Novar Nursery School
Day Care of Children

5 Lauderdale Gardens
Glasgow
G12 9UA

Telephone: 0141 339 2938

Type of inspection:
Unannounced

Completed on:
10 February 2020

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003014914

About the service

Novar Nursery School has been registered with the Care Inspectorate since 2011 to provide a care service to a maximum of 80 children aged three years to those not yet attending primary school.

The service is situated in a residential area in the west end of Glasgow and is provided by Glasgow City Council. The nursery accommodation consisted of interconnected playrooms, a quiet room, family room, office, kitchen, staff room, reception area and a large, safe and secure outdoor play area. The aims of the nursery include: "to promote children's creativity, extend their thinking and new ideas; to offer children challenge and enjoyment in learning; to promote strong nurturing attachments; to ensure children feel safe and happy."

What people told us

Children told us that they were happy and enjoyed playing in the nursery. Many of them confidently told us about the types of activities they engaged in and the fun they had at nursery.

For this inspection we received 19 care standards questionnaires from families who used the service prior to our inspection visit. Parents told us that they were very happy with the quality of the service they received at the service. Some of their written comments included:

'The head of establishment is extremely approachable and knows all the children well. Staff show kindness and nurture the children in their care. I am confident that my son is being challenged and nurtured. The nursery environment is continually adapting to show variety and choice. The outside area is used exceptionally well.'

'Both my children have been very happy at Novar, there has always been a friendly positive atmosphere.'

'I think Novar Nursery is fantastic. I fully trust the head teacher in providing excellent care for the children. She goes above and beyond to manage the nursery. A safe, warm, loving, caring, fun and interesting place to be for the children. The staff are also great, and some are amazing. Since the extended hours and increased shifts there are more new faces it seems, which is sometimes less familiar at drop off, but I understand that's how the nursery has to manage the extended hours.'

'From day one the staff have been amazing. They have an amazing understanding of autism and specifically my son's autism. They worked very closely with my husband and I regarding our concerns. They took on strategies from speech and language therapists, occupational therapists and educational psychologists. I was kept updated and included in my sons time at nursery. The nursery adapted the environment and included my son. This helped gain his trust, made him feel safe and allowed him to join in at sports activities, music time and playing outdoor games with his peers.'

'Novar Nursery is a great place for my child to learn and grow. The staff are kind and patient. They keep me informed about the little things, like what my son enjoyed that day. They have a fab outdoor area where the children can play and learn.'

'Novar is an excellent nursery with very skilled and devoted staff who do an excellent job.'

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 the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Children were happy, engaged and challenged in the service. They were confident in their play and in their ability to lead and direct their play independently. Staff knew children well. They could describe their needs and how they planned to meet their needs. When children required additional support, effective strategies were put in place to support children. Staff were knowledgeable and worked well with other agencies to share information and support children and families.

Staff were caring and nurturing, we observed warm interactions between staff, children and families. Parents who returned care standards questionnaires commented very positively about the support and care they received from staff.

Lunchtime was a positive experience for children. Keyworkers were appointed to support children at mealtimes. This meant that the same staff member was supporting children every day. As a result, staff were in tune with children's eating habits, likes and dislikes. Staff and children were relaxed and confident in mealtime routines.

Children benefited from fresh air and exercise. The outdoor environment provided very good opportunities for children to play, be curious and explore their natural environment. We observed children problem solving, negotiating challenges and learning to take risks safely outdoors. Staff were vigilant in their observations of children outdoors to ensure that whilst they explored and were able to play that they were safe and comfortable outdoors.

Staff worked well together as a team. They were supportive of each other and recognised each other's strengths. They were motivated to further develop their skills and expertise through further training. Staff we spoke to, told us about the positive impact training had on their practice. Staff who attended training were keen to share their learning with their colleagues. This meant that all staff were kept up to date and refreshed on best practice, policy and frameworks.

Staff were confident and clear about their role in safeguarding and protecting children. They engaged in regular safeguarding training and knew who the child protection coordinator was. They had a clear understanding of the types of things that could put children at risk. They took quick action when they suspected any child's wellbeing or safety was deteriorating. This contributed to children's health and safety.

What the service could do better

We looked at how the service managed the safe storage, recording and administration of medicine. We noted that safe and effective procedures were in place to ensure that staff were aware of children who required medication, and that appropriate consent was obtained from parents which included clear signs and symptoms of when medication should be administered. We asked the service to review how they stored medication in line with best practice guidance. We signposted the management team to the document 'The management of medication in day care and childminding settings.' The manager agreed to review this immediately.

Whilst we have reported positively about how staff engagement and interaction with children, and children's confidence in directing their own learning; we observed occasions when staff interrupted children's learning to engage them in more adult led activities. We discussed the impact this had on the flow of the day and on children's experiences. We asked that the manager monitor and review staff practice to ensure that children's learning was not interrupted. The manager agreed to do this.

The service should continue to look at how they could provide more spontaneous opportunities for children to play and learn outdoors.

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.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
23 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
17 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
24 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 5 - Very good Not assessed
27 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 2 - Weak 4 - Good 6 - Excellent

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Care Inspectorate
Compass House
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