Care service inspection report

Edderton Primary School Nursery

Day Care of Children

Edderton Primary School
Edderton
Tain
IV19 1LF
Telephone: 01862 821260

Inspected by: Patricia Matheson

Type of inspection: Unannounced

Inspection completed on: 19 November 2013

HAPPY TO TRANSLATE

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Service provided by:

Highland Council

Service provider number:

SP2003001693

Care service number:

CS2003017203

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

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

What the service does well

The manager and staff worked hard to provide a service of a high standard. They had established good relationships with the parents of the children attending and encouraged open communication.

As a small service, the staff knew the children very well and how best to provide appropriate support. They had also established links with other professionals and worked with them to meet the needs of the children.

Feedback from parents in the completed Care Standards Questionnaires indicated that parents were very happy with the level of service provided and the opportunities the children had to play and have fun in a safe environment.

The children spoken with all said how much they enjoyed attending and taking part in different activities.

What the service could do better

The service highlighted as areas for improvement the need to continue to support new parents and carers to be involved in the service's on-going assessment and development.

They also highlighted the importance of continuing to develop parental involvement in the children's learning journeys.

The manager and staff recognised the importance of accessing the outdoor play area on a daily basis and promoting the children's active learning.

What the service has done since the last inspection

The manager and staff remain committed to the service and its on-going development and have continued to provide a service of a high standard.

Parents and carers continue to be actively encouraged to be involved in the service and its on-going development.

Conclusion

Everyone was made to feel very welcome at the nursery.

The children enjoyed their time there and were well supported by professional and caring staff who were committed to providing a service of a high standard.

The staff all work very hard to provide a service for the children where they can take part in a range of activities.

Parents and carers continued to be very happy with the standard of care provided to their children and the opportunities available to them to learn and have fun.

Who did this inspection

Patricia Matheson

1 About the service we inspected

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.

Requirements and recommendations

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

*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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

*A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The nursery was located within Edderton Primary School on the outskirts of the village of Edderton. The premises consisted of the use of a multipurpose room, canteen as a main activity room, the library which had been converted into a quiet area, and toilets. The nursery had access to its own small, fully enclosed garden area as well as the main school's playground.

The nursery was a pre-school partner centre and was managed by Highland Council. The nursery operated term time only and was open five morning sessions each week.

The staff consisted of a Nursery Assistant, Nursery Auxiliary and was managed by the Head Teacher. The nursery was also supported by an Early Years Principal Teacher however at the time of the inspection the post had been vacant for approximately 7 months.

The aims of the service were 'to provide a caring, happy, safe and stimulating environment for children and staff in which the pupils will be guided in the development process of becoming a thinking, caring and responsible member of society'.

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

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

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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 we did during the inspection

This report was written following an unannounced inspection which took place on 19 November 2013. Feedback was provided at the end of the inspection. The inspection was carried out by Inspector, Patricia Matheson.

As part of the inspection, we took account of the completed Annual Return and Self Assessment forms that we asked the provider to complete and submit to us.

We sent Care Standards Questionnaires to the manager to distribute to service users. Three parents and carers of children attending the service sent us completed questionnaires prior to the inspection.

During this inspection process, we gathered evidence from various sources:

We spoke with:

- two children attending the service
- the manager
- the staff team

We looked at:

- the service's policies and procedures relevant to the Quality Themes and Statements being considered
- learning journey folders
- questionnaires distributed by the service and completed comment/feedback sheets
- information pack provided to parents
- observation of staff practice
- examination of the premises.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed Self Assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

The two children present on the day of the inspection were observed to be very happy and relaxed in the care of the staff. The interaction between the children and staff was very good. The children were occupied appropriately and there was a good selection of equipment and resources available. The children spoke about the various activities they were taking part in. The children particularly enjoyed their time outdoors taking part in various activities in the snow.

Taking carers' views into account

Three Care Standards Questionnaires were completed and returned by parents and carers prior to the inspection. They all strongly agreed with the statement, 'Overall, I am happy with the quality of care my child receives in this service'. Comments made included:

'Mrs Beasley and Mrs Sutherland are always cheerful and welcoming and put a lot of effort and hard work into running the nursery'.
'I couldn't ask for a better environment for my child'.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

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 manager and staff continued to involve children and their families in the on-going assessment and development of the nursery. During the inspection the service was able to show that there were various ways in which children and their families could make comments and give their feedback on all aspects of the service provided. We collected information from a range of sources and found evidence to support that the manager and staff continued to encourage participation.

The service participation strategy consisted of a range of both informal and formal methods to get the children and parents involved in making suggestions as to how the nursery could be developed and improved. The aims and objectives of the service highlighted the importance of working with parents and carers. There was also a Parental Involvement policy which detailed how parents and carers could get involved with the nursery.

It was important to the staff to establish good relationships with all the service users, both the children and their parents and carers, as well as other professionals. This was evident during the inspection. As the service was very small, the staff clearly knew the children attending the service very well and had established a very good rapport with them. This allowed the children to feel able to talk freely about the service and make comments and suggestions. The two children present talked about all the different activities they liked to take part in at nursery and how much fun they had there.

Parents who make an enquiry to the nursery about enrolling their child were provided with an informative welcome pack. It contained information about the service

provided, a copy of the service's aims, details of some of the nursery's policies and procedures and contact details for the manager and the staff. Parents and their children were invited to attend an enrolment session prior to starting the nursery, where parents were able to ask any questions they might have about the service.

There was opportunity for daily, informal contact between the staff and parents and carers. Parents were able to speak with staff during drop off and collection times. Staff also made use of the telephone, email and text messaging to maintain contact with parents and carers. The comments contained within completed Care Standards Questionnaires were very positive about the approachability of all the staff. Levels of communication were considered to be very good.

There were also more formal meetings between staff and parents and carers. Parents were invited to meet with staff to discuss their child's progress. Parents could request a one to one meeting with the manager or staff at any time to discuss their child. Parents were provided with a written progress report annually. Parents could also visit the nursery and look through their own child's learning journey folder at any time. Parents and carers were encouraged to add to the folders.

There was an open door policy in place and parents and carers were encouraged to be involved in the service and share skills or interests within the sessions.

The service produced a regular newsletter which was circulated to parents and carers to keep them informed of the service, update them on any developments and any planned activities. The most recent newsletter was on display on the noticeboard.

There was a small, bright reception area. There was a notice board which provided a range of information about the service, the staff and other relevant information including a planning overview, what the children did that day, information about snack, newsletters and the most recent Care Inspectorate report.

The service had made use of questionnaires to get feedback from parents and carers on different aspects of the service provided. The manager evaluated the findings from these and identified areas for improvement. The service also had 'reflection sheets' which parents were asked to complete if they had attended any of the nursery sessions. The manager explained that where appropriate, they actioned any suggestions made by parents.

There was a policy to develop child participation. The views of children were sought informally by the staff on a regular basis within the session. We were able to observe the children being given opportunities to make choices in relation to the activities they wished to participate in during the course of the day. Staff consulted the children by making use of circle time and mind maps as well as questionnaires. Staff took into account the preferences of the children when planning activities and encouraged the children to provide feedback informally in order to evaluate activities.

The service had also made use of 'What I thought of the activity' sheets to get feedback from the children.

Areas for improvement

The service should maintain current very good practice and continue to encourage and support parents, carers and children to be involved in the on-going assessment and improvement of the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found that the service performance was very good in the areas of this Quality Statement. During the inspection we looked at and considered a range of evidence including:

- examination of children's records
- examination of policies and procedures
- discussion with the staff
- speaking with children
- examination of completed care standards questionnaires
- examination of the premises.

The manager and staff were committed to ensuring the children's health and wellbeing needs were being met. The service had a statement of aims and objectives which reflected their intentions for the service and promoted the children's welfare, emotional wellbeing and development. There was a range of policies and procedures in place to promote the health and wellbeing of the children using the service.

The service was a small nursery, and staffing levels were very good which allowed for children to receive high levels of support and ensure continuity of care. Staff had a very good rapport with the children. During the inspection visit we observed very good interaction between staff and the children they were caring for. Staff had a good knowledge and understanding of the children attending and what their individual needs were. They were very proactive in meeting the children's needs. Staff were observed to be very nurturing and supportive in their approach, providing encouragement and appropriate praise.

Staff had attended appropriate mandatory training, including training in child protection, first aid and food hygiene. Staff routinely attended refresher training courses. Staff had also attended other relevant training in relation to the health and wellbeing of children.

The service had established very good links with, and received visits from other professionals - including the oral hygienist, health visitor, education psychologist, physiotherapist and speech and language specialists - to ensure the children received the support they required. Staff welcomed this input. When appropriate, the manager or a member of staff attended inter-agency meetings.

There were appropriate infection control procedures in place and risk assessments were completed. Daily checks of the premises and the equipment were undertaken by staff prior to the children arriving as well as throughout the session. The premises and the equipment were clean. Staff had access to protective clothing, including disposable aprons and gloves, for use as appropriate. The service had copies of good practice guidance in relation to infection control.

There were risk assessments in place in relation to the premises and the equipment. These were routinely reviewed and updated on an annual basis. Risk assessments were also completed prior to any outings or trips taking place. The children were encouraged to get involved in completing risk assessments.

Children had access to hand washing facilities and staff emphasised to the children the importance of good hygiene practices. Children were encouraged to wash their hands before snacks, and after using the toilet or taking part in messy play either indoors or out.

There were emergency procedures in place. All staff had completed first aid training and there was a first aid box. There was an appropriate policy and procedure in relation to the storage and administration of medication. There was a system in place to record all accidents and incidents. Parents and carers signed any accident and incident reports.

The nursery was a health promoting service. There was a healthy eating policy in place. Staff had attended food hygiene training and had access to good practice guidance in relation to nutrition. There were systems in place to ensure that all staff were aware of the individual health needs, allergies and nutritional needs of the children. Staff took account of good practice when planning snacks. The children were involved in planning and choosing snack. The children were encouraged to give their feedback as to whether they enjoyed snack. There was a snack menu on display in the reception area so parents knew what children were getting. All snacks and drinks provided by the playgroup were healthy. Fresh fruit and/or vegetables were offered as part of snacks on a daily basis, as was milk and water.

Snack time was seen as an integral part of the session and was an important social event where all the children and staff sat together. It was seen as a learning opportunity where the children developed their social skills.

The service participated in the tooth-brushing programme for pre-school children.

The children had access to a small, fully enclosed outdoor play and garden area. The children had been involved in growing various plants and vegetables in the summer. The children could also access the main school playground for physical exercise and access to fresh air. When it was not possible to use the outdoor space because of the weather, the staff encouraged the children to take part in various indoor games and activities which included some physical exercise. On the day of the inspection, the children greatly enjoyed being outdoors exploring and playing in the snow in the school playground. The staff encouraged them to explore their surroundings and talk about snow, look at patterns in the snow as well as make snow angels.

Areas for improvement

The service highlighted as an area for improvement the need to continue to access the outdoor play area on a regular basis.

The manager explained that all the nursery's policies and procedures were currently being reviewed and updated centrally by Highland Council.
The service should continue to build on current very good practice.

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

We found the service's performance was very good in relation to this Quality Statement.

Previous comments in Quality Theme 1, Quality Statement 1, in relation to communication and participation are also relevant to this Quality Statement.

Comments in the completed Care Standards Questionnaires indicated that parents were happy with the quality of the environment.

The staff explained that they encouraged the children to get involved in choosing what they would like to see in the playroom. The staff used informal discussion during free play and snack time and mind maps to get ideas from the children.

The manager explained that any new furnishings or changes to the layout of the playroom took place following consultation with the parents and the children.

Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1, are also relevant to this Quality Statement.

The manager highlighted in the self assessment document that they would continue to involve parents in the on-going development of the nursery garden.

The service should continue to build on current very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

During the inspection we found that the service's performance in this area was very good. The manager and staff made sure that the environment was safe and service users were protected.
We concluded this after:

- inspection of the premises and outdoor play area
- examination of relevant policies and procedures
- examination of relevant written records
- talking with the children
- speaking with the manager
- discussion with staff.

The nursery was located in Edderton Primary School building. It had a separate entrance from the main school. The accommodation was clean, safe, pleasant and welcoming. There was appropriate ventilation, heating and light. The building was appropriately maintained and any maintenance issues were dealt with promptly.

The premises were bright and welcoming. There were bright and colourful examples of the children's work on display as well as displays and mind maps. Furniture was appropriate to the age range of children in attendance. There was a good range of equipment and play experiences available to the children. Resources were displayed attractively and safely. The storage facilities allowed the children to independently select resources where appropriate. When new resources were being purchased, the children were encouraged to get involved in deciding what to buy.

The service operated a no smoking policy.

The premises were observed as being clean. There were appropriate cleaning procedures in place. Staff had access to infection control good practice guidance. Good hygiene practices were promoted. The children were able to access the toilet and hand washing facilities independently. There were visual prompts on display to encourage the children to follow good hand washing practices.

There was a suitable door entry system in place and the premises were secured during the session. The service had in place an appropriate system for the signing in and out of children to ensure their safety. Parents who completed and returned Care Standards Questionnaires made positive comments about the safety and security of the premises.

There were appropriate health and safety policies in place. All staff and parents had access to these policies and procedures. Risk assessments were completed, covering

the building and activities, and were routinely updated. Risk assessments were also completed for any outings the nursery went out on. There was a procedure for going out with children, and parents were required to give their consent for said outings. Children were encouraged to be involved in risk assessing activities and outings as a way of getting them to think about risks and how to reduce them.

The nursery had use of a small outdoor fully enclosed garden and play area to the rear of the premises. It was checked on a daily basis prior to being used by the children. The staff made sure that any rubbish was removed and the equipment was safe for use before the children went out to play. The children could also have use of the main school's playground. The children were supervised at all times whilst outdoors. On the day of the inspection the children enjoyed being outdoors exploring their surroundings in the snow and having fun.

Areas for improvement

The manager identified as an area for improvement the need to continue to develop the outdoor play area, the range of resources available and promote active learning.

The service should continue to build on current very good practice.

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: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

During the inspection we found that the service's performance in relation to this Quality Statement was very good.

Previous comments in Quality Theme 1, Quality Statement 1 and Quality Theme 2, Quality Statement 1 in relation to communication and participation are also relevant to this Quality Statement.

It was important to the manager and staff to work in partnership with parents and carers. During the inspection it was evident that the manager and staff had established very good working relationships with them, which allowed for open and on-going communication. The staff had also established good relationships with children and actively sought their views and suggestions. We were able to observe very positive interaction between the staff and children. The children spoken with during the inspection said that they liked going to nursery and the staff were all nice and they had fun.

There was an appropriate complaints policy in place which encouraged parents and carers to discuss any concerns or issues with the manager and staff.

Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.

The service should continue to build on current very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found the service's performance was very good in relation to this Quality Statement. We concluded this after:

* examination of policies and procedures
* discussion with the manager and staff team
* observation of staff interaction with the children.

During the inspection, we found the staff to be very enthusiastic and committed to the service they provided. They were motivated to provide a quality service to the children and their parents. The staff team had worked together for a number of years and had established a very good working relationship which allowed for continuity of care for the children attending the nursery. There was a very good rapport between the staff which allowed for a very natural and open style of communication. The staff knew the individual needs of each of the children and how best to meet them. The staff were both very caring and nurturing towards the children in their care. Parents were of the opinion that the staff worked well together to give their children a positive experience where they could play and have fun in a safe environment.

The service had in place relevant policies and procedures including recruitment, whistle-blowing, confidentiality and child protection. The service provider, Highland Council, had a comprehensive policy and procedure to ensure that staff were recruited and inducted in a safe and robust manner, and service users were protected. All new staff completed a period of induction which included attendance at a range of mandatory training. As part of the induction, staff were required to familiarise themselves with the service's policies and procedures.

There was a staff training and development policy. Staff routinely received staff appraisals where training was discussed and any training needs identified. Training was also discussed during staff meetings and more informal discussions. There was regular in-service training for the school which staff could also attend where appropriate. They could also attend relevant external courses to ensure that they are appropriately trained to meet the needs of the children attending. Staff had attended a range of courses including child protection, first aid, Curriculum for Excellence, development disorders and developing language. Staff stated that they were encouraged and supported to attend relevant training to allow them to develop the skills to meet the needs of the children attending. Staff had access to best practice guidance.

The staff explained that due to the size of the service, on occasions they met up with and did activities with other local daycare services. They explained that it was helpful

to meet up with colleagues from other services and share good practice.

All staff were registered with the Scottish Social Services Council and had a copy of, and worked to the SSSC Codes of Practice.

The staff spoken with as part of the inspection stated that the manager was supportive and encouraged open communication. The manager promoted an open and transparent environment where staff could raise any issues and report poor practice. There was a whistle-blowing policy. The staff were all enthusiastic about the service and committed to its on-going development.

Areas for improvement

Staff should continue to be supported to attend appropriate training and keep up to date with good practice guidance.

Consideration should be given to developing further the staff appraisal system to include feedback from children, parents, colleagues and other relevant stakeholders.

The staff were missing the regular visits they received from an Early Years Principal Teacher. They would benefit from the important input to the monitoring and development of the nursery provided by Principal Teacher visits.

The service should maintain current very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

We found the service performance was very good in relation to this Quality Statement. Comments relating to participation, communication and information sharing in Quality Theme 1, Statement 1, Quality Theme 2, Statement 1, and Quality Theme 3, Statement 1 are also relevant to this Quality Statement.

There were various opportunities for children and their parents and carers to give their views and suggestions and be involved in assessing and improving the quality of management and leadership of the service. Their feedback was audited and taken account of during any internal quality assurance review of the service.

There was an appropriate complaints policy in place which encouraged parents and carers to discuss any concerns or issues with the nursery manager or a member of staff.

Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.
The service should continue to build on current very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

During the inspection we found that the service performance was very good in relation to quality assurance and involving children, parents and carers, staff and other relevant stakeholders in the on-going assessment of the quality of the service. We concluded this after:

- speaking with the children
- discussion with the manager
- discussion with the staff
- examination of care standards questionnaires completed by parents
- examination of the whole school improvement plan which included the nursery.

Comments recorded under previous Quality Statements relating to communication and participation are also relevant to this Quality Statement. The service responded to the findings and feedback from questionnaires, feedback forms, informal discussions, as well as previous inspections, to improve practice.

The service asked the children and their parents and carers to give their views on the service and the quality of their experience. The children who attended the service were able to give their views, ideas and suggestions during informal discussions with the staff. Parents and carers were also encouraged to give feedback and suggestions. The service had previously made use of questionnaires to get feedback and comments from parents and carers and had also reflection sheets.

Staff made use of their individual appraisals, nursery meetings, visits and observations made by the manager and informal discussions, to reflect on their practice, identify their strengths, highlight areas for improvement and then plan the next steps to improve practice. The manager and staff also welcomed any feedback and suggestions from visiting professionals.

The service responded to the findings and feedback from both internal and external quality assurance visits, as well as previous inspections, to improve practice. The service received quality assurance visits from the Care Inspectorate and Education Scotland as well as from the service provider, Highland Council. There was a school improvement plan, which included the nursery, put into place to monitor the improvements to the service.

Areas for improvement

The service should continue to actively involve children, parents/carers, staff and all other relevant stakeholders in the on-going self-evaluation process.

The service highlighted that they have not had an Early Years Principal Teacher in post for several months. As stated previously, the service had found it beneficial receiving

regular visits and feedback from the Principal Teacher and valued their input to the monitoring and development of the nursery.

The service should maintain current very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings	
25 Nov 2010	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
19 Feb 2009		Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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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 ہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے-

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

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