down into the following age ranges:

Under 2 years - 15 children

2 to 3 years - 14 children

3 years to those not yet attending primary school - 21 children.

There are currently 110 children attending the service with a mixture of full-time and part-time places. The nursery works in partnership with North Lanarkshire Council to provide pre-school education for 3 - 5 year olds.

Through viewing the aims and objectives of the service it was noted that the nursery aimed to provide a "happy, caring, safe, secure and stimulating learning environment for children aged 3 months to 5 years".

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 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. This was carried out by Inspector Jackie Clark. The inspection took place over two days Thursday 13 and Monday 17 February 2014.

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

We sent twenty five care standard questionnaires to the service to distribute to parents. Twenty were completed and returned before the inspection.

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

We spoke with:

- fifteen children
- manager/service provider
- eleven staff
- eight parents.

We looked at:

- participation strategy
- minutes of staff meetings
- newsletters
- parental questionnaires
- accidents/incident reports
- policies and procedures
- medication policy
- the environment and equipment
- staff training
- children's care plans
- transition reports.

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

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 heading that we grade them under.

The service identified what they thought they did well and some areas for development.

Taking the views of people using the care service into account

Through discussion and observation of children present during the inspection visit, they were happy and secure in the playroom environment. Younger children had developed very positive relationships with staff caring for them. Older children were keen to chat to the Inspector about their favourite activities. Comments included:

"I like to play with play dough."

"Playing with the chalk is my favourite thing to do."

"I like to make things with the Lego."

"I like to play with the cars."

"Playing with the animals is good."

"My favourite is going outside to play."

"I like playing with all my friends."

"I like to colour in pictures to take home."

Taking carers' views into account

Twenty parents returned our questionnaire and we had the opportunity to speak with a further eight parents during the inspection. Both written and verbal feedback evidenced that parents were very happy with the quality of service they received. Parental comments included:

"I am really happy with the service."

"Staff are great."

"It is very easy to make suggestions."

"I cannot think of anything they need to improve on."

"I would just like to say that this nursery is excellent in every aspect."

"We have a very confident and sociable little child and a lot of that is down to the nursery."

"We are extremely happy with the level of care our child receives."

"In the time our child has attended this nursery the level of care is consistent across the board."

"Lochview Nursery is an excellent facility for children."

"I am more than happy with the service and care my child gets at Lochview Nursery."

"My child's needs are fulfilled every day."

"My child loves coming to nursery and I am happy she wants to go."

"Lochview regularly send out newsletters about the nursery."

"Parents get asked on a regular basis about views and comments about the nursery."

"My child looks forward to nursery every day."

"My child is happy and confident when he is attending nursery."

"My child has developed so well in nursery and has created friendships."

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

At this inspection, we found that the performance of the service was very good for this statement.

We found the service provided very good opportunities for parents to share their ideas and views about the quality of care and support offered. This was achieved through the use of questionnaires, evaluation sheets, daily diaries, consultation groups, suggestion box and newsletters. The service used a "you said" and "we did" wall. This wall allowed parents to request information, share ideas or ask for advice.

The Inspector viewed evidence that confirmed that the service responded to parents' comments. One parent asked for holiday dates in advance, an annual list is now displayed. Another parent asked for advice on temper tantrums and the service provided leaflets on understanding childhood.

The service had introduced stay and play sessions for parents. These had been very successful with one parent commenting "it was great to see my child in her nursery environment" with another stating "my child enjoyed it and was keen to show me everything".

Parents received regular written progress reports on their child's development which allowed them to comment on how they felt their child was doing at nursery.

Feedback was positive with comments such as:

"His speech over the last few months has really developed - we now enjoy little conversations at home."

"I agree her social skills have come on tremendously."

"My child has gained great manners and he is bringing them home."

"I am so pleased with my child's progress since starting nursery."

"My child's speech has come on so well."

All feedback received by the service was collated and shared with parents including any action required. This provided parents with evidence that any concerns, issues or suggestions were taken seriously and responded to by management.

Children's views had been sought through discussion, floor books and mind mapping. Older children were fully involved in planning the topics they wanted to learn about. Staff and children evaluate the learning when each topic is completed.

To further develop links between the home and nursery the service offered parents the opportunity to borrow a range of learning bags on subjects such as stories, garden, fruit, dinosaur, spiders and trains. Parents and children provided feedback on these bags with the service to access their value.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of care and support provided.

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

At this inspection, we found that the performance of the service was very good for this statement.

The service met the health and wellbeing needs of the children very effectively.

Each child attending the service had a personal care plan. This included registration forms with medical and dietary requirements recorded, emergency contacts including child's doctor. An "all about me" form provided information about the child's family, likes/dislikes, fears, challenges, pets and what the parents hoped the nursery would do for their child. This was used by staff as a starting point for the child's learning.

Parents were encouraged by the service to play an active part in the child's learning. To promote this each child had a learning story which was divided into four sections for parents to complete. This included special memories, what they can do for themselves, show and tell and my challenges.

Parents had access to this information on a regular basis with the opportunity to discuss more formally their child's progress and care needs with staff. After parents' meetings took place the service asked parents to provide feedback on how they felt the nursery was meeting their children's needs. Parental comments were of a positive manner and included:

"We have noticed great improvements in our child's development and our child is informing us about what he is learning every day."

"I find the progress reports very helpful."

"I find my child's key person works very well with my child."

"Really pleased with our child's progress and very pleased with the help and guidance received from my child's key person."

"It is good to get an overview on what my child is learning and doing each day."

"Staff explains what my child is learning and the monthly sheet is great."

"My child's happier to attend nursery now after induction period with key worker and is more relaxed when I leave him."

"It is evident that my child is learning as much outdoors as they are indoors."

Of the parents who returned our questionnaire thirteen "strongly agreed" and seven "agreed" that staff shared information about their child's learning with them. One parent commented "I am kept up to date about my child's progress."

Since the last inspection staff and management had further developed their planning to ensure that they were meeting the individual needs of each child.

We found that the service had good systems in place to store and administer medication. We concluded this after we reviewed the medication policy, records of medication that had been administered and spoke with staff.

Satisfactory procedures were in place for recording accidents and incidents. In the sample of records looked at it was found that these had been signed by staff and parents.

The service accessed external agencies involved in children's lives and worked in partnership with them to ensure that children developed to their full potential. This was confirmed by a parent who returned our questionnaire and commented "excellent support received as the nursery actively worked alongside specialist services to assist with my child's development".

To further promote health and wellbeing all children had daily access to fresh air by accessing a large outdoor play area. This was observed during the inspection visit when it was observed that children from all playrooms went outside to play.

Children were introduced to a project called 'Hungry Adventures' which uses puppets to discuss with children where food comes from and promotes healthy eating. This was enjoyed by children and parents found it beneficial with one parent commenting "the healthy snacks at nursery encourage my child to eat healthily".

The service had recently introduced a feelings chart to the 3 - 5 room. This provided children with the opportunity to discuss how they were feeling when they arrived at nursery. Children could freely access this chart at any time during the session. This chart was also used by staff to promote positive behaviour and explain to children how their actions affected their friends.

Areas for improvement

Through the self- assessment document the service identified that they would continue to develop their 'Forrest School' training to support and ensure a rich and fulfilling learning and teaching programme for children.

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 1

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Quality Theme 1, Statement 1, remain relevant for this statement.

The service recently received their Silver Award from the Eco School. They will continue to work with parents, staff and children to achieve their green flag.

Children were involved in planting vegetables which they either took home or used within the nursery.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment offered.

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

At this inspection, we found that the performance of the service was very good for this statement.

There was a secure entry system in place on the front door. This prevented any unauthorised people entering the building. Visitors were asked to sign in so the service had a clear record of who was in the building and the reason for their visit. This resulted in the children being protected in relation to security.

Parents were responsible for signing their children in/out of the nursery with staff keeping a separate register in case of emergency evacuation.

We viewed the procedures for recording maintenance issues and written log book. This system provided an audit for the manager to follow up any outstanding issues.

Management and staff had carried out a range of risk assessments for inside and outside the premises including any outings undertaken. These measures contributed to children's, staff and parents' safety.

The nursery had developed satisfactory policies and procedures in relation to infection control. We observed staff practice during the inspection which demonstrated that they were following procedures. This included staff and children practising good hand hygiene and staff using disposable gloves and aprons when appropriate.

Of the twenty parents who returned our questionnaire sixteen "strongly agreed" and four "agreed" that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment. Parental comments included:

"Lochview Nursery feels like a family and I believe this is largely based on the way the service providers run the nursery. They are very much part of the day to day life of the nursery and know every parent and child."

"It is a welcoming and happy environment."

"Staff and owners create a warm, friendly and relaxed environment that makes education fun and exciting through their teaching methods."

"The outdoor play is fantastic."

"I love the home from home feel and think the environment is excellent."

"Lochview Nursery provides a safe, happy environment for my children to be in."

"The owners and their team have created an environment where children have lots of fun and learn lots of things, but it is also very comfortable for them."

To further promote outdoor learning some staff had undertaken training in relation to 'Forest Schools'. This is in the very early stages of implementation and will be monitored and evaluated by staff, parents, children and management to evaluate the outcomes for the children involved.

Areas for improvement

Through the self-assessment document the manager highlighted that she would ensure all staff had access to external child protection training as well as in-house training to further extend their knowledge.

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

At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Quality Theme 1, Statement 1, remain relevant for this statement.

Parents had the opportunity both formally and informally to share their views on the staff employed within the nursery. Comments were positive with one parent writing "staff very friendly and available when we need them" with another stating "all the ladies are great".

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of staffing within the nursery.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement.

We found the established staff team to be committed and motivated about their roles. Staff members held a range of qualifications and skills in relation to childcare. This contributed positively to the experiences of the children attending the nursery.

An effective induction programme was in place with new staff given copies of the nursery policies, procedures and national care standards. This ensured new staff knew what the expectations were in relation to the care and support of children and the role they will play in the service.

All qualified staff had registered with the Scottish Social Services Council (SSSC) which is the body that regulates the care workforce in Scotland and sets standards for training and qualifications.

The service operated a satisfactory staff appraisal system. This provided management and staff with the opportunity to discuss practice and training needs.

The Inspector viewed training records which demonstrated the wide range of courses available to staff. These included child protection, getting it right for every child, science, forest school and planning.

Staff spoken with during the inspection confirmed that they felt consulted and supported by management. They were actively encouraged to share their view and ideas on how to improve and develop the service provided.

All twenty parents who responded to our questionnaire and the eight spoken with on the day "strongly agreed" or "agreed" that their child appeared happy and confident with staff. One parent wrote "my child always speaks about her keyworker who is simply fantastic at her job" with another commenting "the staff build good relationships with both the children and the parents which is important when you are leaving your precious child with them".

Areas for improvement

The service has recently employed two new modern apprentices. The Inspector advised the service provider to check with the Scottish Social Services Council regarding them registering as support workers. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service provider should check the timescale and registration requirements for modern apprentices to register with the SSSC as support workers.
National Care Standards for Early Education and Childcare up to age 16. Standard 12:1 Confidence in Staff

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Quality Theme 1, Statement 1, remain relevant for this statement.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of management and leadership.

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

At this inspection, we found that the performance of the service was very good for this statement.

The manager is also one of the service providers. Through discussion with her it was evident that she had a clear vision as to the future of the nursery. She had developed positive relationships with staff, management team, parents and children. This had enabled her to work in partnership with all stakeholders to implement changes to further improve the service provided. She demonstrated a clear understanding of her remit and shared her vision to continue to provide high quality childcare.

A range of methods to involve parents, staff, children and other professionals in evaluating the nursery had been developed. This included written and verbal consultation with parents and children, staff meetings, quality assurance visits from local authority and self evaluation.

An improvement plan was in place which reviewed and evaluated the work of the nursery. The Child at the Centre document allowed staff and management to reflect their own performance and that of the whole team.

A planned programme of monitoring was carried out by the manager and included playroom activities and staff interaction with children. These observations were discussed with staff including any action required.

All records, policies and procedures were made available to the Inspector and were found to be maintained satisfactory.

Areas for improvement

The service should continue to develop their quality assurance systems and ensure all stakeholders are involved in the process.

Grade awarded for this statement: 5 - Very 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.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings	
1 Sep 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	4 - Good
30 Apr 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
28 Apr 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

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

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