

# Stepping Stones Nursery School Day Care of Children

7 Saline Street  
Airdrie  
ML6 9BE

Telephone: 01236 779292

Type of inspection: Unannounced  
Inspection completed on: 11 May 2017

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

**Service provider number:**  
SP2010010818

**Care service number:**  
CS2010238277

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://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.

Stepping Stones Nursery School is registered to provide early learning and childcare to a maximum of 58 children at any one time under the age of 16 as follows:

Explorers: 11 children aged from 6 months to under 2 years;

Adventurers: 15 children aged 2 years to under 3 years; OR 3 children aged under 2 years and 10 children aged from 2 years to under 3 years; OR 6 children under 2 years and 5 children aged from 2 years to under 3 years;

Discoverers: 32 children aged from 2 years to those not yet attending primary school.

The service operates during term time and holidays, between the hours of 7.30am and 6.00pm. The service is in partnership with North Lanarkshire Council to provide early learning and childcare for children aged from two years.

The nursery is located in a detached building within its own grounds in the Coatdyke area of Airdrie, and comprises of 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/carers or visiting agencies.

The nursery is managed by the two owners and the depute manager supports the work of the nursery and leads on developments.

This report was written following an unannounced inspection carried out by one early learning and childcare inspector over the course of two days. Our visits took place on Wednesday 10 May and Thursday 11 May 2017. We provided feedback to the two managers and depute manager at the end of the inspection.

At this inspection we focused on how the service was meeting individual children's needs, how the service kept them safe and how self-evaluation was used to support improvements.

We spoke with many of the children, staff and the management team during our visit. We also chatted to three parents/carers when they arrived to pick up their children.

We asked the service to distribute twenty care standards questionnaires to parents/carers on our behalf. Eight were completed and returned to us prior to the inspection taking place.

We also asked them to distribute ten staff questionnaires. Six were completed and returned before the inspection. Staff indicated in these that they were fully supported to carry out their work.

We spoke with a speech and language therapist who works with the nursery team to support individual children. She spoke very positively about staff's commitment to ensuring children get the support they need. She told us about purposeful meetings and effective working relationships.

## What people told us

We spent time indoors and out with the children during our visit. We chatted with many of them and observed them at play. We observed how staff interacted with them and how they responded to their needs and suggestions.

Across the setting children were happy, content and enjoyed their time at nursery. They told us that they liked spending time with their friends. They engaged well with the wide range of activities on offer and spoke enthusiastically about what they liked to do when they came to nursery.

They commented:

"We were planting"

"I love playing in the garden"

"We're going to play on the bikes"

"Look at me; I can climb all the way to the top"

"I'm making dinner in the mud kitchen"

Parents/carers spoke positively about their child's nursery experience. They told us that they felt very welcome in the service and spoke highly of staff and management. They told us that staff took time to speak with them at the end of the day to share information about how their child spent their day. They confirmed they received regular information about their child's progress and that communication was very good. They confirmed that they were well-informed about any changes to staff.

Parents/carers who completed the care standards questionnaires mostly agreed/strongly agreed with most statements. One parent/carer disagreed and a small number indicated that they did not know if the service made good use of resources in the community. We discussed this with the management team.

Parents/carers comments included:

"The staff team, supported by management, really "go the extra mile" to ensure my child's needs are met. It is clear to see that they are interested in her development and plan appropriately for this"

"Everyone from management to supporting staff, know my child, making it a lovely atmosphere"

"There appears to be a fairly high turnover of staff"

"Since my child started nursery, me and my family members have seen a massive difference with how quickly he picks things up as well as how much more confident he has become. Nursery has been the best decision for him"

We had an option to move our child but did not as she loves the nursery and I believe it is meeting all her requirements. Great nursery"

## Self assessment

We did not request a self-assessment from the service prior to this inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

We found that the service was operating at a very good standard in the areas we focused on at this inspection.

Management and staff had created a welcoming, inclusive ethos where children and their families felt respected and valued. Children were at the very heart of this service and staff planned for them in a person-centred way.

Children were happy, confident, secure and settled in the setting. They told us that they enjoyed spending time at their nursery and many had formed special friendships. Children were fully engaged in their play and motivated by the range of stimulating activities on offer.

Younger children benefited from positive, nurturing interactions from staff who were attuned to their needs and feelings.

Management and staff had established very positive relationships with children and their families. They knew children very well and spoke confidently about how they planned for them as individuals. Respectful, trusting relationships with parents/carers supported effective information sharing about children's changing needs. This ensured continuity of care between home and the nursery setting, supporting children to feel settled and safe.

Where children required additional support, staff worked effectively with a range of professional agencies. This ensured children received the support they needed to achieve their potential.

Staff took account of the SHANARRI wellbeing indicators when planning for individual children. Information recorded in children's personal plans was meaningful, clearly demonstrating their progress and achievements. Parents/carers were fully involved in planning for the next steps in their child's development and reviewing their child's plan regularly.

Staff understood the service's child protection procedures and participated in regular formal training courses and in-house refresher sessions. This supported them to safeguard children in their care. Details of child protection procedures were clearly displayed for parents/carers and visitors.

Staff were well supported by the management team. They spoke positively about inductions, personal support, training and appraisals. They described how they had been supported to develop their skills and take on more leadership roles within the setting. Management worked closely with staff in the playroom, enabling them to provide support, model good practice and monitor children's experiences.

The service's improvement plan set out clear, relevant priorities for the service. Management and staff used "How Good is our Early Learning and Childcare" to strengthen self-evaluation practice in the setting. Regular meetings with staff enabled them to reflect on, and further develop practice. This supported them to maintain high standards and identify where improvements were needed.

We were confident that children and their families experienced very good standards of care and support in this service. Children were happy, safe and enjoyed their nursery experience.

## What the service could do better

We agreed the following areas for development with the management team.

- monitor playroom routines, ensuring they continue to meet the needs of all children.
- consider ways to offer more flexible outdoor play opportunities.
- further develop induction and appraisal processes.
- continue to use good practice guidance to support the development of strong self-evaluation practice.
- develop a clear policy about how CCTV is used in the service.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
5 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Apr 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
27 May 2011	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.