

Inspection report

Killin Nursery Day Care of Children

Main Street
Killin FK21 8UW

Inspected by: Fiona Stewart
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 19 November 2008

Service Number

CS2003043686

Service name

Killin Nursery

Service addressMain Street
Killin FK21 8UW**Provider Number**

SP2003002689

Provider Name

Stirling Council

Inspected ByFiona Stewart
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

19 November 2008

Period since last inspection

19 months

Local Office AddressSpringfield House
Laurelhill Business Park
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FK7 9JQ
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Introduction

Killin Nursery has been registered with the Care Commission since 1 April 2002. Its premises are linked to the local primary school situated in the centre of the village. Up to 24 places are currently available each weekday from 8am to 6pm, 50 weeks of the year. Children aged from birth to not yet attending primary school may attend. No more than three children under two years are permitted at any given time.

Since this inspection, the nursery Head has been seconded to another setting in the Local Authority. As a result the nursery Depute has been promoted to acting nursery Head. She also has overall management responsibility for Killin and Crianlarich Nursery situated in Crianlarich Village.

Among the nursery aims are to “provide a safe learning environment, to value and respect all children’s open minded adaptable, curious approaches to life and to provide a service which embraces partnership with the nursery, home and community in developing and supporting all children’s learning”.

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

This inspection report and grades represent the Care Commission’s 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. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Views of service users

Seven parents provided the Care Commission with their views by completing the questionnaire issued.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon

requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

LOW

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

The nursery Head, the teacher on block placement to the nursery and all nursery staff on duty participated in the inspection process.

Evidence

Evidence was gathered from a number of sources including a review of a range of policies, procedures, records and other documentation, including the following:

- o Supporting evidence from the up to date self assessment
- o Policies, procedures and records relating to the environment and resources provided and keeping service users safe including risk assessment, child protection and confidentiality.
- o Policy relating to promoting a positive ethos including Equal Opportunities and Social Inclusion.
- o Policy and documentation relating to quality assessment and improvement planning.
- o Documentation relating to staff induction, ongoing training and support.
- o Policy and documentation relating to service user involvement including Consultation policy, questionnaires and surveys issued to gather feedback from parents and records of targeted consultation with children.

Discussion took place with:

- o The Nursery Head, the teacher on block placement to the nursery and all nursery staff on duty.
- o 5 children

The Care Commission Officer also observed staff practices and examined the environment and resources.

All of the above information was taken into account during the inspection process and was reported on.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:
<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire

safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

There were no requirements noted for action in the last inspection report. .

Comments on Self Assessment

A fully completed self assessment document was submitted by the service. This was completed to a very high standard and gave very relevant and detailed information for each of the Quality Themes and Statements. The service identified its strengths, some areas for future development and how they planned to implement changes. They also provided information on how service users participated in the improvement process.

View of Service Users

The Care Commission officer noted that the very enabling staff approach promoted the children's confidence to take responsibility in routines and their learning. The children the Care Commission officer spoke with said that they liked nursery. The "big scooter" and "dressing up" were some of the favourite activities the children mentioned. One child said after some thought "if you like coming to nursery, you can be a teacher".

View of Carers

All seven parents and carers who provided feedback to the Care Commission said that they were very happy with the service provided by the nursery. The following additional comments were noted as strengths they considered the nursery to have:

"The key-workers and nursery staff have always been so helpful and are approachable. I am delighted with the service my (child) receives"

"Most days, weather permitting, the children are outside for some time either playing, singing songs or gardening!"

"The nursery seems very secure and a safe place to be".

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 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 performance of the service in ensuring that children and parents/carers participate in assessing and improving the quality of care and support provided is excellent. Policy clearly highlights that the nursery is "committed to providing a service where everyone's views are valued. Participation is the very well established foundation of the nursery's day to day work and development. Evidence of their exemplary approach is shown in the methodical way in which an excellent range of informal and formal methods for consultation and feedback are offered. Routinely giving service users this choice of how to participate promotes inclusion and supports the achievement of their genuine empowerment by consultation being customary practice.

All parents who provided feedback to the Care Commission confirmed they were consulted about their child's care and support and felt confident that their views and wishes were taken into account. Findings show opportunity for consultation including the manager and staff being available for parents when they call at the service should they wish to discuss their child or any emerging issues and concerns, parents having opportunity to discuss and comment on their child's progress through the "Starting Points" system of recording and reporting and the children's journals and parents/carers being advised of a complaint process they may follow if they have concerns which cannot be informally resolved. There is also evidence of questionnaires and surveys issued to enable parents to contribute feedback to improve aspects of the service specific to their child or relating to the wider service. Documentation shows parents views being sought most recently on Health Promotion workshops, healthy walks, parents evenings and open days. Parents have also been consulted about their child's transition to primary school. Best practice with regard to the nursery involving parents and carers in the full cycle of the improvement process is evidenced by the Improvement Plan and Standards and Quality report being openly shared for their information and comment on the quality assessment undertaken and improvement priorities identified and progressed. There is also evidence that nursery newsletters provide updates on how consultation outcomes have impacted on improvement.

Excellent practice is shown too by highly developed consultation with children also being firmly embedded in the nursery's day to day work. Observation showed staff consulting with children in an exemplary manner during the nursery sessions and being appropriately responsive to their wishes and preferences. There is also extensive documentary evidence of staff undertaking a broad range of focussed consultation with children to influence planning and development of the programme of learning.

Areas for Development

The service is maintaining excellent current standards and continues to identify and progress further improvement. This includes further involving children in self evaluation and making choices about their next steps for learning and improving recording of regular consultation with children.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

This section reports on the findings relating to the Child Protection inspection focus area. The performance of the service in promoting the well being of children in this regard is very good.

The Child Protection policy has been appropriately developed in accordance with current legislation and local procedures for keeping children safe. This includes clarifying lines of communication if serious concerns arise about a child or if allegations are made against management or staff. Other related nursery policy and procedure has also been suitably developed to guide staff in protecting children. This includes action to take in regard to confidentiality if concerns arise and in the circumstances of a child's unplanned absence. Discussion shows that Child Protection training has resulted in staff being very clear about their responsibilities in regard to safeguarding children and confident about nursery procedure. The service also demonstrates very good practice by making information about the Child Protection policy available in the nursery handbook to raise service users awareness of the approach followed. Six of the seven parents who provided feedback to the Care Commission said that they knew about the policy.

Areas for Development

The service is maintaining very good current standards and continues to identify and progress further improvement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 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 service offers very good opportunity for parents and children to contribute their views to make improvements to the quality of the environment through a range of informal and formal methods of consultation. This includes routine conversation and meetings with staff, targeted consultation by means such as children's group time discussion and questionnaire surveys asking service users to contribute their views about nursery accommodation. There is also evidence that the service follows very good practice by keeping parents and carers fully informed about improvement planning and how consultation outcomes have influenced improvement. The service notice board and newsletters are some of the means used to achieve this.

Areas for Development

The service is maintaining very good current standards and continues to identify and progress further improvement. This includes further developing how consultation with parents and children influences planning the nursery environment.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 5: The accommodation and resources are suitable for the needs of the service users.

Service Strengths

The action the service takes in regard to providing accommodation and resources suitable for the needs of service users is very good.

Records of risk assessment, cleaning and maintenance show staff following nursery policy based on current good practice guidance to keep the premises safe, secure and clean. All parents who provided feedback to the Care Commission said they were satisfied with the action staff take in this regard. Staff have also taken the wide ranging needs of the children attending into account by providing separate accommodation for children under three and three years and over and equipping and resourcing the rooms used to cater for their differing care, support and learning needs. This includes a particular emphasis on sensory exploration

and discovery for the younger children. There is also evidence of staff liaising with other relevant professionals to obtain specialist resources to support children's additional needs. Across the nursery findings show that staff have organised space with consideration for children's comfort and ease of movement. Attractive displays of children's work and photographs and the provision staff have made for children's personal belongings also help promote children's sense of identity, value and belonging in the nursery. The free play opportunities afforded and the provision made for self selection of resources are some of the means by which children's choice and independence are effectively promoted and their learning furthered. There is evidence too that children strongly influence the day to day nursery environment through their involvement in planning and expression of current interests and that this is enabled by staff being responsive, flexible and resourceful. Staff show the same flexibility in how they support children access outdoors to promote and extend their learning. Garden equipment and resources give children opportunity to be active and energetic, to be creative and to increase their awareness and appreciation of nature. Staff are developing "resource boxes" to broaden children's experiences in activities such as den-making and bug finding. Children are also supported to experience and experiment with an increasing range of information and communication technology.

Areas for Development

Information and Communication Technology (ICT) - The service is encouraged to continue as planned to broaden children's experience in the use of ICT and to promote staff confidence and skills in delivering this aspect of the curriculum.

Under 3's Changing room - Staff have reorganised the under 3's accommodation to convert the side room which was previously a small kitchen into a baby changing room. This means young children no longer need to leave their area to be changed in the toilet facilities for older children. The nursery is progressing further improvement to prevent risk of contamination by storing all items in the baby changing room in boxes with well fitting lids.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 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

The service offers very good opportunities for parents and children to influence the quality of staffing in the service. This is evidenced in the range of informal and formal methods offered which give potential for them to provide feedback in this regard including routine conversation, targeted consultation and questionnaire surveys such as "Child at the Centre". There is also evidence of one parent joining the interview panel for a member of staff recruited recently

Areas for Development

The service is maintaining very good current standards and continues to identify and progress further improvement. They are encouraged to further develop ways in which parents and children can influence quality of staffing and staff development in the nursery.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

The performance of the service in ensuring all staff have an ethos of respect towards service users and each other is excellent.

Findings show nursery policy following best practice by reflecting the core values underpinning the National Care Standards - dignity, privacy, choice, equality and diversity. Training records and discussion with staff show development opportunities, including the nursery head's annual update on diversity, and working groups such as one looking at children's rights, also reinforce working practices which promote understanding and respect for the individual. The introduction of small teams with responsibility for particular families further promotes the delivery of a personalised service which is focussed on meeting their needs and a sense that they are valued. The Care Commission officer noted that nursery managers and staff were consistently welcoming towards parents, children and visitors to the service, genuinely interested in hearing what they had to say and responsive to their queries,

needs and wishes. All parents who provided feedback to the Care Commission said that they felt respected and valued by staff and that staff treated their child fairly and with respect. One parent highlighted staff responsiveness by commenting "On briefly discussing a certain issue, I was presented with lots of information on my next visit which I appreciated".

The firmly embedded practice of promoting parent's and children's participation in the work and development of the nursery is further evidence of the high level of respect the service has for them.

Exemplary practice is also demonstrated in the inclusive, supportive ethos management promote in the staff team by their own model conduct and actions. All staff said that support was readily available from nursery managers and colleagues. A democracy is promoted by everyone being given opportunity to voice their views during individual and team meetings. Established staff said the ethos of open communication in the nursery made them comfortable contributing. New staff also said they felt instantly welcome on joining the team and were confident their views were valued.

Evidence of further highly commendable practice which helps staff feel valued and respected includes staff skills and interests being recognised with opportunities to progress special projects, an improved staff room equipped with resources to support staff in their work and development and time allocated for individuals to undertake professional reading,

Areas for Development

The service is maintaining excellent current standards and continues to identify and progress further improvement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 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

The performance of the service in ensuring that service users and carers participate in assessing and improving the quality of the management and leadership is very good. The range of informal and formal methods described earlier in this report give potential for staff to regularly seek feedback to inform and influence future developments in this regard. Nursery management also displays very good practice by informing parents of when Care Commission and HM Inspectorate of Education inspections are taking place and by encouraging them to complete feedback questionnaires to further inform assessment of current areas for development.

Areas for Development

Service User participation in assessing the quality of leadership and management - The Service should further develop the very good practice of consulting parents/carers and children about management matters and the future direction of the service by seeking their views to inform policy development and policy review. (see recommendation1)

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

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

The findings in this section focus mainly on quality assurance systems involving staff and external stakeholders. The inspection focus area relating to making notifications to the Scottish Social Services Council and the Care Commission is also reported upon. The performance of this service in these matters is very good.

As an employer, the service is aware of the responsibility it has under the Codes of Practice for Employers of Social Service workers to notify the Scottish Social Services Council (SSSC) of the dismissal on the grounds of misconduct of any manager or care staff member and to provide the SSSC with any information it may reasonably require about members of staff in the exercise of its regulatory functions. The service is also aware of the responsibility

it has to notify the Care Commission of all matters of misconduct including theft.

There is evidence from policy and documentation that the service implements a very good range of means to assess quality which involve nursery management and staff, other stakeholders, such as Stirling Council's early childhood link officer, the teacher on placement in the service and other visiting professionals such as the health visitor, speech and language therapist and psychologist. The results of these processes inform service review and improvement planning as do outcomes of external quality assessment by the Care Commission and HM inspectorate of Education. At the last inspection, a recommendation was made to continue to develop systematic procedures to monitor and evaluate all aspects of the service. This has been progressed. Some methods of monitoring and evaluating quality, such as managerial monitoring and peer monitoring have been recently introduced and are not yet fully embedded. Findings shows more established elements of the quality assurance process including focussed monitoring of planning and practice by nursery management and visiting early year's staff with feedback provided regarding recommended modifications, staff support and review meetings with feedback and recommendations for improvement provided in regard to practice and personal development and staff participation in the Child at the Centre survey where the work of the nursery is evaluated against national performance indicators. There is also evidence of the nursery team undertaking targeted audits of practice areas linked directly to current improvement priorities and regularly reviewing progress with improvement action.

Further evidence of the service's very good cyclical "plan - do - check - act" quality assurance process to promote continuous improvement is found in the Standards and Quality report. This gives detail of improvements to date and signals the start of discussion regarding the next cycle of development.

Areas for Development

The service is maintaining very good current standards and continues to identify and progress further improvement. They are encouraged to continue as planned to further consolidate processes recently introduced to monitor and evaluate the work of the nursery. This includes managerial monitoring and peer monitoring.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information**Requirements****Recommendations**

1. Service User participation in assessing the quality of leadership and management - The Service should consider ways to consult with parents/carers and children when developing and reviewing policy.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13.1
Improving the Service.

Fiona Stewart
Care Commission Officer