Tain Nursery
Day Care of Children

Craighill Primary School
Craighill Terrace
Tain
IV19 1EU

Telephone: 01862 892663

Type of inspection: Unannounced
Inspection completed on: 9 February 2018

Service provided by:
Highland Council

Service provider number:
SP2003001693

Care service number:
CS2003013581

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

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

English medium nursery education, Gaelic medium nursery education and wrap around care are all provided from Craighill Primary School. We inspected this service on 8 and 9 February 2018.

The aims of the service are to:
- Encourage the emotional, social, physical and intellectual development of children.
- Promote the welfare of children.
- Encourage positive attitudes to self and others and develop confidence and self-esteem.
- Create opportunities for play.
- Plan activities and experiences based on the curriculum for excellence.
- Encourage children to explore, appreciate and respect their environment.
- Provide opportunities to stimulate ideas and feelings in a variety of ways.
- Provide for equality of opportunity for all staff and children irrespective of gender, creed, race, colour or ethnic origin.
- Work in partnership with parents and the wider community to enhance the quality of the children's learning and welfare.
- Pursue the personal and professional development of all staff according to identified needs.
- Work with partner agencies to meet the needs of the whole child.
- Be an inclusive school for the children in our catchment area.
- Promote a healthy lifestyle among our staff and pupils.
- Meet the National Care Standards.
- Regularly evaluate provision in line with the national document 'how good is our early learning and childcare.'

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.

What people told us

We spoke to seven parents on the days of inspection. All held very similar views on how the service was provided:

"The communication with the staff is excellent, they notice little things like how my child has difficulty in settling and work with me to make it easier."

"My daughter loves attending and her confidence has really come on since attending."

"They do so much when in nursery and I can't thank the staff enough for the care and attention that my son receives."

"Both my son and I are warmly welcomed to the service and he loves all the staff."

"Communication is excellent and the activities provided are enjoyed by the children. My daughter's speech has really developed since attending."

"I would like to see my child's learning journey every month or at least every term to see her progress. I would also love for my daughter's nursery to use the local library, parks and so on more often. I would have also liked to see and know what the children do while at wrap."

"I think the nursery is a wonderful place, the staff are great and always so friendly and helpful. My son loves going to nursery here."

"My son has not long started at this nursery and it's a struggle to get him to leave. He has built lovely relationships with the staff and really enjoys the sessions there. Keep up the good work."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We listened to seven parents who were dropping off or picking up their children from the nursery. All parents said they and their children were warmly welcomed to the service and that communication with the service was very good. Parents indicated that their children were happy to attend and that the activities, games and play on offer was enjoyed by the children.

Parents had noted a marked difference in children's speech, confidence and self-esteem and suggested this was a direct result of their children attending the service.

When it came to a healthy lifestyle children were provided with healthy snacks and lunches, along with informative written materials, presentations (such as safe, strong and free) and activities that promoted a healthy lifestyle. Good hand washing was observed and promoted along with tooth brushing after snacks.

There was a warm and caring culture within both nurseries and we observed children being supported both physically and emotionally when upset or out of sorts. Children within the English nursery were confident, inquisitive and industrious as the staff team had provided activities and games that promoted independence, research and risk taking. This was not so evident in the Gaelic nursery with children not being fully challenged with the physical and mental activities that were on offer. Children were immersed in the Gaelic language and parents were pleased with the progress being made in this area.

Very good relationships had been established with parents who were satisfied that their children were cared for in a safe and secure environment. Staff knew the children very well and we observed conversations with parents and staff exchanging important day to day information when picking up or dropping off their children.

Children were welcomed to influence how the service was delivered by taking part in mind maps, discussions and group conversations. Free play in the English nursery was supported by the staff group and children's interests were evident within the wall displays. We found that the Gaelic nursery was too adult led on occasions, and that a structure dominated provision which had a bearing on children's free play which was fragmented.

We found that risk assessments were in place but had not included the views of children. Including children in the assessment of risk (mind maps) would encourage their awareness of risk, taking responsibility and problem solving.

Both nurseries could enhance opportunities for children by continuing to develop their outside areas to include numeracy and literacy activities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The English nursery was in refurbished accommodation which was bright, welcoming and pleasant. Fittings and fixtures were appropriate for the age of children attending.

Children were able to access toilets independently and free flow to the outdoors was available from the Gaelic nursery but limited from the English nursery.

Both nurseries were well maintained inside and the English nursery had a changing area that was next to the outdoor space, while the children attending the Gaelic nursery had to walk through the nursery to change muddy boots.

Both nurseries had introduced natural materials for children to play with. This could be improved by introducing more natural materials when the opportunity arises.

We found that the English nursery had introduced natural materials outdoors which physically challenged the children, encouraged team work and problem solving. However, the outdoor equipment in the Gaelic nursery did not challenge the children nor did it encourage team work. We ask that the Gaelic nursery evaluates its outdoor space and assesses if it meets the needs of children attending.

Outings within the local community were discussed during this inspection, and we agreed that one member of staff taking a small group of children out could be considered once a full risk assessment had been completed.

Both nurseries need to consider how children can be introduced to literacy and numeracy when in the out of doors play area.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that children were warmly welcomed to the service and that a nurturing ethos had been established within the whole school.

Members of staff worked well together and communication within the nurseries was good. Staff encouraged parents to pass on information that was relevant to their child's attendance at the nursery.

Members of staff were skilled when interacting with children; listening attentively, giving good eye contact at the children's level and encouraging them to make decisions.

Staff development was ongoing and members of staff had attended various courses and workshops that were pertinent to service delivery. Basic courses such as child protection, first aid and food handling had been accessed by the staff group.

All staff were registered with the Scottish Social Services Council and all had a recognised childcare qualification or were working towards it.

We found that experienced members of staff and experienced staff teams were more confident when it came to free play as well as encouraging children to identify their own learning journeys. Less experienced teams directed more and relied on set routines when providing the service.

The less experienced teams would benefit from management observation to highlight their strengths and to offer guidance on areas that required development.

Members of staff would benefit from visiting other nursery services in the area to confirm their own good working practices and to observe different approaches and styles that may assist in developing their own practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found that members of staff had systems in place which monitored and assessed the quality of provision that was provided.

When parents were dropping off or picking up their children they had the opportunity to speak to staff directly about the care provided. We spoke to one mother whose daughter had difficulty settling at the service and was informed by the mother that she was working in tandem with staff to overcome this.

Questionnaires were circulated with parents on a regular basis to assess and evaluate service provision and feedback was included in the service's development plan. Parents could also attend 'stay and play' sessions where they could observe how the service was delivered first hand.

A complaints policy and procedure was in place if parents were unable to resolve any issues directly with members of staff.

Members of staff informed the inspector that they regularly evaluated their performance by having informal discussions at the end of each day, regular room meetings and when planning with senior management. Improving the layout of both in and out of doors was a result of regular discussions. By referring to best practice and the latest policy documents, the finger gym had been introduced to the service to encourage development of fine motor controls.

Children had the opportunity to influence service provision by; speaking with staff, directing their own play and by taking part in the compilation of mind maps.

The provision had access to two early years education support officers, one with a specific remit to support Gaelic medium.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

The provider must ensure that measures are taken to reduce or eliminate the potential hazards being caused by the pane of broken glass located within the children's playroom.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services), SSI 2011/210, Regulation 10(2)(b) - Fitness of premises.

Timescale: This should be addressed through the risk assessment process as a matter of urgency until such time that the provider replaces the broken window.

This requirement was made on 6 December 2016.

Action taken on previous requirement

The broken pane had been removed and was replaced.

Met - within timescales

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

Previous recommendations

Recommendation 1

The service should ensure that all the personal information kept on each child is reviewed with parents once every six months or more often as necessary. This is to include contact information for parents, consent forms and 'All About Me' information.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing and Standard 6 - Support and development.

This recommendation was made on 1 March 2016.

Action taken on previous recommendation
Personal information had been reviewed every six months.

Recommendation 2

Where applicable, children should be supported by staff to facilitate them more in leading their own learning.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 6 - Support and development.

This recommendation was made on 6 December 2016.

Action taken on previous recommendation
Children on the whole are being supported in leading their own learning.

Recommendation 3

As agreed, risk assessments should be reviewed and updated to reflect the potential risks present, including how these risks will be reduced and/or eliminated.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 2 - A safe environment and Standard 14 - A well-managed service.

This recommendation was made on 6 December 2016.

Action taken on previous recommendation
Children are to be involved in risk assessments.

Recommendation 4

The existing policy and procedures should be reviewed and updated in line with the current best practice document; 'Management of medication in daycare of children and childminding services' and thereafter, all medication and associated records held in the service reviewed accordingly.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 2 - A safe environment.

This recommendation was made on 6 December 2016.

Action taken on previous recommendation

Medication records were in place and had been reviewed.

Recommendation 5

The senior management team should continue with their proposal to monitor the quality of children's experiences and staff's practice to ensure that both are in line with national and best practice guidance. Action plans and training plans should be developed accordingly.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 12 - Confidence in staff.

This recommendation was made on 6 December 2016.

Action taken on previous recommendation

Systems were in place to monitor children's progress.

Recommendation 6

Quality assurance processes should be reviewed and further developed to ensure that children and parents are involved in these in a meaningful way. Their views should be captured within the self assessment document that must be submitted to the Care Inspectorate upon request.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 13 - Improving the service.

This recommendation was made on 6 December 2016.

Action taken on previous recommendation

Input from parents has been considered when monitoring the quality of provision provided.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
6 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate
1 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
23 Jan 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
16 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 6 - Excellent 5 - Very good 5 - Very good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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