

Care service inspection report

Full inspection

The Flying Start Nursery Day Care of Children

The Manse
Main Street
Sauchie
Alloa



HAPPY TO TRANSLATE

Service provided by: Dunham Nurseries Ltd

Service provider number: SP2007009247

Care service number: CS2008169091

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

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	5	Very Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

What the service does well

The nursery premises provide a pleasant environment and an interesting, stimulating outdoor area. Parents/carers valued the service and spoke positively of the support they receive as a whole family. Staff relationships with children were warm and nurturing.

What the service could do better

We made a recommendation that focused on the staff recruitment process.

What the service has done since the last inspection

The service has continued to develop strong relationships with families. The refurbishment of the premises is taking place and this should have a positive impact on children's experience in the service.

Conclusion

There was a friendly and welcoming ethos to the nursery. The manager was committed to improving the service and lead her team.

The staff team worked well together and spoke positively of each other and their roles. Children and families benefit from a flexible and responsive service.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all 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.

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

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

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

The Flying Start Nursery is operated by Dunham Nurseries Ltd. The service is located in the village of Sauchie in the heart of Clackmannanshire.

The nursery was once an old manse house, which has been converted to a nursery.

The service is registered to provide a care service to a maximum of 60 children from birth to those not yet attending primary school; of whom a maximum of 30 children are under three years of age; of whom there will be a maximum of

18 children under two years of age.

The nursery is registered to operate between the times of 8:00 am to 6:00 pm Monday to Friday.

The aims of the nursery are:

To provide a safe and stimulating environment in which children can feel happy and secure.

To encourage the emotional, social, physical, creative and intellectual development of children.

To create opportunities for learning through play.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 4 - Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 4 - Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a 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 following an unannounced inspection that was carried out by two inspectors on 13 and 14 August 2015, between the hours of 9:30 am and 6:00 pm. We gave feedback to the Manager and a Proprietor/Director on the outcome of the inspection on 19 August 2015.

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 send to us.

We sent questionnaires to the service to distribute to parents/carers and ten questionnaires were returned to us. We also spoke with ten parents during the inspection. Their responses are reflected in the body of this report.

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

We spoke with:

Proprietor/Director

Manager

Two Team Leaders

Interviewed 6 staff

Spoke with staff who were on duty within the play rooms

A parent and a carer

A focus group comprising of 8 parents

A number of children within the playrooms

We looked at the following:

Information from the most recent Annual Return and Self-Assessment Service Action Plan in relation to previous inspection

Complaints Policy
Medication Policy/Procedures
Health and Safety Policies
Infection Control Policy and checks completed by the service
Accident/incident logs
Child Protection Policy
Children's Personal Plans/folders
Activities plans
Staff files that contained; vetting details, staff supervision, staff appraisal, training attended and other details.
Photographic evidence.

We observed practice and interaction between the staff, children, parents and carers. We observed children taking part in activities. We examined resources available indoors and outdoors during the operation of the service.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become

apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

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

Taking the views of people using the care service into account

We observed the children to be happy and confident in the environment. They were relaxed with staff. Some of the children asked us why we were at the service and told us what they did while they were there and what they liked to do.

Comments made by the children can be found in the body of the report.

Taking carers' views into account

Comments made by parents and carers can be found in the body of the report.

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

After examination of relevant documents and feedback from parents, some of the children and staff, this service was found to have a good performance in relation to this statement.

Information provided to parents/carers prior to their child starting the nursery asked parents to be involved in the life of the nursery and this is also detailed in the nursery's newsletter issued to parents throughout the year.

Consultation with parents and carers began on admission to the service. Parents visit with their child and spend time in the service settling their child into the life of the nursery. The staff approach helped them gain confidence in the ability of staff to provide for their child. Parents' responses showed they appreciated that staff included them in the settling in process.

We found the Key Worker gathered information from parents regarding their child in the settling-in time and during the on-going placement of the child in the service. This helped staff to understand and develop knowledge of the child's care routines, allergies, special toys and special words/communication clues. For example, the child's comfort toy or blanket. Parents considered

information gathered by staff was very relevant and was carried out in a caring manner.

Parents' comments showed that they were happy with the service provided:

"The nursery provides a warm and nurturing, learning environment for my child";

"The children in the nursery are very visible in the local community. You see the children out and about all the time",

"Staff are approachable and positively encourages two-way dialogue with respect to children's learning and care needs".

Parents/carers had the opportunity to contribute to their child's portfolios and scrap-book throughout the year. Formal meetings were held with parents in the pre-school room to update the information with parents. This was completed every six months or sooner if required. Parents we spoke to were happy with this arrangement.

Information sharing between the parents/carers and staff was further achieved through Social Media - emailing and texting. Some parents found this a useful way to keep in touch with the nursery in regard to everyday events at home and in the nursery.

Staff provided opportunities for children to contribute to the activity programme. We observed that children were reasonably confident to express their views as part of everyday life in the nursery, for example, through play, choosing resources, activities, the snack menu, circle time and having a say in routines.

We noted there was a Children's Committee where some pre-school children were involved in the development of the outdoor area. The manager told us this is currently under review to see how successful the committee has been for children who participate.

We observed throughout the inspection staff being responsive and sensitive to children's needs. From discussion with staff and observation of their practice it was evident that staff knew the children well and had a good understanding of their needs. They encouraged children in what they were doing; giving them a

positive, fun learning experience. Children clearly were happy in the service.

The service stated in their self-assessment submitted to us they wish to continue to further develop ways to consult with children, parents and carers in ways that fit into parents' / carers' busy lives (Please see areas for improvement).

Overall, we found the service had a good level of parental involvement, giving parents/carers and children the opportunity to have their say about the quality of service provided.

Areas for improvement

We provided the manager and director of the service with further ideas on how they can involve parents/carers to comment on the day-to-day operation of the nursery.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

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

Service Strengths

The service enabled children to make individual choices and to achieve their potential to a very good level.

We reached this conclusion after we observed children and staff taking part in activities within the service. We looked at records of children's experience when attending the service. We also took account of information from staff and listened to parents' / carers' views both individually and through a parents' focus group.

We received many comments from parents and carers showing that children were supported to achieve their potential while attending the service:

"My child's development and social skills have grown in the four years she has attended The Flying Start Nursery".

"Staff are friendly and my child has built strong relationships with them. They always have time and patience and ensure she has a great experience".

"My child is very happy in the nursery. He talks positively about some staff. We are amazed what he has learned during his time in the nursery. I think this is due to staff seeing him as an individual and they know his interests".

"The children are regularly taken out into the community and have the opportunity to experience lots of different environments. I am very happy with the level of care and the quality of service provided".

"Staff have supported my child to grow in confidence and become an independent and thoughtful child".

"I am positive about the staff and resources at the nursery. I think they have a great attitude towards child development and are constantly looking for new and creative ways to enhance children's experience in the time they are there".

We observed that planning for children under 3 years has been adapted to ensure staff took account of the national guidance including 'Pre Birth to 3', 'Getting it Right for every Child' (GIRFEC) and 'Curriculum for Excellence'. Parents we spoke to found the methods used by the service to be clear and informative and the service was good in providing for their child.

There was useful record keeping for each child that helped emphasise and support the child's development needs, achievements and on-going assessment. As a result, this contributed positively to the children's experience when attending the nursery.

Through staff positive interaction, children were encouraged to make decisions about what activity they would like to do and supported by staff to make choices. Craft activities were provided which most children liked to take part in. Some children were seen to enjoy dressing up using a selection of clothes and using their imagination, providing lots of play and discussion between the children taking part in the activity. We found that all rooms were suitably supervised by the appropriate number of staff.

Parents told us that children had regular access to fresh air and physical play and how the outside area has been developed with input from parents/carers and children. Children told us they enjoyed using the outdoor area as they could get dirty, run about and chase their friends.

Children said they enjoyed attending the service and they liked the staff. Others commented:

"I like playing in the home corner and dressing up with my friends"

"My friend is in the nursery. I will go and get her so you can meet her. She's my best friend I have known her for ever. We are going to school together".

"I'm going to school soon. I'm so excited about this".

"I have a scrap-book and I put my picture in it. I am taking this picture home to my mummy".

Children's comments clearly demonstrated they have developed a very good relationship with staff and felt included in the service.

Since the last inspection the service had developed better systems with regard to the storing and giving of medication to children should they need it. There were very good procedures in place for children who had allergies. The procedures supported children to stay healthy and to be involved in the life of the nursery.

Areas for improvement

We fully discussed the following areas with the manager and director of the service:

The service should continue to look at ways of developing better links with the local primary schools to support the process of children starting school.

We would like to see more detailed recording by staff of the changing needs of babies or younger children to support the child's development.

We found staff knowledge of most of the professional guidance available was very good. However, staff were in the early stages of familiarising themselves

with Scottish Government guidance document 'Building the Ambition'. Having a strong knowledge of 'Building the Ambition' will further support staff to continue meeting the needs of children and securing positive outcomes.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

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

Service Strengths

The service demonstrated very good practice in relation to this quality statement. Children benefit from an environment that is well-managed by the service and equipped for their needs.

We observed there was a very good secure door entry system in place. Visitors signed themselves in and out of the building. Staff were aware who was coming and going from the building. The system in place helped keep children and staff safe from unwanted visitors.

Children's work was attractively displayed throughout the service for parents/ carers and children to view which contributed to a welcoming child friendly environment. We noted displays encouraged parents and children to spend time in the nursery by looking at and talking about their child's work. As a result, children's learning was visible.

All the playrooms were well laid out with enough space for children to play safely. We observed that equipment used by the service was in a very good state of repair and suitable for the age and stage of children using the service.

We noted that children in all the playrooms could comfortably access resources they wanted to use. Staff told us the needs of the children using the room were taken into consideration when planning the layout of the rooms.

The Manager had systems in place that ensured that any maintenance issues were addressed speedily by the proprietors. Staff had a clear understanding

how to report a maintenance issue to the manager.

The indoor and outdoor environments were constantly under review by staff to provide an interesting and stimulating experience for a wide range of children. We saw that staff ensured that children were supervised in the rooms and during outdoor play.

We observed staff washing their hands and encouraging children to do likewise when they were about to undertake an activity, such as, playing outdoors or about to have their snack. The practice undertaken in the service by staff and children helped to minimise the risk of cross infection and keep children healthy.

Staff gave children appropriate levels of responsibility. For example, we saw children were involved in tidying up and supporting one another. This meant that children were actively involved in caring for their environment and helping to care for others.

A framework of health and safety policies and procedures was carefully implemented by staff. The nursery carried out a range of risk assessments inside and outside the premises. These processes contributed to keeping children, parents/carers and staff safe while using the service.

Staff were aware of the steps to be taken in the event of a child protection concern. The manager was the main designated child protection person. Staff had completed training on this topic. This helped to protect children from the risk of harm.

Parents told us the current refurbishment of the service has caused minimum interruption to the children's day in the nursery. Parents said they had been kept well-informed by the manager of the changes to the rooms and said they saw positive improvements to the appearance of the playrooms.

Areas for improvement

The building was undergoing renovation work, which entailed a lot of work outside and inside. Scaffolding was erected on the outside of the building. Normally two rooms on the ground floor catered for babies and children under 2

years old. However, when the number of children under two was low, for a period of one month all children were looked after in one room. While we acknowledge the need to carry out maintenance and renovation work, the manager was unable to provide us with the services written risk assessments to support the process of keeping children safe while this work was being carried out. We would expect this to be part of the services quality assurance process.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

Please see the findings of this statement under Quality Theme 2, Statement 2.

Areas for improvement

The manager and staff should continue to ensure the environment allows the children to have as positive a quality of life as possible.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

We found this service was performing to a good standard in the areas covered by this statement.

We looked at a number of staff files. We found that staff had been inducted prior to commencing their employment in the service. Staff were made aware of the service's policies and procedures.

Staff who were required to be registered with the Scottish Social Service Council were registered and understood their responsibility as social service workers.

Staff files demonstrated that staff accessed some training including core training to support them in their role. This supported them to provide meaningful care to children, which would promote positive outcomes.

The manager had completed annual appraisals and regular supervision meetings with all staff. These were recorded within individual files. This demonstrated staff was being supported in their role to ensure that any training required could be identified and accessed. This also supported staff to raise concerns seeks guidance and receives feedback on their work. This meant their practice was current and supported positive outcomes for children.

Questionnaires returned to us by parents showed that all either 'strongly agreed' or 'agreed' that they were confident staff had the skills and experience

to care for their child and support their learning and development.

Areas for improvement

Within the staff files we identified gaps in the recruitment and induction programme that indicated the service did not follow their recruitment policy in a consistent way.

For example:

We noted that a member of staff who had worked in the service as a recent apprentice was currently employed as a supply practitioner. Documentation showed that fit persons checks had been carried out by an external agency (an FE College), in February 2015. The service had no new references, interview notes in relation to the internal recruitment or a recorded induction programme that allied to the new role of 'practitioner'. We found no written assessment records carried out by the manager to support the safe recruitment of the new practitioner.

We noted on occasion verbal references were obtained; however, there was no written content of the verbal reference provided by the referee, this is not good practice. Where referees fail to provide a written reference and no alternative is available, a record should be kept of the discussion as part of the overall recruitment process.

Although the manager had retained copies of certificates in relation to staff qualifications in some cases, this practice was not consistent throughout all staff records and some files contained no confirmation of staff qualification.

We identified that in 2012 a volunteer had been working in the service. We spoke to the manager about this appointment and asked for records to support their safe recruitment. However, the manager was unable to provide us with any documentation in relation to this appointment. The manager had not documented this volunteer in the Annual Return submitted to us as required by the service. Volunteers are required to be subject to the same recruitment checks as other members staff. The manager should ensure that any future volunteers are recruited in line with the service policy and procedure.

Additionally, the service did not follow Disclosure Scotland Guidance in relation to the retention of certificates. Once the retention period had elapsed the service should destroy documentation in a secure manner. The service should keep a record of the date of issue of the Disclosure, the name of the subject, the Disclosure type, the position of which the Disclosure was requested, the unique reference number of the Disclosure and details of the recruitment decision taken.

Overall, it was evident the service was not consistent in their approach to record keeping in relation to the recruitment of staff and volunteers in the service.

We fully discussed with the manager and the director about having a more robust recruitment system in place which would ensure that they consistently applied their recruitment policy and procedures for all staff appointments. To support their recruitment practice the service is directed to the following publication: 'Safer Recruitment through Better Recruitment, Guidance in relation to staff working in social work and social care settings'. Published by the Scottish Executive, Edinburgh 2007 (Please see Recommendation 1).

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The provider should review all staff files to ensure consistency and make use of the recruitment checklist in place to ensure all relevant steps are taken to ensure the safe recruitment of staff. This would support the continued safety and wellbeing of children.

Reference: National Care Standards for Early Education and Childcare up to 16. Standard 12(1) - Confidence in Staff and Scottish Social Service Council, Codes of Practice for Social Service Workers and Employers.

Statement 3

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

Service Strengths

After examination of relevant documents and feedback from children, parents and staff, this service was found to have a good performance in relation to this statement.

We observed staff delivering nurtured, responsive care to children. Children were comfortable with staff who knew them well. Good relationships were observed between children, staff and the manager.

We observed staff listening to children and supporting them to participate in activities which interested them. Staff responded well to children's individual needs and interests. Children appeared secure in knowing what happens next, which helped them feel settled and confident.

Parents/carers we spoke to were complimentary of the staff's positive attitude and the pastoral care provided to families and children using the service. Parents commented: "staff go that extra mile in supporting me and my children in regard to our personal bereavements".

Most staff held appropriate childcare qualifications; those who did not were currently undertaking qualifications. Staff who were not fully qualified were effectively supported and mentored by senior staff and the manager. Most staff were registered with the Scottish Social Services Council (SSSC) and knew of the codes of conduct associated with their registration.

Regular staff supervision meetings informed the manager of staff skills and areas for development. We saw evidence that training needs were discussed and identified through supervision meetings. Staff we spoke to welcomed the opportunity to meet formerly with their manager to discuss their progress and roles and responsibilities. They told us that their manager was always available to support and motivate them in their work.

We found the nursery had a range of policies and procedures in place to guide staff practice and support the day-to-day work of the service. We saw staff implementing these in their daily practice, such as, nappy changing and positive behaviour.

In discussions with staff, they showed they were confident, happy and motivated in their role. Those we spoke to said they liked working in the service.

We found the Manager and staff had a range of skills and experience in childcare. Staff interacted with children in very positive ways, encouraging them in what they were doing. Staff were seen to work effectively as a team which resulted in children receiving a good service.

Areas for improvement

The service should continue to develop leadership training and responsibilities within the staff team.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 3

"To encourage good quality care, we promote leadership values throughout the workforce."

Service Strengths

After examination of relevant documents and feedback from children, parents and staff, this service was found to have a good performance in relation to this statement.

The management team consisted of two directors, manager and team leaders. The manager spoke to us about their plans for both seniors to be released from the playrooms duties for approximately two hours a week and take on more management responsibility. This will support the service to evolve and to promote leadership roles within the service.

In consultation with staff and parents/carers, the service had put an improvement plan in place. Clear priorities were set with realistic timescales. Tasks and responsibilities were agreed between management and some staff. Staff we spoke to knew about the service's plans for improvement.

The manager had identified in the service's self-assessment to further evaluate and promote leadership values within the whole staff team. Involving staff further in leadership roles and responsibilities would build staff confidence and skills in management of their rooms and leadership tasks.

From our discussions with the manager we could see that she played a very active role in the nursery and was committed to employing good quality staff to deliver a quality service.

Areas for improvement

The manager should further develop staff and management roles within the service including the role of team leaders.

The manager was directed to the SSSC 'Step into Leadership' programme online resource for staff to use. This would further promote leadership skills at all levels within the workforce. Staff can access and use this resource to support improved outcomes for children.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

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

Service Strengths

After examination of relevant documents and feedback from children, staff and the positive comments provided by parents this service was found to have a good performance in relation to this statement.

We have included information in Quality Theme 1, Statement 1, about how the service engages with children and parents to ask for their views about the quality of the service they have experienced. We have given some examples about the action the service has taken as a result.

The manager had hands on knowledge of children and families using the service and of the day-to-day running of the service.

A plan was set out to support regular staff meetings, supervision meetings and staff appraisals. We observed positive working relationships between the director's and the manager. Tasks and responsibilities were understood.

Both the manager and director were respectful of each other's roles and responsibilities. Both were committed to the future development and improvement of the service.

From the evidence we sampled we confirmed that quality assurance systems were used to promote standards of childcare within the service.

There are some audit systems in place that are completed to monitor the work of the service. For example:

Evaluation of the environment.

Update of policies and procedures.

Staff supervision and annual appraisals

Staff meetings

The service submitted Notification Notices to us with regard to accidents/incidents and refurbishment of building.

The above audits supported the manager to reflect on their practice, to make changes to improve the service for children and their families. Examples may be; new resources for the children and refurbishment of the service. Parents told us they had been kept very well informed of any refurbishment and room changes in the service.

An Improvement Plan is produced annually and highlights areas the service is doing well and particular areas for enhancement. Some feedback from parents/carers is used and reviewed, so that improvement planning is a continuous process.

Areas for improvement

The manager should continue to develop the quality assurance processes to further build on the positive outcomes identified within the report. (See recommendation 1) In addition processes should be reviewed to take account of the need to develop record keeping in relation to recruitment as identified within Quality Theme 3, Statement 2.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The provider should consider all aspects of the service when applying their quality assurance processes and systems. This will identify improvements required for the service linked to improving outcomes for children.

Reference: National Care Standards early education and childcare up to the age of 16 years.

Standard 13 - Improving the service

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
26 Feb 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
31 Aug 2012	Unannounced	Care and support 5 - Very Good

		Environment Staffing Management and Leadership	5 - Very Good 4 - Good 4 - Good
2 Nov 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
24 Dec 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good Not Assessed
21 Nov 2008	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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