Coldstream Primary School Nursery
Day Care of Children

Coldstream Primary School
Home Place
Coldstream
TD12 4DT

Telephone: 01890 882 189

Type of inspection: Unannounced
Inspection completed on: 28 October 2016

Service provided by:
Scottish Borders Council

Service provider number:
SP2003001976

Care service number:
CS2003017366

About the service

Coldstream Primary School Nursery was previously registered with the Care Commission and transferred its registration to the Care Inspectorate in 2011. The service is provided by Scottish Borders Council.

The Care Inspectorate granted a variation to the conditions of registration in August 2016, to provide a care service to a maximum of 30 children from three years to entry to primary school. The service is managed by the head teacher with the principle teacher and senior nursery practitioner having responsibility to oversee the nursery provision.

The nursery operates from a large playroom within Coldstream Primary School in Coldstream. Children also have access to an outdoor play area. Morning sessions are provided between 8.30am to 11.40am with afternoon sessions between 12.20pm and 3.30pm, term time only.

The nursery vision, aims and objectives were made available to parents/carers and included:

"At Coldstream Nursery we strive to create a happy atmosphere where learning is fun. Where children, parents and staff learn together and where all develop to their maximum potential."

We carried out a themed inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each quality theme in line with Getting it right for every child (GIRFEC). GIRFEC is the national approach promoted by the Scottish Government for everyone to work together to support outcomes for children. The wellbeing indicators that are essential for children to flourish are: safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI).

As part of this Care Inspectorate inspection, we assessed how the service had responded to two requirements and four recommendations made in the last Care Commission inspection report dated 2 March 2010.

We wrote this report following an unannounced inspection. This inspection took place on Friday 28 October 2016 between 8.30am and 3.30pm. We gave feedback to the head teacher and senior nursery practitioner on Friday 28 October 2016.

At this inspection, we focused on children's experiences and routines and how the nursery protected them and kept them safe. We also looked at the environment, staffing and management and leadership.

What people told us

We observed and spoke with 10 children who used the service. The children were aged three and four years. Children confidently told us about their learning experiences, friendships they had made and activities they enjoyed. Children's comments included:

"This is our Halloween book. This one has funny monsters."
"This is our story corner. This is my favourite book, it is called, Bumpus Jumpus Dinosaurumpus."
"I am dressing up as a pussy cat with a long tail."
"We have one baby but she has no clothes. I like babies."
"I am washing pumpkin seeds and they are going to dry and we can put them in the oven to cook. I don't know what they will taste like."
"I like sawing and fixing and building and finding stuff. I found a very old and precious antique. I found it in the nursery garden."

"I am cutting a door in this box to make a campervan."
"We are making a happy face on our pumpkin."

We sent 15 care standards questionnaires to the manager to distribute to parents and carers and 10 were completed and returned to us before our inspection. These highlighted that 10 parents strongly agreed they are overall happy with the quality of care their child received within the service. Parents commented on issues relating to the small outdoor play space. We noted that this has improved since August 2016 when additional space was made available for nursery children. Parents' written comments included:

"The inside environment at Coldstream provides an excellent place for my child to develop and learn. Unfortunately, the outside play area is too small to be of any real use where physical activity is concerned. I understand the outside area (garden) is under review with Scottish Borders Council."

"New garden area too small but this is being looked at and should be made bigger by the end of the year."

"I feel they [staff] have greatly contributed to the amazing developments my daughter has made this past year."

"Overall I am happy with the way nursery is going for my child. I think a bit more regular feedback on how children are doing would be a plus."

Self assessment

We received a fully completed self assessment from the provider. The provider gave examples of improvements in the quality of care and support and staffing. The self assessment clearly identified some key areas that the provider believed can be improved and showed realistic timescales for actions to be taken forward.

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 considered how the service protected and safeguarded children and how staff supported the health and wellbeing needs of children.

The manager and staff team demonstrated a good knowledge of their roles and responsibilities to safeguard and protect children from harm. Staff told us they received annual in-house child protection training, and used their learning to inform their practice. In addition, some staff had accessed Scottish Borders Council on-line Protect training. Staff therefore, demonstrated a greater knowledge and understanding of current issues including internet security and child trafficking. This contributed to the safety of all children.

Staff engaged parents/carers in sharing relevant information about their child's learning and developmental needs at the start of their placement. This meant staff knew children's likes, dislikes, medical and health needs well and effectively used this knowledge to support children during the settling in period. We saw staff responding in a caring and nurturing way when meeting the personal care and support needs of individual children. One parent told us:

"My son was happy when I was with him during his settling in visits, but was very upset when I left. Staff were very caring and sensitive to his needs and suggested he brought in his favourite teddy to help comfort him, when I left. This along with lots of cuddles, praise and stickers from staff has given him the confidence to play and develop friendships with other children."

Staff knew children's interests well and supported children to make informed decisions and choices. We saw children were developing good hand hygiene practices, learning about good oral health through daily tooth brushing and were making healthy food choices at snack time. This contributed to promoting healthy lifestyle choices.

Children clearly enjoyed free flow play experiences throughout the sessions and were confident in making friendships and leading their own learning. There were opportunities for children to be outdoors throughout the sessions. This meant that children had access to fresh air, physical exercise and a wide range of learning experiences relating to the world around them.

Learning profiles were available for individual children and were easily accessible for children and parents to view. We looked at four learning profiles and found that staff observations of children's learning were not routinely recorded or used to show how staff plan and track children's individual progress, achievements or next steps.

The manager explained that in conjunction with Scottish Borders Council Early Years Team, they are supporting nursery staff to take forward effective curriculum planning recording systems. We noted the manager had identified this as an area for improvement in the service's self assessment. This showed the service's commitment to further developing assessment for learning techniques with all staff and to support learning intentions and outcomes for all children.

We looked at information held on individual children and noted that personal plans and additional support plans were not effectively maintained to show an accurate record of children's needs and the strategies used to address them.

The manager told us she had just received copies of the provider's generic personal plan recording profile. These were compiled in line with the SHANARRI wellbeing indicators. The manager was aware of the need to ensure effective guidance and time was available to help staff meaningfully implement personal plans to meet the individual health, wellbeing and safety needs of all children. (See requirement 1)

Requirements

Number of requirements: 1

1. The provider must ensure the safety and wellbeing of children. In order to comply, the provider must:

(a) Ensure children's personal care plans clearly demonstrate how their health, welfare and safety needs are to be met.

(b) Ensure parents/carers and children, where appropriate, are involved in this process.

(c) Ensure personal plans are reviewed at least every six months.

This is to comply with:
The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a) - welfare of users.

Timescale for meeting this requirement: within six months.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We considered how the service promoted a safe and hygienic environment and opportunities for risky play.

Since August 2016, children had access to a larger playroom with additional outdoor space. Staff had undertaken general risk assessments to ensure the areas used by children were safe and had put in place measures to reduce hazards or risks identified on a daily basis.

A parent commented in the care standards questionnaires that '...the outside play area is too small to be of any real use where physical activity is concerned. I understand the outside area (garden) is under review with Scottish Borders Council.'

The manager explained that the provider plans to create a large, safe and secure outdoor space for nursery children to explore. We saw that a temporary barrier within the school grounds defined areas nursery children could access. This should be re-assessed to ensure the safety of children.

We observed that overall hygiene and infection controls within the playroom, toilet and nappy changing areas could be better. We directed the manager to seek and use the current best practice guidance - Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings), available on The Hub section of the Care Inspectorate website. This was also highlighted as an area for improvement in the service's self assessment which the manager was committed to taking forward.

Staff told us how they are currently using Building the Ambition guidance to assess how children are using curriculum areas and resources available within the nursery. New resources were ordered to improve the learning environment, taking account of children's interests and what they want and need to extend their learning.

We found resources were currently limited, however, we saw staff provided children with space and time to explore a range of natural and sensory materials. We saw children independently using tools, building construction models from large bricks and cardboard boxes, balancing on wooden beams and enjoying sensory activities relating to autumn and Halloween.

Staff encouraged children to problem solve and take calculated risks. For example, we saw some children confidently walking on balance beams whilst others sought staff support during physical play.

We noted that staff recorded children's daily attendance. Evacuation registers were not in place. The manager agreed to immediately adapt the attendance sheet to include the times children arrive and leave the service, to ensure the safety of children in the event of an evacuation. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should implement effective registration systems to ensure the actual number of children on the premises at any given time is effectively monitored, known by staff and readily available during an evacuation.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

Grade: 4 - good

Quality of staffing

Findings from the inspection

We considered how staff training, skills and experience informed outcomes for children and team building.

The manager explained that since August 2016 a new staff team was in place. The manager highlighted that as a priority staff were focusing on developing positive working relationships with each other, children and their families. We could see this was having a positive impact as children appeared happy and confident in the care of the staff team.

Parents confirmed our findings and spoke positively about the support staff provided to them and their child during the settling in period. This contributed to the positive ethos and inclusive approach observed.

The new staff team had been employed with Scottish Borders Council for a number of years. Throughout their careers, staff had attended in-house and local authority training to support their continuous professional development and practice. A training programme was in place to support staff in their current remits and roles.

Staff spoke about their individual learning and how Getting it right for every child, Building the Ambition, outdoor play and child protection training had increased their knowledge and understanding of current best practice guidance.

We noted that staff had started to share and use their knowledge of Building the Ambition to assess and improve the learning environment and therefore extend children's learning outcomes. For example, we saw staff providing additional resources to help children extend their imaginative play. We watched children working together to paint, cut and glue a large cardboard box which became a very busy campervan.

The manager spoke confidently about taking forward a whole team approach to enable staff to share their learning and take on leadership values. At this early stage, we found regular staff team meetings were valued and provided opportunities to engage staff in decision making opportunities.

The manager was very aware of the need to engage staff in assessing all aspects of their practice. We discussed establishing effective time management systems to enable staff to consolidate information and to maintain written documentation needed to support outcomes for children and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We considered how quality assurance and monitoring systems improved outcomes for children.

The manager demonstrated a clear commitment and vision to engage staff and people who used the service in taking forward service improvements and the quality of service as a whole.

An information booklet informed parents of what to expect from the service and highlighted the service's aims and objectives. The manager explained that this booklet was in the process of being updated to inform parents/carers of the nursery aims and objectives, the principles of Getting it right for every child and the associated wellbeing indicators.

The service improvement plan clearly detailed actions and steps needed to develop the new early learning and childcare environment. Priority actions to achieve progress were detailed and showed steps needed, resources, timescales and responsibilities of the management and staff team. We noted that priorities for action were consistent with our inspection findings.

Parents spoke highly of the professionalism of staff and management during the recent changes to the nursery provision and praised the welcoming and caring staff team. One parent commented:

"The staff team have worked so hard to set up the new playroom. They have continued to care for my son in a very professional and caring way, and are creating a wonderful environment for him and his new friends."

To support ongoing improvement staff were aware of the Scottish Government guidance - How good is our early learning and childcare? As a starting point, staff had identified sections within the document to help them assess their practice and the learning environment. As previously stated, this had a positive outcome on free flow play experiences provided.

We discussed with the manager the need to establish effective time management systems to help staff realistically achieve priorities for action, within their working hours. We also highlighted the need for staff to access current best practice guidance, available on the Care Inspectorate website and other media, to support improvement.

The manager agreed to continue to develop robust quality assurance monitoring systems to support staff in their identified roles, outcomes for children and families and the service as a whole.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

Appropriate nappy changing facilities should be provided in, or in close proximity to the nursery.

This is to comply with SSI 114 Regulation 4(1)(a) and (b) - a requirement that a provider shall make proper provision for the health and welfare of service users. Timescale: 12 weeks from receipt of this report.

This requirement was made on 27 August 2010.

Action taken on previous requirement
Appropriate nappy changing facilities were installed and easily accessible to support staff to care for the personal support needs of children.

Met - outwith timescales

Requirement 2

The provider must ensure that, where staff to be employed are required by law to be registered with an appropriate professional body, checks on the validity of such registrations are carried out, and results clearly evidenced.

This is in order to comply with SSI 2002/114 Regulation 9(2)(c) Fitness of employees and Regulation 19(2)(d) Records. It also takes into account Scottish Social Services Council Code of Practice for Employers of Social Service Workers, Section 1.2. Timescale for implementation: Within 2 weeks of receipt of the Safer Recruitment Audit letter.

This requirement was made on 27 August 2010.

Action taken on previous requirement
Staff employed within the service were registered with the appropriate body.

Met - within timescales

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

Previous recommendations

Recommendation 1

It is recommended that the service consider further ways to involve parents and children in assessing and improving the service. National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the service.

This recommendation was made on 27 August 2010.

Action taken on previous recommendation
This recommendation is met. Communication systems had improved to enable parents to assess and inform the quality of service. For example, parents/carers received and responded to information requests through email, text, questionnaires and Facebook.

Recommendation 2

The service should put in place a written child protection policy and make this available for parents. National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing.

This recommendation was made on 27 August 2010.

Action taken on previous recommendation

The service displayed the Scottish Borders Council child protection committee guidance, Children's Charter and service policy to ensure parents/carers were aware of their responsibilities to protect and safeguard children.

Recommendation 3

The service should carry out risk assessments for indoors, outdoors and any outings and these should be recorded. National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing.

This recommendation was made on 27 August 2010.

Action taken on previous recommendation

This recommendation is met. Staff carried out and recorded actions taken to reduce risks identified on a day to day basis.

Recommendation 4

The provider should seek two references for all candidates, one of which is from the immediate previous employer. Scottish Social Services Council Codes of Practice for Employers, Section 1.1, and Safer Recruitment Through Better Recruitment, Scottish Government 2007.

This recommendation was made on 27 August 2010.

Action taken on previous recommendation

This recommendation is met. The provider was aware of their roles and responsibilities to implement robust safe recruitment practices in line with best practice guidance.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
2 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
24 Nov 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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