

Care service inspection report

Novar Nursery School

Day Care of Children

5 Lauderdale Gardens

Glasgow

G12 9UA

Telephone: 0141 339 2938

Inspected by: Morag Kelly

Jane Macleod

Type of inspection: Unannounced

Inspection completed on: 17 September 2013



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Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Care service number:

CS2003014914

Contact details for the inspector who inspected this service:

Morag Kelly

Telephone 0141 843 6840

Email enquiries@careinspectorate.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	4	Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

What the service does well

The children were happy and relaxed and were observed to relate well to staff. The staff team demonstrated sensitive and respectful approaches for helping children to learn through play. We saw children enjoy a variety of fun activities, including energetic physical play in the spacious outdoor area.

Staff have created a friendly and welcoming environment for children and parents/ carers (parents/ carers will be referred to as parents in this report). Staff work well together and appeared enthusiastic as they carried out their work.

What the service could do better

The provider should ensure that the recommendations made at this inspection are addressed. Details of these are contained in this report.

What the service has done since the last inspection

The management team and staff have worked hard to provide more support to families. They are also developing more ways to promote the rights of children, parents and staff in the service.

Since the last inspection, the provider had refurbished the children's toilets. This had created a cleaner and more pleasant environment for the children.

The management team and staff had made considerable improvements to the layout of the play areas. This gave children more freedom to move around the curricular areas. Staff have embraced the changes and formed closer bonds as a result of the new layout.

Conclusion

The provider had taken forward the action plan following the last inspection and met the outstanding requirement. The new head of centre and staff team were committed to the continued development of the service. The head of centre had been in post for less than 12 months. In that time she had worked hard to develop relationships with children, parents, staff and with the local community. She is very knowledgeable about good childcare practice and is committed to driving forward improvements in the service. Parents are happy with the service provided. This was confirmed in discussion with parents and in the questionnaire responses we received.

Who did this inspection

Morag Kelly
Jane Macleod

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.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.

Novar Nursery School is provided by Glasgow City Council. It is situated in a residential area in the west end of Glasgow. The service is registered to provide daycare to a maximum of 80 children aged 3 years to under school age.

The service aims to create an inclusive, healthy, safe and well resourced environment which provides a stimulus for active learning and play; to provide a well planned, broad based inclusive curriculum for excellence that enables all children to achieve their potential as successful learners, confident individuals, effective contributors and responsible citizens; to welcome and work in partnership with parents to create and maintain a positive ethos for learning, teaching and staff development within a nurturing environment; to raise the achievement and attainment of all learners by promoting equal opportunities, social justice and inclusive practices; to ensure that the views of stakeholders are listened to, valued and respected within a climate of consultation, trust and communication; and to develop practice and policy in line with the principles and ideals within the Children's Charter.

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 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.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report after an unannounced inspection. This was carried out by Inspectors, Morag Kelly and Jane MacLeod.

The inspection took place on 3 September 2013 from 9.30am to 11.40am. It continued on 17 September 2013 from 9.30am until 4.20pm. We gave feedback to the head of centre on 17 September 2013.

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 27 care standards questionnaires to the head of centre to distribute to parents of children who used the service. Parents returned 13 completed questionnaires before the inspection.

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

We spoke with:

- children in all of the playrooms
- three parents
- the head of centre
- the team leader
- staff in all of the playrooms.

We looked at:

- evidence of how staff involved the children and parents
- children's records and learning journals/plans
- questionnaires parents had completed and returned to the service
- staff training files and certificates
- minutes of staff meetings
- newsletters
- complaints procedure
- accident and incident records
- administration of medication policy and records

- risk assessments
- repairs and maintenance information
- certificate of registration
- certificate of insurance
- attendance registers for children and staff
- quality assurance information
- the environment 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

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

The requirement

The service provider must ensure that the toilets in Playroom 1 are replaced. This is in order to comply with SSI 2011/210, Regulation 4(1)(a) a requirement that providers shall make proper provision for the health and welfare of service users

Timescale for Implementation: Within 6 months from receipt of this report.

What the service did to meet the requirement

The provider had taken the necessary action and met the requirement (see quality statement 2.2).

The requirement is: Met - Within Timescales

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

There were no recommendations made at the last inspection.

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 fully completed self assessment document from the provider. We were satisfied with the way the provider had completed this and with the relevant information given for each of the headings. The provider identified what the service did well, some areas for development and any changes planned.

Taking the views of people using the care service into account

We observed the children to be fully engaged in learning through play. We talked with 10 of the children and all of them told us they enjoyed coming to the nursery. Some of the children told us what they liked doing for example, "playing in the garden, playing with friends, making pictures and group time".

We observed groups of children playing in the garden and were impressed by how confidently the children led the activities. One such example was children organising a pretend birthday party in the Gazebo.

Taking carers' views into account

Thirteen parents returned completed care standards questionnaires, 100% of parents strongly agreed/agreed overall they were happy with the quality of care their child received.

We had the opportunity to speak with a further three parents during our inspection. The parents we spoke with told us they were very happy with the service.

Our questionnaires included the following comments:

- "I was a bit unsure when my child started as how things would be as I felt I had not been shown everything and did not meet staff or the head. But the staff have turned out to be very good and inform me of anything that had gone on in the day". This parent commented about the new head of centre making the school more "open and inviting to parents and children". This parent went on to say of the new head - "she made a point to be included with the children".

The head of centre and team leader confirmed systems were in place for new parents to meet staff and see around the service.

- "It has been a year of quite a few changes within the nursery and unfortunately due to staff shortages earlier in the year and the change of head of centre there were not as many trips for my child. Hopefully now there is a permanent head of centre the next year will see the children have more trips and it will be more settled. Already in the short time our head of centre has been at the nursery we have seen some very positive changes".

The head of centre had already identified this as an area for improvement and had started to look at ways to take children on more outings in the local community.

- "Facilities too small. No disabled access. Outside play area could do with under cover area".

At the time of the inspection the head of centre was about to meet with the local authority facilities staff to discuss the outdoor areas and access for people with disabilities.

- "The nursery has made huge changes this year. This has been mainly through the new head but also from the temporary head teacher who was excellent. The nursery has blossomed in both the general atmosphere, layout and engagement with parents. Altogether an excellent nursery now".

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

The service had a very good approach to involving children and parents in assessing and influencing the quality of care and support provided. We gathered evidence from discussions with parents, observing the children at play and information from staff.

We observed staff sharing information with parents and children in a friendly and supportive way. The parents we spoke with confirmed that they had regular meaningful discussions with staff. Parents were encouraged to share their views in several ways. For example, questionnaires invited parents to express their views on the service and to suggest areas for improvement. We found parents had made positive comment in their responses. Where parents requested further information or clarification, the head of centre met with these parents and provided further feedback. As a result of requests from parents, the service now offers more flexible places to suit parents' needs.

The newsletters included a section for parents to feedback their comments. A 'suggestions box' was located in the reception area on a daily basis for parents to give written feedback. Parents meetings provided opportunities for parents to get together with each other and with staff to share their views. This provided additional ways for parents to influence improvements.

We found staff recorded mind maps about children's interests and ideas for activities. Staff then recorded information and photographs about children's learning in big books. The big books were easily accessible to parents on a day to day basis. This provided opportunity for parents and children to reflect on the experiences documented and to share their views with staff.

We found staff encouraged children to make suggestions for improvement. One such example was children had been involved in voting to rename their keyworker groups. The children's suggestions had been taken forward and the new keyworker group names were now being used.

Systems were in place for parents to receive policies and documentation about how they could be involved in the service. This gave parents some information about how they could share their suggestions for improvement. The parents we spoke with confirmed they were very happy with how staff consulted them and listened to their views.

One of the parents we spoke with made the following comments:

- "the staff are approachable and I have daily discussions about my child. Staff communicate well with me and we also get newsletters that include a parents' comments section".

Areas for improvement

The management team should continue to take forward plans for further developing systems for consulting with children and parents about the quality of care and support.

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

Not all parts of this statement were assessed during this inspection.

We found the performance of the service was good for this statement. The service met the health and welfare needs of the children effectively. At this inspection we focussed on children's personal files and plans, medication records, accident and incident records and discussions with parents and staff.

All of the parents had completed child registration forms, detailing personal information about their child. This also included information about any allergies and any health issues. In the sample of the personal records that we looked at, we found children's personal details were clearly recorded. This provided staff with important information about the children's health and welfare needs. We found each child had a personal learning journal. Some of the learning journals included observations and information about children's individual likes/dislikes and personal preferences. Staff took this information into account when settling children into the service. Where children needed additional support, the service had developed further support plans. This provided staff with very useful information for supporting the children.

The head of centre had accessed the local authority's policies on the administration and storage of medication. This information was easily accessible to staff. We found staff had been advised about the medication procedures and asked parents to sign consent forms before they administered any medication. None of the parents we spoke with had asked the service to administer any medication. However, they confirmed staff had told them about the need to complete a consent form, should they need this service.

The service had systems in place for recording and monitoring accidents and incidents. The head of centre was aware of the need to notify the Care Inspectorate of any serious incidents, within the required timescale. We found the accident records gave parents information about what had happened and gave information about any action taken by staff. In the sample of accident records we looked at, we found staff and parents had signed these. The parents we spoke with confirmed they were happy about how staff managed any accidents in the service.

One of the parents we spoke with made the following comment:

- "my child really loves it. My child speaks about her keyworker and has already formed a bond with her".

Areas for improvement

We found some of the children's learning journals did not include up to date information about their likes and dislikes. Some of the information about children's next steps in development and learning, recorded by staff, was not included in the child's learning journal for discussion with parents (see Recommendation 1 below). The head of centre confirmed the dates will be recorded when each child's personal records, learning journal/personal plan is reviewed with parents and any updated information will be included. She should continue with this plan.

We found some of the arrangements for the administration of long term medication had not been recently reviewed. Some of the medication consent forms did not include full details about the administration of 'as required' medication (see Recommendation 2 below).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Staff should include more information about children's next steps, in their learning journal/personal plans, for review with parents.

National Care Standards early education and childcare up to the age of 16 years.
Standard 3: Health and wellbeing.

2. The head of centre should carry out a review and update of medication arrangements and consent forms, for any children who are currently on medication.

Care Inspectorate's health guidance on - The Management of Medication in Daycare and Childminding Services. This can be found on our website.

and

National Care Standards early education and childcare up to the age of 16 years.
Standard 3: Health and wellbeing.

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

The service had a very good approach to involving children and parents in assessing and influencing the quality of the environment. We gathered evidence from discussions with parents, observing the children at play and information from staff.

We found the service continued to involve children and parents and ask for their views, about the quality of the environment in several ways. The questionnaires the service gave to parents, included questions about the quality of the environment. This provided opportunities for parents to make comment on the environment and to make suggestions for improvements.

Children had been involved in planning the new layout of the playrooms and in choosing new resources for the learning areas. Parents had also been involved in feeding back their views about the new layout. Parents' feedback was positive about this as their children can now move freely around the curricular areas and have much more opportunity for choice.

- 100% of parents who completed our questionnaires strongly agreed/agreed that the staff asked for their child's views about the activities and outings and use this to plan for future events.

Further evidence to support the strengths in this quality statement is as detailed under quality theme 1, quality statement 1.

Areas for improvement

The management team should continue to take forward plans for consulting further with children and parents about the quality of the environment.

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

Not all parts of this statement were assessed during this inspection.

We found the performance of the service was good for this statement. The service had good systems in place to help make sure the environment was safe. At this inspection, we focussed on risk assessments, repairs log and maintenance records, insurance certificates, observations of the premises and discussions with parents and staff.

We found the play areas were welcoming and well organised. Staff had worked hard to create a bright and welcoming environment for the children. The rooms were organised to create a balance of quieter and busier areas for the children to choose from. As previously mentioned staff had made considerable improvements to the layout of the play areas. Children were now able to move between areas and decide where they would like to play. During our visit we saw children choose the toys and activities that interested them. The children we spoke with told us they enjoyed moving around all the areas.

We found the children's toilets had been refurbished. This provided a cleaner and more pleasant environment for the children.

A large outdoor play area was also available to the children. This provided space for children to access outdoor and energetic play on a daily basis. We saw the children have great fun playing in this area.

The team leader had worked hard to develop risk assessments. We found risk assessments were recorded for the premises, the outdoor area and some information about outings. There was a secure entry system in place on the front door. Moreover, a member of the ancillary staff or the management team monitored the door during busy periods. This helped to maximise safety in the premises.

The service had a log of any repairs/maintenance work that needed to be carried out. This allowed an audit trail to be in place detailing when the concern was first reported and the ongoing action taken. The service followed the local authority's procedure when reporting these issues.

Employers' Liability insurance was in place and displayed for parents' information.

Our questionnaires included very positive comments such as:
- "Fantastic outdoor space".

- "My child has made great progress since starting at Novar 6 months ago. My child loves the freedom she has to choose which activities to engage in and it has allowed her to build positive relationships with staff and children. The space at the nursery is not huge but it is used very efficiently. We really like that she is regularly outside and engaging in physical activity".

Areas for improvement

The head of centre agreed to include the use of draw string bags in the risk assessments. She should continue with this plan. The management team had already identified the need to raise the height of the fence in the outdoor area and to fit a door to secure the large storage area. The head of centre told us these issues had been reported to the local authority and plans were in place for the improvements to be actioned. There was scope for development of the risk assessments (see Recommendation 1 below).

The head of centre agreed to seek fire safety advice from the Scottish Fire and Rescue Service, about how the gate in the outdoor area should be secured.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The management team should continue to develop the risk assessments for the service. The risk assessments should identify any possible risks and record the steps taken to reduce these.

National Care Standards early education and childcare up to the age of 16 years.
Standard 2: A safe Environment.

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 service had a very good approach to involving children and parents in assessing and influencing the quality of staffing.

The management team gave parents questionnaires which included some questions about the quality of staffing. We found parents had given positive feedback.

All of the parents we spoke with confirmed staff always listen to and take on board their views and suggestions.

Parents' views and suggestions about staff training were welcomed and valued. One such example was in relation to specialist training for staff working with children with additional support needs.

Further evidence to support the strengths in this quality statement is as detailed under quality theme 1, quality statement 1.

Areas for improvement

The management team should continue to take forward plans for consulting further with children and parents about the quality of staffing.

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

We found the performance of the service was very good for this statement. The service had professional, trained and motivated staff. At this inspection, we focussed on staff records including training records and staff rotas.

The head of centre confirmed that all staff, who required to be registered, were registered with the Scottish Social Services Council (SSSC). The head of centre was also registered with the SSSC.

Staff were qualified in childcare and education. Moreover, the head of centre had gained a degree in early childhood practice, one member of staff held a PDA and the team leader held an SVQ Level 4. In addition to keyworker staff, the service had staff to help children with additional support needs and a teacher who worked with the children on particular days.

The head of centre had already met with each member of staff on a one to one basis, to discuss their views. She confirmed this discussion also included plans for staff continuing professional development. We looked at a sample of staff training records and found systems were in place for staff training needs to be identified. Staff confirmed that the head of centre supported them in their professional development and that they were given opportunities to take part in training courses.

For example, one member of staff had taken part in training for the "Triple P" system - Positive Parenting Programme. This system provides tips on parenting and helps parents with understanding their child's development and behaviour. Staff had received positive feedback about their progress with this important programme.

The head of centre delivered a child protection update each year to the full staff team. She had also shared information with the staff team about 'Getting it Right for Every Child'. Future training plans included training about children's rights. The head of centre had shared information with staff about the United Nations Convention on the Rights of the Child. The staff team were currently looking at more ways to promote children's rights in the service. It was clear this rights respecting approach had already impacted on staff practice.

Certificates and records were kept of some of the training staff had taken part in. The staff team had taken part in training about tooth brushing and some staff had taken part in food hygiene training. The head of centre confirmed two members of the staff team had also taken part in first aid training.

The head of centre confirmed staff work well together and willingly take on extra responsibilities and develop new initiatives. All of the staff we spoke with confirmed they were clear about rotas for the areas they covered each day.

Our questionnaires included positive comments such as:

- "Staff seem genuinely involved in the care of the children. They really engage with the children. Staff are respectful and pleasant in their manner and I think this has helped me and my child feel at ease. The children seem aware and involved always".
- "Very well run nursery. Excellent caring staff who know my child and understand his needs. My child is so content, happy and secure".

Areas for improvement

The head of centre had recently taken part in training regarding the local authority appraisal system. She had put plans in place to carry out updated staff appraisals. She should continue with this plan.

Grade awarded for this statement: 5 - Very 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 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 service had a very good approach to involving children and parents in assessing and influencing the quality of management and leadership.

The parents' questionnaire gave parents the opportunity to feedback on the quality of the service. As a result of parents' feedback the management team now intended to introduce an additional parents meeting for the younger children.

The parents we spoke with told us they were aware that they could be involved in the parents' group, should they wish to do so. Parents had previously been involved in reviewing the policy about promoting positive behaviour in the service. They had also previously been involved in the self assessment of the service. The team leader told us this had been a useful process.

One of the parents we spoke with told us that she was impressed by the fact that the head of centre and team leader were available for discussion with parents each day.

Further evidence to support the strengths in this quality statement is as detailed under quality theme 1, quality statement 1.

Areas for improvement

The head of centre should continue to take forward plans for further encouraging parents and children to help develop the quality of management and leadership. She should continue look for ways to demonstrate to parents and children how their ideas and suggestions for improvement have been taken forward and how this has impacted on the service.

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

Not all parts of this statement were assessed during this inspection.

We found the performance of the service was good for this statement. The service had systems in place to involve parents and staff in assessing the quality of the service. At this inspection, we focussed on quality assurance systems and records, information about staff meetings, the attendance register of children and staff and the complaints procedure.

The head of centre had put systems in place and started to use the quality indicators from the Child at the Centre 2, in the evaluation of the service. The head of centre had issued a questionnaire to staff about their views on curriculum planning. She had collated the responses to the questionnaires and fed this back to staff. The management team and staff had identified areas for improvement and these were set out in the new improvement plan for the service. The head of centre told us the service benefited from the support and guidance of the local authority quality improvement officer, in the development of the improvement plan.

We found there were regular opportunities for team meetings. Staff told us they were able to add agenda items to the meetings and that they found the meetings useful and informative. Each morning the team leader held 'huddle meetings' with staff. This provided opportunities for staff to plan each day and to share important information. The head of centre had also introduced opportunities for staff to meet in small groups, to discuss particular responsibilities. One such example was the recent 'health and wellbeing' group meeting that had taken place. This gave staff additional ways for sharing their ideas about the development of the service.

Information about how parents can complain about the service was included in the handbook. This provided opportunities for parents to raise any concerns they may have. The service also encouraged feedback from the local community. We found a sensitive and rights respecting approach was demonstrated when the service received feedback from the local community.

Our questionnaires included very positive comments such as:

- "Fantastic nursery and staff. My child loves going to Novar every day, especially since the new head mistress started. There have been lots of welcome improvements".

- "Since the appointment of the new nursery head the nursery was very organised and well run, we were provided with more information and kept better informed of activities and progress. Would recommend this nursery to family and friends".

Areas for improvement

It is acknowledged that the head of centre had already identified some of the areas for improvement highlighted by this inspection. The head of centre agreed to continue to develop and take forward systems for monitoring and evaluating the work of the service. She should ensure she continues to identify any areas for improvement and implements plans to address these.

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

The head of centre confirmed she was not included in the adult to child ratio. The provider should apply for a variation to registration to change the conditions of registration to reflect this.

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 - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - 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	
24 Jun 2011	Unannounced	Care and support	Not Assessed
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
27 Jan 2011	Unannounced	Care and support	5 - Very Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and Leadership	6 - Excellent

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می ونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

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