scottish commission for the regulation of care

Inspection Report

Skerries School Nursery
Day Care of Children

Skerries School
Out Skerries
ZE2 9AR
01595 697409

Inspected by:
(Care Commission officer) Jenny Smith

Type of inspection: Announced

Inspection completed on: 18 June 2009

Improving care in Scotland

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Service provided by:
Shetland Islands Council

Service provider number:
SP2003002063

Care service number:
CS2003016116

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Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	5	**Very Good**
Quality of Environment	5	**Very Good**
Quality of Staffing	4	**Good**
Quality of Management and Leadership	4	**Good**

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The service provides a bright and welcoming area for the child attending. They are very good at finding ways for the single child to mix with larger groups and to meet other children his own age.

What the service could do better

The head teacher needs to work on more formal monitoring of the nursery.

What the service has done since the last inspection

The service continues to provide a variety of activities and resources which the child enjoys. They are looking at ways to evidence how they involve parents.

Conclusion

Skerries School Nursery is in a wonderful rural setting. The nursery has a welcoming and happy atmosphere. The nursery worker is a very committed person who works hard to meet the needs of the child.

Who did this inspection

Lead Care Commission Officer
Jenny Smith

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland. Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Blackwells Bookshop
53-62 South Bridge Edinburgh
EH1 1YS
Telephone: 0131 662 8283
Email: Edinburgh@blackwells.co.uk

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:
Quality of Care and support: how the service meets the needs of each individual in its care
Quality of environment: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
Quality of staffing: the quality of the care staff, including their qualifications and training
Quality of management and leadership: how the service is managed and how it develops to meet the needs of the people it cares for
Quality of information: this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:



We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

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

Quality of Care and Support	**5 - Very Good**
Quality of Environment	**5 - Very Good**
Quality of Staffing	**4 - Good**
Quality of Management and Leadership	**4 - Good**

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

This report was written following an announced inspection. It was carried out by one Care Commission Officer, Jenny Smith. The inspection took place on the morning of Thursday 18 June 2009. The service sent an annual return as requested by us. We issued 1 questionnaire to parents and carers of children using the service. No questionnaires were returned before the inspection.

In this inspection we gathered evidence from various sources, including the childminding policies, procedures, records and other documents. Also:

Evidence from the service's most recent self assessment
Health and safety records
Discussions with the head teacher and nursery worker
Informal chat with the child present
Observing practice
Viewing the environment and equipment.

We also looked at the focus area from the year 08/09 because it has been over 2 years since the Car Commission visited this service.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return
We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care Act (Scotland) 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received
Yes - Electronic

Comments on Self Assessment
The Care Commission received a self-assessment on-line before the visit. This gave a brief description of the service provided and highlighted some areas they wished to improve.

Taking the views of people using the care service into account
During the visit the Care Commission Officer talked with the child present. He was unsure of her and talked only briefly. When asked if he enjoyed coming to play at nursery he stated that he did.

Taking carers' views into account
We did not talk with parents during this visit.

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

The findings in this section are based on Quality Statements 1.1 and 1.4.

Following discussion with the head teacher and nursery staff member, observation of session and a review of the documentation relating to parental involvement in assessing and improving the quality of care and support provided, the service was found to have a very good performance in relation to this statement.

The service had noted on the self-assessment document: "We ask the views of parents and take on board information gained through the informal discussions that take place when children are dropped off and picked up". Evidence of involving parents was discussed during this visit. Staff stated that due to there being only one child in the nursery most days there were plenty of opportunities to meet and talk with parents. At the end of the session the nursery assistant was observed feeding back on how the child's day had been to the carer who collected the child. During the visit the CCO did not meet with parents.

Included in the Partnership with Parents section in the nursery handbook was: "A good parent/staff partnership helps to ensure that your child has the best chance of developing his/her potential. We hope you will enjoy sharing the nursery experience with your child". Also included in the handbook was "Topics" which stated: "We always follow a topic at nursery. Topics will include the children's interests, so if there is anything your child is especially interested in please let us know". The head teacher also stated that all parents were members of the parents' council and were very supportive of the school as a whole. She said the parent's council was a very active body.

The nursery worker described the settling-in regime. She stated that this was discussed with parents and together they decided how long this would be. She also stated that at times another pre-school child visited the island. That child attended the nursery allowing the nursery child to play with someone his own age. This had been decided together with parents. The head teacher described various other methods they had used over the years to ensure children in the nursery could meet others. This included visits to other nurseries on mainland Shetland, and all were discussed with parents.

The self-assessment stated: "We consult children in the course of Nursery sessions". All members of staff in the school were observed interacting well with the child. Staff stated that they had built up good relationships with the children on the island and their families. The nursery worker was aware of the child's individual needs. It was noted that very good use was made of language and simple questioning to extend the child's play and learning. The child was observed to approach the adults readily and with confidence. The nursery worker sought the child's views and opinions and valued his responses.

There was a very good transition to primary school regime in place. During interval the nursery child had snack with and played with the school children. On the morning of the inspection the nursery child joined the primary children at playtime in the school playground. Staff stated this was to ensure the child became familiar with the playtime routine and interacting in the larger group. This was a very positive experience for all, with the older children playing with the nursery child.

Areas for Improvement
An area of development the service had included on the self-assessment was: "To gather the views of parents more formally, by questionnaire".

Grade awarded for this statement
5 - Very Good

Number of requirements
0

Number of recommendations
0

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service Strengths

Skerries School Nursery was found to be performing to a very good standard in relation to the range of communication methods they had in place to ensure they meet the needs of service users. The nursery had an information booklet (nursery handbook) which contained up to date details of the service. There were notice boards for parents within the nursery, which had information about the service. This included planning, complaints policy, news and community information.

Parents were given written information before their child started at the nursery, and had opportunities to visit with their child. Staff stated they used these times to ask the child's likes and dislikes and describe the service to both children and parents. Staff used "All about Me" sheets to record information.

The service had noted in the self-assessment document: "Carers have the opportunity to attend meetings to discuss children's learning. Staff speak informally with carers as they drop off and collect their children. Carers display confidence in the staff to retain confidentiality". The head teacher stated that parents could raise any issues at any time, and she would make time to talk with them. She also stated that the school staff had built up positive relationships with all families on the island. A very positive atmosphere within the small school was noted.

The school produced a weekly bulletin which gave details of recent and forthcoming activities. The head teacher stated this could be emailed or they could have a hard copy. Again it was stressed that due to the close-knit community, communication was a key strength of the service.

Areas for Improvement
The service had identified on the self-assessment document that: "Send home formal reports on progress and topics covered four times a year".

Grade awarded for this statement
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 findings in this section are based on Quality Statements 2.1 and 2.5.

Following discussion with staff and a review of the documentation relating to parental involvement in assessing and improving the quality of the environment within the service, the service was found to have a good performance in relation to this statement.

The service had noted on the self-assessment document: "We ask the views of parents and take on board information gained through informal discussions that take place when children are dropped off and picked up. All parents have opportunities to suggest items for the development plan at a parent council meeting, as all parents are on the council". The head teacher described various times when the parents had been involved in improving the environment. These included donating items for the nursery e.g. sofa for the story corner. They had also been involved in working on the outdoor area and planting. The parents were involved in fundraising activities and were regularly invited to events within the school. Also included in the Partnership with Parents statement in the nursery handbook was: "Please feel free to visit the nursery at any time to look at the activities with your child".
Included within the aims of the nursery was the statement: "To create a safe, hygienic and stimulating environment for everyone entering the nursery". The nursery operated from a compact classroom situated off the main primary area. The nursery had its own door, which parents could use in order not to interrupt the primary classes at work. The nursery had a very welcoming and happy atmosphere.

Areas for Improvement
During the feedback session discussion took place around how to evidence parental involvement. The head teacher stated this was an area they would continue to look at.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0

Statement 4

Not applicable to this service type

Statement 5

The accommodation and resources are suitable for the needs of the service users.

Service Strengths
Overall the service was performing to a very good standard in relation to this statement. There was a very good level of safety and security within the school. The nursery had a separate entrance, which was secure. Appropriate risk assessments were completed. It was noted equipment was regularly checked, cleaned and maintained. Fire safety was in line with current fire law. The nursery had developed a selection of policies and procedures relating to health and safety. This included infection control procedures, a health and safety policy and a risk assessment regime.

The nursery area was warm and well ventilated. A high level of hygiene and cleanliness was noted. There was ample play-space for the child who attended and good use had been made of the available space. The school including nursery, had use of the local community hall for physical play sessions. The nursery had use of the school outdoor area. There was a selection of outdoor play equipment.

There was a large selection of resources and play equipment, which was age appropriate, well organised and appropriately stored (resource list viewed). The nursery was brightly decorated with samples of the child's art and craft work. There were interest displays related to the current themes. The nursery worker had worked hard to provide a safe and welcoming environment and had included the child in this. During the visit she asked the child's opinion and valued his replies.

One area the school worked hard on was to provide the child with opportunities to travel to other nurseries on mainland Shetland. This was to allow the child opportunities to mix with other children of his own age. There was another child who visited a relative on the island and attended the nursery at those times. The nursery child joined the older children at interval and played with all ages. It was nice to see the older children caring for him and to see the child enjoying his time with them. The nursery also joined the younger primary and enjoyed a music session with a visiting music teacher.

Areas for Improvement
During the feedback session the staff stated they were always looking for new ides and for ways to ensure the single child made the most of his time in nursery. They also stated how important it was for a sole child to have opportunities to meet other children his own age.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 findings in this section are based on Quality Statements 3.1 and 3.2.

Following discussion with the staff, and a review of the documentation relating to this statement, the service was found to have a good performance in relation to this statement. The service adhered to the Shetland Island Councils (SIC) safe recruitment procedures. Copies of all policies and procedures in relation to staffing were in place.

The head teacher stated that there had been no staff changes in the nursery for many years. Staffing and recruitment was discussed. There were issues surrounding the difficulties staffing of small islands could be. The head teacher stated that any staffing issues parents might have could be brought up at any time, though the parent had indicated that they were very happy with the staff at present. She further stated that the suggestions box could also be used for any issues parents may have. At times staff information was included in the weekly bulletin. The head teacher stated the bulletin was a good method of sharing information. She further stated that as all parents were members of the parent's council they were very aware of what was happening within the school and this included staffing.

The quality of the staffing within the nursery was one of the strengths of this service. The nursery worker provided a stimulating environment where learning through play could take place. She was committed to the nursery and was supported by the head teacher. She was a strong role model for the child to follow. The nursery worker stated that when she worked in the nursery she felt supported by the school staff team. She stated that they all worked as a team and supported each other. She could call for assistance from the Primary teacher at any time, though had never had cause to do so. She had regular meetings with the head teacher where they discussed the planning and any current issues. The nursery worker was observed to work very well with other staff members. She stated that she believed she had positive relationships with the parents, and the child.

There was an appropriate complaints policy displayed, and information was on how to contact the Care Commission.

Areas for Improvement
During the feedback session registration with the SSSC was discussed at length. This included when to apply and which part of the register to apply for. The head teacher was not required to register with the SSSC. The nursery worker held a relevant childcare qualification and understood the need to apply for registration with the SSSC. A copy of the SSSC Codes of Practice was available. The nursery worker confirmed she was well supported by senior staff to attend training, when available. She had taken ownership of her professional development. To date she had not applied for registration with the SSSC therefore a recommendation was made (see Recommendation 1).

Grade awarded for this statement
4 - Good

Number of Requirements
0

Number of Recommendations
1

Recommendations
1

Staff to apply for registration with the SSSC, when required.

National care standard 12

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths
This area was looked at as part of the Care Commission's focus area. A safe recruitment exercise took place where Care Commission Officers looked at recruitment records across Shetland Islands Council registered services.

Staffs' personal files including recruitment information were now being held at a central base by the provider. Most of the services' files had been moved to Hayfield House. Information was now easier to find and files were updated.

The provider's policies relating to safer recruitment were looked at. A number of staff files were reviewed in order to see how well the provider put into place their safer recruitment.

Policies and procedures detailed the provider's approach to recruitment. An examination of 53 staff files from the various registered services provided evidence that the provider recruits staff in line with their own recruitment policies, legal and regulatory requirements and best practice guidance.

The processes for staff recruitment included;

* The use of an application form
* Uptake of two references - one from a current employer
* Additional references sought where initial reference proved unsatisfactory
* A declaration of fitness by all applicants
* A further GP declaration of fitness or referral to occupational health when necessary
* Enhanced disclosure checks and a further procedure for action to be taken in the event of unsatisfactory disclosure checks
* Re-checking of disclosure information on a three year basis for all staff within registered services
* Professional register checks
* Evidence of skills, values and experience, including qualifications
* Successful applicants begin employment when all relevant information has been received and validated

The provider had a system in place to make sure prospective staff were not employed without the proper checks. The provider had set up a database to track training and Disclosure Scotland Checks. A system was in place to carry out Disclosure Scotland re-checking every three years.

Records showed that the provider held interviews, took up at least two references, made sure staff employed had appropriate skills and knowledge, were fit to be employed for the specific job and were Disclosure Scotland checked. Where additional information was required about prospective staff this was taken up by the provider.

The provider also checked professional registers where this was needed.

The Care Commission Officer spoke with staff about how they were recruited and if they had an induction when they started work. The nursery worker said they went through induction training and could attend other courses. She stated she had been encouraged to obtain a Scottish Vocational Qualification (SVQ) award. She could attend in-service and refresher training on a regular basis. She could ask for extra training if it was needed. The provider had a Continuous Personal Development policy in place, which linked into staff supervision.

The provider also had child protection policies and procedures in place. Staff were able to access appropriate training in this area.

Areas for Improvement
To maintain the current high standards of practice.

It was noted that Shetland Islands Councils' Audit and Scrutiny Committee noted that there were some problems with the present system. Action was currently being taken by the Human Resources Department to resolve the issues.

The Care Commission found that files examined were of a good standard. Files were in the process of being moved from the housing department to a central location. Staff said that this would make it easier to keep records up to date and make sure Disclosure Scotland checks were carried out for all staff who worked in Education and Social Care registered services.

The policy and procedure called 'Education and Social Care Staffing Section - Procedures - Disclosure Scotland Applications - updated April 2009' did not detail what should be done when staff did not return their Disclosure Scotland form.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0

Safer Recruitment - Inspection Focus Area (IFA) outcome
The requirements and/or recommendations below reflect our view of the providers performance in meeting its legal responsibilities when recruiting staff and its compliance with best practice. This is as a result of an audit of the providers recruitment files.

Recommendation
1
The provider should update the 'Education and Social Care Staffing Section - Procedures - Disclosure Scotland Applications - updated April 2009' and detail what action should be taken when forms are not returned.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

The findings in this section are based on Quality Statements 4.1 and 4.4. Also the inspection focus areas 08/09 ("child protection" and "notifications") and inspection focus area 09/10 ("involving parents").

Overall the service was found to have a good performance in relation to this statement.
The head teacher was responsible for the whole school. She stated she had responsibility for the nursery and monitored the work of the nursery informally. She also stated that they used the t.e.d.e.y system to track progress. In the previous HMIE inspection report the management had been graded as "fair". The head teacher stated she had been working to address this. She praised the nursery assistant whom she stated was dedicated to the nursery. She also praised the whole school staff for their efforts and commitment to this small school. This report is concerned with management of the nursery only.

The nursery worker stated she felt supported by the head teacher and believed they worked well together. The head teacher stated that planning meetings took place and they worked together on assessing how the nursery was operating. The head teacher had consulted the nursery worker when she had completed the Care Commission self-assessment document.

Included in the nursery booklet was the statement: "We also welcome any ideas parents might have regarding nursery". Staff stated that they operated an "open door" policy, and parents and carers were welcome at any time. The head teacher stated that they had a good level of participation from parents and carers due to the size of the school, small numbers and the remoteness of the island. The parents' council was described as an essential part of the school. They were involved in fundraising, and organising events. The head teacher stated that all parents were members and were "extremely proactive at times, and had been especially during the threatened closure of the secondary department". It was noted that the chairperson of the parent's council was a nursery parent.

Inspection Focus Area 08/09 - Child Protection.

An appropriate child protection policy had been developed for the service. Staff were aware of their responsibility in ensuring children and young people were kept free from harm, abuse, bullying and neglect. This would include ensuring new staff were made aware of the child protection guidelines as part of the induction process.

The service had an up to date copy of the Shetland Inter-Agency Child Protection guidelines. Staff had attended child protection awareness training and stated that they regularly attended refresher courses.

Information on the Children's Charter was included in the information for parents. Staff were aware of framework standards for child protection.

Inspection focus Area 08/09 - Notifications

The service was aware of their responsibility in reporting to the SSSC any social care staff dismissed on the grounds of misconduct. They also understood their responsibility in providing the SSSC with any information it may require in the exercise of its regulatory functions. Further discussion took place regarding the need to inform the Care Commission of matters of misconduct.

Inspection Focus Area 09/10 - Involving Parents

This has been reported on throughout the whole report. The service had a good regime in place for assessing and supporting the children. They sought information from parents about their child before they started and strived to involve them in their child's pre-school education. Children with additional needs would be supported by the service. Planning was child-centred and regularly assessed to ensure they were meeting the needs of the child.

Areas for Improvement

During the feedback session discussion took place regarding the monitoring of the nursery. This was regular but on an informal basis. Discussion took place about the need to formalise the monitoring of the nursery, therefore a recommendation was made (See Recommendation 3).

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1

To formalise the monitoring of the nursery.

National care standard 14

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
Following discussion with the head teacher and nursery worker and looking at the documentation the service was found to have a good performance in relation to this statement.

The head teacher stated that the views of the parents and carers were very important to the school. Included within the aims of the nursery was: "To develop and encourage effective partnership with the home, school and the wider community". It was noted that the nursery handbook contained a statement: "We also welcome any ideas parents might have regarding nursery" which was included in the Partnership with Parents section of the handbook. The head teacher stated that due to the size of the school and the numbers of children it was relatively easy to talk with parents and include them in the work of the nursery. She considered this to be a key strength of the service.

The head teacher stated that they used the How Good Is Our School as well as The Child at the Centre document to self evaluate, as well as the Care Commission self-assessment tool. She further stated that their previous inspection had been an HMIE visit (report viewed).

The nursery had received quality assurance visits from the education service. The staff stated these visits provided good support and enabled them to keep up to date with current issues. However a visit was now due.

The head teacher stated that she regularly visited the nursery to supervise the planning and organisation. She stated she was aware of the recommendations made in the HMIE report, which she was working on. A copy of the national care standards was available as well as Child at the Centre document and other publications. The head teacher stated that they considered the Care Commission visits and HMIE inspections as a form of quality assurance. She further stated that they actioned any recommendations which had been raised during inspections.

A good start had been made to collating evidence as to how the service was meeting the national care standards.

Areas for Improvement
During the feedback session discussion took place about how to evidence that they were meeting the quality statements. The nursery staff member stated she planned to start gathering evidence and relate this to each quality theme.

Also discussed was the support received from the education service. Staff stated they normally received support visits. It had been some time since the nursery had such a visit - though it was stated they could contact this body by telephone if necessary. This was an area the provider should look at.

Grade awarded for this statement
4 - Good

Number of Requirements
0

Number of Recommendations
0

Other Information

Complaints

Enforcements

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 2	5 - Very Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

Inspection and grading history

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using he service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

scottish commission for the regulation of care

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

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Translations and alternative formats

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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।

ی ا شاہت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪ ਅਤੇ ਹੋਰਨਾ ਭਾਸ਼ਾਵ ਵਿਚ ਉਪਲਬਧ ਹੈ

هذا المنشور متوافر عند الطلب بتنسيقات وبلغات أخرى.

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.

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