Carstairs Junction Primary Nursery Class
Day Care of Children

Coronation Street
Carstairs Junction
Lanark
ML11 8QY

Telephone: 01555 870301

Type of inspection:
Unannounced

Completed on:
14 January 2020

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2003015281

About the service

Carstairs Junction Primary Nursery Class is registered to provide a day care of children service to a maximum of 30 children aged three to those not yet of an age to attend primary school at any one time.

The provider of the service is South Lanarkshire Council.

The service is located in the rural village of Carstairs Junction, South Lanarkshire. Children have access to a large, extended playroom and enclosed outdoor areas. They can also access the school grounds, multi use games area, gym hall, dining hall and sensory room.

The service aims include:

'To ensure each child achieves their full potential in an inclusive, supportive, safe, stimulating and motivating environment.'

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 (GIRFEC), Scotland's national approach to improving outcomes for children, by offering the right help at the right time from the right people. It supports them and their parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We saw that children were happy and settled in the care of staff. We interacted with children as they played indoors and outdoors over the course of the inspection. Children's comments included:

'We do painting, drawing, playing.' (showing us around the nursery)
'I was upset, but now I'm happy.' (child settling)
'I'd like to do this again.' (completing a puzzle)
'This is our snack.....pancakes, butter, bananas.....lots of things.' (helping unpack the snack delivery)
'I like the doll's house.' (imaginative play)
'We're making a volcano.' (block play)

We sent eight care standards questionnaires to the manager to distribute to the parents/carers of children who experienced care at the service. Six were returned before the inspection. We also spoke to four parents/carers who were dropping their children off at nursery during the inspection. Parents comments included:

'My child is doing their preschool year and staff in this nursery could not be more helpful. The staff are well mannered and treat every child like their own. Always have a smile on their faces which makes it very pleasant when dropping off my child.....they're well cared for and have plenty variety to keep them busy.'

'Since starting nursery my child has become more independent and confident. They have begun to eat a different variety of food that they wouldn't eat before. The staff are always very happy and welcoming.'

'Carstairs Junction Nursery is a fantastic nursery which is very welcoming with friendly staff who are happy to discuss any concerns about my child. They have spent a lot of time to help settle them in and with their

development. The difference over the last few months has been outstanding. I would recommend the nursery to any other parent.'

One parent raised the issue of children going outdoors in all weathers. She felt the children's jackets were sometimes soaked through for going home and that her child was constantly catching colds due to going outside in the rain or cold weather. The parent also felt the service did not respect her wishes when she did not want her child to go outside and did not follow their absence policy when their child was absent for a few days.

We discussed all comments with the management at feedback. The service agreed to ensure that all parents/ carers were informed of the benefits of outdoor play, ensure children wore appropriate full waterproof suits and boots when required to protect their own clothing, include parents in more 'stay and play' sessions outdoors and respect parents' wishes if they did not want their child to go outdoors. They also agreed to review the absence policy with all staff. The manager and nursery staff had further discussions with parents at the 'nursery natter' parents group meeting the following week. The positive results of these consultations would contribute towards improved outcomes for children and their families.

Self assessment

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

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 observed all staff to be kind and caring towards the children. They welcomed children and their families as they arrived and offered children support and encouragement during play experiences throughout the day. This created a nurturing ethos. Children's individual achievements were displayed on a 'wow' wall. This contributed to children feeling included and valued within the nursery.

Snack and lunches were observed to be pleasant, sociable times for the majority of children. We observed children unpacking the snack delivery and assisting staff to put the items away. We advised where children could be more independent in preparing snack, serving themselves and pouring their own drinks, more consistently. The service should continue to review and monitor the lunch time experience with consideration given to the suitability of eating in the dining hall for all children. This would contribute towards ensuring mealtimes were enjoyed in an environment which was as relaxed as possible, while meeting children's individual needs.

Staff were responsive to children's requests and interests over the course of the inspection. This included building a volcano using blocks and small world resources, experimenting with ingredients to represent a volcano erupting and assisting a child to make ice cream from art and craft materials for imaginative play in the home corner. We shared examples where more challenging questioning from staff may lead to more spontaneous, less adult-directed activities. This would enable children to further develop their skills in understanding, thinking, investigation and problem-solving.

We acknowledged that staff knew the children's individual care and support needs, personalities and interests well. We sampled children's personal plans and online learning journals. We had a full discussion to highlight the strengths and benefits of information recorded within children's care plans and advised where improvements could be made. This would lead to better outcomes for children and ensure there were clear records to inform staff in meeting children's individual needs.
(See recommendation 1)

We saw that medication was stored appropriately with clearly labelled boxes for each child. However, not all administration of medication forms were in place or signed by parents to acknowledge when the required medication had been administered to their child during the nursery day. We discussed improvements to ensure all information was clear and in line with current medication guidance 'Management of medication in daycare of children and childminding services.'
(See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Children's personal plans should be reviewed and updated to ensure they contain all required and up to date information. Consideration should be given to:

- ensuring the child's start date is recorded where specified
- ensuring the child's care and support needs, interests and preferences are clear and up to date
- ensuring there is clear information on how each child's identified needs will be met in the service
- ensuring all paperwork is signed and dated, where required
- the storage of children's personal plans to ensure each child's plan can be accessed easily.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

2. The manager should ensure administration of medication forms are in place for all children who may require medication to be administered while at nursery. This form should include a column for parents to sign to acknowledge the time medication had been administered at nursery.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

Grade: 4 - good

Quality of environment

Findings from the inspection

A secure entry system was in place which meant all staff were aware of who was visiting the service. An extension had been built to the playroom to accommodate an increase in the numbers of children permitted to attend. We also saw that the layout of the playroom had been reviewed and changed in response to observations of how children were using particular areas. Good examples included moving the block play to an area which would generally be undisturbed by other activities. This enabled children to concentrate, revisit and build upon their play experiences throughout the day. The story corner was in the process of being refurbished with the purchase of soft furnishings and rugs. This would create a more nurturing, calm environment where children could read, rest and relax. We suggested consulting with the children and parents when making future changes to the nursery environment. This would respect and include the views and suggestions of everyone involved in the nursery.

The service made good use of a variety of outdoor play spaces including enclosed playground and garden areas, a games court, nearby woodland and a local park. Daily access to the outdoor environment provided a variety of experiences that supported children's health and wellbeing. We saw that the service provided opportunities for children to engage in imaginative play in the garden, using a variety of loose parts and open-ended resources, while children visiting the local park were supported by staff to explore risk while using the zip-wire. We discussed with the service how they could further extend this by utilising best practice guidance documents, such as 'My World Outdoors' and 'Out to Play'.

We noted that there were limited resources accessible to children within the indoor environment; for example, only one puzzle was available for children to access and there was only a very small selection of art and craft materials for the children to choose from. Staff were responsive to children who requested alternative resources and staff would access them from a walk-in cupboard. However, this very much limited children's choice, independence and creativity. We advised the service to review the types and quantity of resources and materials which were freely accessible to children throughout the day, particularly indoors and perhaps introduce a resource catalogue of photographs of resources which children could choose from. Again, although staff were responsive to children who wished to play outside, consideration should be given to more free flow play between the indoor and outdoor environment to enable children to direct their own play and activities independently. (see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure children can make choices of where to play and what to play with, a wider range and number of resources should be freely available to children within the indoor environment. This would enable children to make choices independently and extend their play and learning opportunities. Consideration should also be given to free flow indoor and outdoor play during the nursery session.

This is to ensure care and support is in line with the Health and Social Care Standards which state: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.' (HSCS 2.27)

Grade: 4 - good

Quality of staffing

Findings from the inspection

We observed all staff to be kind, caring and responsive to children. There had been little change within the staff team in recent years. This offered continuity and stability for children and created good working relationships between staff. An established keyworker system built trusting relationships with children and their families. Parents and carers were encouraged to come into the playroom to drop off and collect their children and were invited to 'stay and play' sessions throughout the year. This contributed to children feeling safe and secure within the nursery and created a warm and welcoming atmosphere, where children, their parents and staff could share play and learning experiences together.

There were sufficient staff/child ratios in place and staff were deployed well throughout the day. This met the care and support needs of all children when indoors, outdoors and over the lunchtime period.

Through our observations and discussions, we found there were some missed opportunities to extend children's play and engage in more challenging experiences. We advised staff to consider their questioning techniques with children to ensure they supported children's curiosity, inquiry and creativity, therefore offering more challenge to children. This would continue to develop children's skills in understanding, thinking, investigation and problem solving.

Staff were keen to discuss their recent training and leadership roles within the service and how this training and responsibility had improved outcomes for children, impacted on their professional development and made changes and improvements within the indoor and outdoor environments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The service had an improvement plan and clear priorities in place. Staff discussed examples where they were working on developing literacy and numeracy across the early level in consultation with primary one staff and improving outdoor learning opportunities. These were carried out in consultation with children, their families and the staff team. We saw that parents/carers' views were sought both informally in conversation each day and more formally through newsletters, the nursery app and the 'Nursery Natter' parents group. We discussed examples of where parents' views and suggestions had been respected and actioned. The re-introduction of a 'you said, we did' wall display would further inform and include all parents and carers in the areas discussed and the subsequent outcomes for children and families.

The headteacher of the school was the manager of the nursery with the principal teacher having the nursery remit. There was now a clear plan detailing the remit of all nursery staff. This ensured all staff were clear about their roles and areas of responsibility within the service. A monitoring calendar had been introduced to ensure regular monitoring of nursery practice, procedures, activities and children's experiences could be monitored and evaluated. We advised adding the monitoring of children's personal plans and completed accident and incident sheets to the monitoring calendar. These evaluations would lead to improved outcomes for children.

Regular staff meetings were in place to include the whole staff team, with self-evaluation now a standard item on the agenda. Individual staff appraisals were planned throughout the year. This meant that all staff were included as a whole in the nursery improvement focus, but also had individual opportunities to have their views and suggestions heard and respected. We recognised that the service were keen to continue with a culture of continuous improvement.

We saw that the format of accident forms enabled an accurate and detailed account of the accident and the actions taken to be recorded. There were sections for parents and staff to sign and date. However, not all forms

we sampled had been completed in all of these required sections and some information could have been more detailed. Incidents were also recorded using this template, therefore we advised devising a similar form for incident recording. This would ensure all information was clearly recorded with the detailed actions taken by staff recorded. This would contribute towards children's safety and well-being and more robust record keeping within the service. A recommendation regarding the completion of accident forms was made at a recent complaint investigation. We have repeated this recommendation at this inspection.
(See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Parents should have confidence in the organisation providing care and support. Staff should ensure that they provide all relevant details and information when recording accidents and sharing with parents and carers.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

Grade: 4 - good

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

Recommendation 1

The provider should ensure that future expansion plans are well led and managed. This will ensure that children's care and support is provided in a planned and safe way. To achieve this, consideration should be given to how and when key stakeholders, including the service manager are involved and communicated with.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I use a service and organisation that is well led and well managed' (HSCS 4.23) and 'My care and support meets my needs and is right for me.' (HSCS 1.19)

This recommendation was made on 8 November 2018.

Action taken on previous recommendation
The provider ensured that the expansion plans and information regarding the service development was communicated to the relevant stakeholders and service manager. This included and respected the views of those involved. This recommendation has been addressed.

Recommendation 2

Parents should have confidence in the organisation providing care and support. Staff should ensure that they provide all relevant details and information when recording accidents and sharing with parents and carers.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This recommendation was made on 28 November 2019.

Action taken on previous recommendation
We sampled some accident forms. We noted that not all forms were signed and dated by parents as required. We discussed where more detail should be recorded, in particular more detail regarding the actions taken by staff following accidents where a parent was contacted by telephone. An incident form template should be developed for any incidents which may occur within the service. Therefore, we have repeated this recommendation under the Quality of Management and Leadership section within this report.

Recommendation 3

The headteacher should ensure that communication between the service and parents is more effective when they raise a concern about their child's care and support. they should be helped to take matters further if this is required.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for myself.' (HSCS 4.21)

This recommendation was made on 28 November 2019.

Action taken on previous recommendation

The headteacher had reviewed policy and practice to ensure communication between the service and the parent was more effective when a concern was raised. This included ensuring minutes of meetings were issued directly to the parent/carer, with clear agreed next steps identified. This would ensure that all parties' views were respected and included and all information was clear. Therefore, this recommendation has been addressed.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
8 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 3 - Adequate
12 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
14 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
14 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
22 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 cànain eile ma nithear iarrtas.

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.