

Care service inspection report

Full inspection

Stepping Stones Nursery School Day Care of Children

7 Saline Street
Airdrie



HAPPY TO TRANSLATE

Service provided by: Stepping Stones Nursery School (Airdrie) Limited

Service provider number: SP2010010818

Care service number: CS2010238277

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	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

The service provides an environment where children are relaxed and settled. A varied range of stimulating play and learning opportunities is provided. Children have formed positive relationships with staff. Parents, carers and children are consulted regularly about developments within the nursery and their views and ideas are valued by the service. Families feel welcomed in the nursery, and describe staff as caring, professional and approachable.

The nursery environment is clean, well maintained and safe for children. A wide range of suitable, age appropriate resources and materials is available.

There is a strong staff team which is well supported by the managers. Regular and effective monitoring ensures that progress is ongoing, and the service continues to improve.

What the service could do better

The service had recognised the need to further develop their personal plans for children. They had already begun to address this issue.

What the service has done since the last inspection

Since the previous inspection, the service has achieved partnership status with the local authority to provide early education and childcare in line with the national curriculum. Some additional staff have been appointed. Staff have accessed a wide variety of training and professional development opportunities and it is clear that this has been of benefit to the children attending the service.

Conclusion

The service is performing to a high standard. The managers and staff know the children and their families very well and provide a service that meets their needs. Children are happy and confident within the service. The staff team is committed and hard-working. All have been involved in assessing the quality of the service and contributing to the improvement plan. Parents have indicated that they are very happy with the level of care provided for their children.

1 About the service we inspected

Before 1 April 2011, this service was registered with the Care Commission. On this date, the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS) took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011, this service continued its registration under the new body, SCSWIS.

Stepping Stones Nursery School offers early education and childcare for up to 11 children aged from 6 months to under two years, fifteen children aged from two years to under three years, and thirty-two children aged from three years to those not yet attending primary school. The service operates during term time and holidays, between the hours of 7.30am and 6pm. The service is in partnership with North Lanarkshire Council to provide early education and childcare for children aged from three years, as well as a service for a limited number of children aged two years.

The nursery is located in a detached building within its own grounds in the Coatdyke area of Airdrie, and comprises three playrooms. Playrooms for younger children are located on the ground floor, while the playroom for children aged three and over is located on the upper floor. Each playroom has its own toilets and changing area, as well as a snack preparation area. There are well resourced outdoor play areas for all children. A secure entry system is in place, and there is ramp access to the building. An office is available for private discussions with parents or visiting agencies.

The service's statement of aims and objectives is available to parents and families, and aims to provide a 'high quality childcare and education in a caring and stimulating environment, to work in partnership with parents and keep them informed of their child's development and wellbeing at all times". The full statement of aims and objectives is available to families.

Recommendations

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

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

Requirements

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

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

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

Quality of care and support - Grade 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 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written following an unannounced inspection which took place over two days. As requested by us, the service sent us an annual return. The service also sent us a self-assessment form.

We issued twenty-five care standards questionnaires to the service to distribute to parents and carers. Thirteen completed questionnaires were returned before the inspection. We also issued seven staff questionnaires, of which six were returned to us.

In this inspection, we gathered information from various sources, including the relevant sections of policies, procedures and records. Some of these are detailed below.

- certificate of registration
- certificate of insurance
- partnership with parents policy
- parental evaluations
- enrolment forms
- information recorded about children
- children's personal plans
- children's folders
- staff meeting records
- staff appraisal records
- staff training records
- service improvement plan
- monitoring procedures

As part of the inspection, we spoke to both owner/managers, senior workers and nursery staff. We spoke informally to children attending the service. We also spoke to a representative of the parents' committee. We looked at the areas used by the service and examined some of the equipment and resources.

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.

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All staff working in the service had been involved in the self assessment process. The self assessment form showed the areas in which the service felt it was performing well, with evidence to substantiate this position. It also indicated the areas where the service felt it could further improve. We found the self assessment form reflected what we found during our inspection.

Taking the views of people using the care service into account

We found children to be very content and relaxed within the nursery environment. Care was taken to ensure that children were able to settle at their own pace, resulting in them feeling confident and supported. Children were happy to talk to us about the activities they liked to take part in.

Taking carers' views into account

Thirteen parents and carers returned our care standards questionnaires, allowing them to comment on the quality of care and support their children received, the nursery environment, the quality of staffing and how they felt the nursery was managed and led.

Responses were very positive. One parent told us:

"We are kept very well-informed about our children's progress. We are encouraged to be involved in the nursery. The managers and staff are always approachable and professional".

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

We looked at this quality statement so that we could assess how involved families were in making suggestions for improvement, and how this impacted on the way the service developed. At the previous inspection, the service had performed well in this area, and we wanted to ensure that their very good practice had continued.

The nursery used a variety of ways to gain the views of parents and carers, resulting in them feeling very involved in how the nursery moved forward. We spoke to three parents, including a member of the parents' committee, and asked whether they felt their views were valued, and how they contributed to improvements within the service. We also reviewed the care standards questionnaires that were returned to us as well as the evaluations and questionnaires issued to parents and carers by the service itself.

We found that parents felt very involved in developing the service and that their involvement resulted in increased learning and development opportunities for children. For example, one parent talked about how the parents could become involved in extending opportunities for children by organising trips and outings that tied in with subjects children were learning about at nursery.

An example was an extension to learning about 'under the sea', by arranging an outing to the Sea Life Centre.

A number of suggestions made by parents had been discussed fully and implemented where possible. Feedback on these was then given to all parents through the nursery newsletter, website and notice boards. One suggestion was in relation to the sleep areas where a suggestion was made that the lights were too bright and impacted on how well children slept. This resulted in changes to the lighting system to aid better quality sleep. Another suggestion resulted in changes to the format of daily diaries. Some suggestions could not be implemented, but reasons were given why. An example was a request for hot lunches to be provided. This was not possible as there was no space to install an appropriate kitchen. However, the nursery worked with families to ensure that some hot food, such as soup, could be served to children if contained in flasks. Food was probed by staff to ensure that it was the correct temperature. Other examples of participation included the nursery working with outside agencies where action on suggestions was outwith their control.

Parents and carers had been consulted widely on issues affecting children's care, the nursery environment, the quality of staff within the service, and how well the nursery was managed and led. Responses from parents were very positive and included the following comments:

"Newsletters are very informative, and a great way of giving more detail of what children are learning about".

"Staff are very encouraging, and keep me up to date with my child's behaviour, health, progress etc. on a daily basis".

All respondents who returned our care standards questionnaires 'agreed' or 'strongly agreed', that they were happy with the quality of care their children received. Some commented positively on the very good consultation that took place when children were settling into nursery, and also when they were transferring between playrooms. One told us:

"Before moving my child from the baby room, staff and management spoke to me and reassured me about any doubts/worries I had about this step for my child".

Other comments from parents included:

"Staff are always welcoming and friendly. They are also happy for me to phone any time to find out how my little girl has been".

"An excellent service with highly trained staff. Children have full use of excellent facilities inside and out".

A parent of a child with some additional support needs described how very well her child had been supported, and said:

"I get daily reports on how (my child)has been doing".

Children were widely consulted through the use of floor books, as well as group and individual discussions. Staff transferred children's views to floor books, and children were aware that their views were reflected by the colour of pencil used to record their suggestions. Changes had been made to the format of children's achievement folders following extensive discussion with both children and their parents.

Since the previous inspection, the nursery had increased its consultation with visiting agencies, including teachers, college staff, support agencies and visitors from the NHS and local authority.

Some comments included:

"Staff are always keen to improve and do their best for families and children".

"It is a pleasure to work with such an enthusiastic and motivated team".

"A fantastic and welcoming nursery, with lots of innovative ideas".

In addition to the examples given above, the nursery also had its own website and 'facebook' page. Parents told us that these were very effective ways of keeping them informed, asking for their views, and providing opportunities for them to make suggestions or ask questions about aspects of the nursery.

Parents were asked each month to comment on one nursery policy, were able to view and comment on the nursery's risk assessments, and were provided with copies of the children's snack menus.

A parents' committee had been established and was fully involved in influencing any changes to nursery life.

We felt that the very wide range of opportunities made by the nursery to allow parents, children and other agencies to make comment and suggestions, and their considered approach to responding and keeping families informed, resulted in very positive outcomes for children. We felt that the nursery had made further improvements to the very good practice demonstrated at the previous inspection. We have assessed this quality statement as excellent.

Areas for improvement

The service should continue to review their methods of consultation to ensure that they maintain the high standards currently being displayed.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

In this quality statement, we looked at how the nursery considered children's health and well-being needs, and how they planned to ensure that these were met. In particular, we looked at children's personal plans. We wanted to ensure that personal plans reflected children's individual progress, and how the service planned to meet their needs in terms of their health, well-being and safety.

We found through our discussions that staff knew the children they were caring for very well. In each playroom, staff could confidently describe each child's developmental stage, and how they were working, in conjunction with parents, to provide opportunities for further development. Personal plans were in place for each child, and these were reviewed with parents every six months.

Some further improvements had been made to the arrangements for outdoor play, particularly for older children. The playroom for children aged three and over was on the upper floor of the nursery, which limited how spontaneous outdoor play could be for children. However, the service now provided several opportunities for outdoor play throughout the session, so that children did not need to interrupt an area of learning to be taken outdoors. We noted that children enjoyed being active and playing outdoors. There were several different play areas designed to suit children's needs in terms of their ages and stages of development. This encouraged children to take part in challenging activities in a way that was comfortable for them.

The service was committed to encouraging healthy eating among children. Although they were unable to provide hot lunches, they provided parents with suggestions for healthy lunch boxes, and ensured that parents received information about the content of snack menus. Account was taken of children's dietary needs in terms of health, culture and preference, with a variety of foods always offered at snack time. The service encouraged children to be independent during snack and meal times.

Older children served themselves, using tongs when serving themselves fruit, and spreading their own cheese on crackers. The service was meticulous in ensuring that children washed their hands properly after outdoor play, after using the toilet, and before food. The nursery also received regular visits from the 'child smile' team, and children learned about the importance of taking care of their teeth.

The nursery had developed a very good safe sleeping policy which we noted was followed by staff. They were also aware of the good practice guidance relating to nappy changing. Staff described the safe procedures followed within the service. Each child had its own box for storing nappies and wipes. These were stored in the changing areas separate from the playrooms.

The nursery had developed very good procedures for recording and acting on any concerns they might have about the welfare of any child in their care. Staff had all undertaken training in child protection. A refresher update on procedures was carried out by the managers every year. All parents were made aware of the nursery's child protection procedures.

Taking account of all of the care policies and procedures followed by the service, the nurturing environment provided by staff, and the celebration of achievements of all children, we found that the outcomes for children in relation to this quality statement were very good.

Areas for improvement

Some very good information was recorded about children. However, this was sometimes spread over several documents. We discussed with the managers how the format of personal plans could be improved to show progress more effectively, with details recorded about how the service planned to meet children's next steps of development in relation to health, wellbeing and safety. We discussed how, although plans were being reviewed every six months, development varied between children, and plans should take account of this. The managers and staff recognised that the way in which personal plans were laid out could be further improved, with more detailed information about how children's 'next steps' were to be achieved. We are confident that they will continue to develop these in conjunction with parents.

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 1

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

Service Strengths

The procedures used by the service to ensure that families were able to participate in assessing and improving the quality of the environment, were similar to those described at quality theme 1 statement 1.

Areas for improvement

Please refer to quality theme 1 statement 1.

Grade

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

We looked at this statement as we wanted to ensure that satisfactory measures were in place to keep children safe and secure within the service. We also wanted to check the procedures that were in place in relation to infection control and prevention.

There were very good safety measures in place within the nursery. A secure entry system was in place. Visitors gained entry after staff verified their identification. Each playroom had an additional secure entry system. All visitors were required to sign a visitors' book, and were accompanied by a staff member when entering playrooms. Additional safety measures had been devised to ensure that only authorised adults were able to collect children.

The service had carried out thorough risk assessments of all areas within the nursery and the outdoor areas. These were reviewed regularly and updated when any changes took place. Each playroom had its own toilet and changing area. All areas were found to be very clean and well maintained. Staff we spoke to were well aware of the need to follow good hygiene procedures and to ensure that children washed their hands following outdoor play, before food, and after using the toilet. We noted that staff prompted children to ensure that these procedures were followed. Toilets and handwashing areas had been designed to suit children within each age group. Cleaning staff were employed to ensure that the premises maintained a very high standard of cleanliness.

Staff followed best practice when changing children. There was a plentiful supply of disposable gloves and aprons which were used by staff during changes. Used nappies, gloves and aprons were disposed of promptly and safely.

There were very good procedures in place for identifying and recording maintenance issues, and records showed that any maintenance issues were addressed promptly.

Although the nursery did not provide lunches, they followed very good hygiene procedures when preparing and serving children's snacks. Staff had been trained in food hygiene. Any allergies suffered by children were recorded and made known to staff. Snack menus took account of allergy information.

The service had devised very good procedures in relation to safe sleeping, and we found that these were followed by staff. Children slept in areas cordoned off from other parts of the playrooms. A staff member was allocated to the sleeping areas, and we noted that all sleeping children were monitored regularly.

We reviewed records relating to medication and accidents. Medication procedures were found to have been developed following best practice guidance, and any medicines required by children were stored safely. Any accidents suffered by children were recorded, and parents' signatures were obtained to show that they had been informed.

All staff had been trained in child protection, and this was updated annually. Staff were able to describe appropriate procedures that they would follow if they had any concerns about children. A copy of the child protection policy and procedures was made available to all families using the service.

Our care standards questionnaires indicated that all respondents were very happy with the nursery environment. We have assessed this statement as very good.

Areas for improvement

The service was performing well in relation to this quality statement.

Grade

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

The procedures used by the service to ensure that families were able to take part in assessing and improving the quality of staffing within the service were similar to those described at quality theme 1 statement 1.

Areas for improvement

Please refer to quality theme 1 statement 1.

Grade

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

In looking at this quality statement, we wanted to find out how well-informed staff were about the legislation that governed the registration of the service, how knowledgeable they were about the National Care Standards, and how they used both these and good practice guidance to improve the service they offered to children.

We found that the managers were very well-informed about legislation and guidance and reviewed these regularly with staff through staff meetings. Staff we spoke to were very aware of the national care standards, and used their principles in conjunction with other relevant national and local documents to provide a service that met children's needs.

There had been few changes to the staff group, resulting in consistency of care with children. We found all staff to be enthusiastic and motivated in their roles. They were committed to improving their skills and knowledge for the benefit of children in their care. All staff were registered with their professional body, the Scottish Social Services Council (SSSC) and understood their responsibilities in terms of training and in adhering to codes of practice and conduct. They were familiar with the responsibility to ensure that all registered staff treated children and their families with courtesy, dignity and respect. This was reflected in the many positive comments we received from families.

Some comments included:

"The support the staff have given me has been outstanding. My kids have had the best start to education and a social environment. I couldn't recommend Stepping Stones enough".

"I'm more than happy with the care and educational fun learning my child receives at Stepping Stones Nursery".

Parents described how staff had helped to support them with decisions about their children's development, for example, in relation to potty training. They also helped children through changes in their lives, such as the arrival of a new baby in the family.

All staff had regular contact with their managers. Staff had undertaken a range of training and professional development opportunities. These were considered in conjunction with the management team and were planned to assist staff development, and also to meet the specific needs of children attending the service. Parents found that staff were then better placed to meet the needs of individual children. One parent whose child needed some additional support commented that the nursery staff were excellent at seeking out techniques that assisted her child's development and had done everything they could to direct and organise the multi agency approach to the areas of support her child needed.

Staff had all attained the qualification relevant to their roles or were working towards them. Two staff were working towards a BA in Early Childhood Studies, demonstrating not only the commitment of staff to continually improve their skills and knowledge, but also the support of the owner/managers to support their staff in their professional development. Staff told us that they were confident about implementing their learning within the service, and in sharing new ideas with colleagues.

We issued six staff questionnaires to the service and these were all returned to us. All staff commented that they felt supported by the management team and were encouraged to undertake further training and development. Staff felt that they worked well as a team and that there was an ethos of peer support within the service. Some comments from staff included:

"All the staff work well together as part of a team. All the staff are eager to do training to further develop their knowledge".

"Stepping Stones Nursery is a great place to work. I feel we are competent at keeping our policies up to national care standards. Management are always training staff to make sure our workforce is up to standard".

"I believe the staff in the nursery are a good team and work to the highest standards. Staff are eager to attend training to constantly further develop the service".

"The staff in all rooms work closely as a team. The managers are always there to talk to if staff need them. Staff are always eager to improve practice and children's opportunities to make the service better for parents/carers".

Staff told us that they always shared feedback about training events they had attended. They were also good at directing other staff members to journals or internet articles that they had found to be relevant to their professional development. They had read some good practice guidance on the Care Inspectorate's website, such as that relating to medication procedures, and we could see from documentation that we reviewed, that this had been implemented. Staff told us that they felt supported and valued by the management team, and that this helped encourage an ethos of mutual respect within the service.

Additional training undertaken by some staff included numeracy and maths, science investigation and schematic play. Increased awareness among staff resulting from these courses resulted in staff being able to assist children with their learning.

We felt that the children and parents using the service benefitted from the commitment, knowledge and implementation of good practice undertaken by staff. We have graded this quality statement as excellent.

Areas for improvement

The service should continue to ensure that the high standards reflected within this quality statement are maintained.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

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

Many of the procedures described at quality theme 1 statement 1 apply to this quality statement. The managers and staff ensured that account was taken of the views of parents, children and other stakeholders when making decisions about the future development of the nursery.

Areas for improvement

Please refer to quality theme 1 statement 1.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

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

Service Strengths

When looking at this statement we wanted to see how involved staff were in decision-making, how they were involved in the self-assessment process, and how their skills were utilised by the management team to make improvements within the nursery.

In all playrooms, it was clear that staff were used to making decisions about many aspects of children's care. Staff considered all of the information they held about children, and used it to develop programmes of activities that supported children's learning. They were responsible for planning playrooms in a way that best supported children, as well arranging equipment materials and resources.

Staff used relevant national and local guidance when planning for children's care. We found staff to be committed and motivated. They identified training that supported their own professional development while assisting them to understand the best ways of helping children learn and develop.

All staff had delegated areas of responsibility. This could be in relation to developing outdoor play, Eco, Fair Trade, or in relation to maintaining the first aid materials. They were also responsible for reporting any maintenance issues identified through their daily safety checklists.

Some staff had attended additional training which they shared with their colleagues. For example, one staff member was trained in schematic play, while another had attended training in how to assist children with science investigation.

The managers were supportive of staff, recognising the skills and experience each brought to the staff team.

They encouraged staff to increase their knowledge and understanding and to implement their learning for the benefit of children.

We felt that the encouragement staff received increased their confidence and helped them to provide an inclusive service to children. We have assessed this quality statement as very good.

Areas for improvement

The managers were in the process of updating the format of children's personal plans and planned to involve staff fully in this process.

Grade

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

We looked at this quality statement so that we could assess the effectiveness of the quality assurance systems implemented by the service.

We found that very good quality assurance systems were in place. The owner/ managers had developed thorough and effective systems for monitoring procedures within the service, as well as the work of the staff team.

Incidents and accidents were audited to identify any consistent areas of concern. Where issues were identified, procedures were put in place to reduce the likelihood of recurrence. An example would be where accidents occurred in a specific area. Risk assessments would be carried out to identify and address the risk. If a specific child was suffering a high number of accidents, observations would be carried out to identify and address the reasons for this. Medication procedures were also reviewed regularly to ensure that any medication was being stored and administered correctly.

Following consultation with staff and families, an improvement plan had been devised and put in place. This identified the areas for improvement the service planned to address or further improve. We could see from documentation that progress in relation to the plan was discussed and reviewed at staff meetings.

The nursery's monitoring procedures included visits to the playrooms by the managers to observe practice and to see which areas of the nursery were being used by the children. The managers also checked planning records, the content of children's folders, and entries in children's personal plans. We could see from monitoring records that any areas of concern identified through the monitoring procedures were addressed promptly. We found that by regular and effective monitoring, both managers were aware of how children's needs were identified and addressed.

Staff appraisals were carried out in relation to all staff, and information obtained through the monitoring process contributed to discussions and the identification of training needs. The managers had identified some good practice that had taken place in other services. They ensured that staff were able to make visits to other establishments to observe examples of good practice and use this information to make improvements to the service.

The service had developed a complaints procedure which was made available to all families. However, the regular communication with parents ensured that issues could be addressed informally within the service.

We felt that the systems in place to evaluate the service and to make improvements were having a positive impact on how the service progressed. We have assessed this quality statement as very good.

Areas for improvement

The service should continue to review their evaluation and monitoring procedures to ensure that they continue to result in improvements to the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

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

No other information.

9 Inspection and grading history

Date	Type	Gradings								
22 Apr 2013	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very Good</td> </tr> <tr> <td>Management and Leadership</td> <td>5 - Very Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	5 - Very Good	Staffing	5 - Very Good	Management and Leadership	5 - Very Good
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Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	5 - Very Good									
Management and Leadership	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

 @careinspect

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