

Care service inspection report

Torphins School Nursery Day Care of Children

Beltie Road

Torphins

Banchory

AB31 4JT

Telephone: 013398 82269

Inspected by: Lindsay Crombie

Type of inspection: Unannounced

Inspection completed on: 25 November 2013



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Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Care service number:

CS2003015746

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 service had a strong ethos of caring for each other, being supportive and inclusive. This was evident throughout the inspection. Children were involved in planning for their own learning, which contributed to them enjoying activities they wanted to be involved in.

What the service could do better

Work was continuing to replace worn out stairs at the entrances to the nursery. This will help children and parents to have better access to and from the building.

What the service has done since the last inspection

There have been changes within the staff team since the time of the previous inspection and these have had a positive effect on the team dynamics.

Conclusion

Torphins Primary School Nursery has a management and staff team committed to meeting the needs of the children and in creating a respectful, welcoming and inclusive environment for all.

Who did this inspection

Lindsay Crombie

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. 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 the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is registered to provide sessional day-care, for up to 2 ½ hours per session, to a maximum of 20 children aged 3 years to those not yet attending primary school.

The nursery is operated by the service provider, Aberdeenshire Council. The Head Teacher is the designated Manager and is responsible for the general management within the nursery. Day to-day responsibilities for the running of nursery sessions is the responsibility of the nursery team including Nursery Teachers and Nursery Nurses.

The main aims of the service include "to provide a safe and stimulating environment in which children can feel happy and secure", "to promote the welfare of children", "to create opportunities for play" and "to provide opportunities to stimulate interest and imagination".

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 announced visit to the service on 26 November 2013. The inspection was carried out by Lindsay Crombie, Inspector from the Care Inspectorate. Feedback was given to the deputy head teacher following the inspection.

As part of the inspection process, evidence was gathered from a number of sources including:

Sixteen Care Standards Questionnaires completed by parents/carers and returned to the Care Inspectorate for inclusion in the inspection process.

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. Examination of policies, procedures, records and other documentation, including the following:

- * Supporting evidence sampled from the up to date self assessment
- * Records maintained for individual children
- * Certificate of registration
- * Certificate of public liability insurance

We spoke with the deputy head teacher, staff, parents and children.

Inspection of the general environment and equipment used in the provision of the service

Observation of interaction between staff and children

The Inspector sampled areas of evidence taking the above into account and reported on how the service was meeting specific statements under the Quality Themes of Care and Support, Quality of Environment and Quality of Staffing and Quality of Management.

Comments on self assessment

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

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

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.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service 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

Nine children were present during both the morning and afternoon sessions. We chatted with the children as they played. We saw that they were happy with the activities that were available to them.

Taking carers' views into account

Sixteen of the twenty Care Inspectorate parent/carer questionnaires sent to the nursery for distribution were completed and returned for inclusion in the inspection process.

An audit of these indicated that, overall, parents/carers were very happy with the service provision. Parental comments included:

* I think this is the best service my child has ever received. The quality of service is really appreciable.

* I have been extremely impressed by the standard of care and teaching that my son receives at Torphin School nursery. He thoroughly enjoys attending the nursery and he comes home inspired and encouraged by the activities he is involved in. I can't praise the nursery and staff highly enough.

* My child and myself and family are so happy with everything in this nursery. No complaints at all. Really happy. Hope this continues.

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

We found the service to be performing at a strong level in the areas covered by this statement. We concluded this through discussion with the management team, staff, parents and children and through observation of relevant documentation.

The service used many methods to ensure that parents and children could contribute to the development of the service. These included:

- * Questionnaires for children and parents
- * Discussion with children
- * Observation
- * Circle time with children
- * Meetings with parents to discuss personal learning plans
- * Parent discussion group meetings
- * Informal contact with parents
- * Parent mail

The nursery newsletter was found to be very informative which meant that parents were kept fully informed of the activities of the service. They showed the service had a clear ethos of ensuring that they were child centred. We noted information such as:

' We would like to know about, and use, any interests that your child may have. Planning around children's interests means that they are motivated and become more involved in their learning. Please feel free to add to the list at the nursery door as your children's interests develop throughout the year.'

We also saw that the service strongly promoted parental involvement. The newsletter provided clear details of the many opportunities where parents could become involved in the activities of the service and the benefits that this would have on their child.

We spoke to parents who told us about how staff communicated with them. They told us:

"Staff are very good at talking to you. I have never had a problem."

"They discuss the children's progress at parent's night but always speak to us about what the children have been doing and keep us up to date."

"At parent's evening we get shown around and can ask any questions we have."

"Staff are very friendly. We get a group feedback in the changing room at the end of the day."

One parent told us that staff were discreet and would feedback on matters generally with conversations such as "Someone mentioned..." All parents told us about the suggestion box that was available in the hall.

We saw that sheets were available beside the suggestion box. These were pre-printed and were easy for parents to add their compliments, comments and complaints. One parent told us that she had used the suggestion box and that staff had acted on her comments.

Staff spoke to us about the layout of the play areas. It was clear that staff responded well to the interests of the children. We heard that a child had brought in a Doctor's bag and that this had led to visits to the local GP surgery. The health theme had continued to hold discussions on bodies and healthy lifestyles. A child's comments on her mum attending a Gym had led to the addition of a variety of gym activities and resources. This showed us that the children were at the heart of the service and that staff effectively took forward opportunities to extend the children's learning.

We could see that the children were able to contribute to the snack menu and that comments from parents relating to snack were taken on board. A good example of this was when a parent raised concern about choking on whole grapes and staff had responded by ensuring that grapes were cut in half prior to serving.

Questionnaires were viewed as a positive contribution to the evaluation of the nursery. We saw that the views of parents were responded to appropriately and action taken to address matters raised. We saw for example, a letter from the head teacher stating that in response to parental feedback the phase-in period had been reduced from two weeks to one.

The nursery had a parental discussion group who reviewed the self-assessment document on a rolling basis. They constructively looked at the individual statements and added their comments relating to the strengths and areas for improvement before providing their gradings. Staff told us that they valued this contribution.

Overall we found the management and staff of the nursery to be extremely motivated in involving the children and their parents in the assessment and improvement of the provision.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 1.1 -Very good

Areas for improvement

The nursery should continue to develop inovative methods to encourage parents and children to participate in improving the quality 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 the service to be performing at a very good level in the areas covered by this statement. We decided this after we spoke with staff and parents, observed practice, examined registration files, and considered the completed self assessment document.

We heard commendable conversations between the staff and the children in relation to health, diet and exercise. A recent theme around these subjects together with a visit from the health bus had a very positive impact on the children's learning. We heard the children talking about good foods and bad foods, how to exercise and how they could look after their bodies.

Parents told us that the staff knew their children very well. They told us that the staff were interested in what their children were doing at home and were keen to work together to progress the children's development. Parents told us that staff regularly discussed their children's progress with them. They told us that staff worked with them to provide strategies for targeted areas of development.

There was a very good system in place for recording meetings/discussions between staff and parents. We were told that these could relate to such things as development progress or information parents wanted to pass on to staff. The clear recording meant that all parties involved were fully informed of any follow-up action that would be required.

Close partnership with parents started as part of the induction process and ensured continuity of care and support between home and nursery. This enabled good relationships to be formed with parents, and helped to ensure that children settled quickly, with both parents and children feeling secure. Regular two-way communication between staff and parents effectively supported children's care and support needs.

The transition process between the nursery and primary departments was thorough. Visits to the school for a variety of activities helped the children to become familiar with the building. We particularly liked that the children were able to enjoy their snack within the school as this raised their awareness of how they would handle this process once they had moved into the primary department.

We looked at the snack menus and concluded that the children were provided with healthy choices. Independence was promoted throughout snack time. Children self-selected and cleared away their dishes afterwards. One parent complimented the nursery on the recipe cards that they had produced which allowed her to make the same soup that her child had enjoyed for snack.

Written personal files were kept noting necessary information such as emergency contacts, medical needs, dietary requirements, likes and dislikes. Records, of accidents and incidents and administration of medication, were well maintained and shared with parents.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 1.3 - Very good

Areas for improvement

Within the self assessment document the service identified the following areas for development:

Continue to actively encourage healthy eating and exercise choices.
Annual transition arrangements continue to include discussions on friendship groupings with the children moving to P1.
Continue to enhance links with upper stage children (P6, P5, P4) whenever possible, to ease/assist transition to P1.

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 grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

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

We found the service to be working at a high level in relation to this statement. We concluded this following discussion with the owner, the manager and staff, observation of the premises and a sample of the documentation.

There was a secure entry system which meant that the children were protected from unknown visitors entering the building. Visitors were required to sign in and out of the main school building. Parents signed their children in and out of the service which meant that there was an accurate record of who was in the building.

The accommodation comprised of one bright, clean, pleasant room which had suitable lighting, heating and ventilation. The premises were well laid out and equipment was clean and well maintained, ensuring it was suitable for children's use. The staff also completed thorough risk assessments each day to ensure the environment remained suitable and areas for repair were identified quickly.

The layout and resources within the playroom took account of the interests of the children as well as their development and care needs. There was adequate space allowing children to play and move freely between different areas.

Children were kept safe and protected from cross-contamination because the staff followed appropriate hygiene practices in order to prevent the spread of infection; for example, they kept surfaces clean and advised parents of recommended exclusion periods. Children were also very good at following routines which kept them and others safe; for example, they washed their hands before eating snack and helped to keep the areas clean and tidy.

All parents/carers responding through the Care Inspectorate questionnaires indicated that they 'strongly agreed' with the statements that the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

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

grade: Quality Statement 2.2 - Very good

Areas for improvement

On the day of the inspection visit a new ramp was being fitted at the rear door. Once completed this would improve the children's access to the outdoor area. The service had identified the need to further develop the outdoor area to increase the learning opportunities for the children.

We could see the work that had already been started and could feel the enthusiasm for the continual development.

Care should be taken to ensure exit routes remain clear of resources.

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

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

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

Following discussion with the management and staff, observation of training records, a sample of the documentation and observations of outcomes for the children, this service was found to be working to a high level in relation to this statement.

We found staff to be well qualified, very enthusiastic and experienced. They were confident in their individual roles and in each other's practices which meant that they work well as a team.

Relevant staff were registered with the Scottish Social Services Council (SSSC). Staff were aware of and worked with best practice guidance and had copies of the SSSC Codes of Practice, National Care Standards and appropriate regulations. We saw that a number of guidance documents were readily accessible for reference.

Staff told us that they felt supported by management in their roles within the service. There was a clear programme of development and training. Staff were aware of available training opportunities and where these matched local and national initiatives. Staff spoke to us about their personal development opportunities. They told us that training may be planned to support the needs of an individual child but would never the less have an impact on all of the children within their care.

There was a strong programme of employment annual reviews in place. Staff members confirmed that these took place and that this provided them with support and provided a further opportunity to reflect on how they would like to take forward their personal development.

We spoke to staff about their knowledge of child protection. They told us of the procedure that they would follow, should they have any concerns in this field. They had a very good knowledge of their roles and responsibilities and were aware of the line management structure for taking forward concerns. They told us that they would be confident in their ability to support children in such circumstances.

Team meetings provided opportunity for discussion and sharing of information to all staff in the setting, improving effectiveness and consistency of provision for the children.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 3.3 - Excellent

Areas for improvement

The service should continue to develop the excellent practice evidenced within this quality statement ensuring the continued outcomes for the children.

Grade awarded for this statement: 6 - Excellent

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

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

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

We found the service to be working at a strong level in relation to this statement. We concluded this following discussion with management, staff and a sample of the documentation.

We found that the service's approach to quality assurance and improvement through self-assessment was very good. They used a range of methods to involve children, staff and parents in evaluating the provision. We saw that they had used information and feedback from children and parents, as described in Statement 1 of Quality Theme 1 as a way of measuring the quality of the service.

Management and staff were committed to providing a quality service for children and their families. Management led the staff team well and were committed to accessing training and extending knowledge in all aspects of development and targeting the needs of individual children within the service.

Staff told us that they felt their views and ideas were valued and that the management team were approachable and supported the team-working. The nursery staff team were fully involved in the evaluation of the provision and identifying necessary developments through processes such as the Improvement Plan, team meetings and appraisal sessions.

Monitoring of the nursery provision as a whole was well embedded within the service. We saw the timetable of quality assurance and reviews. This detailed document clearly detailed how it would be managed on a term to term basis. We noted that this covered all aspects of the service including health and welfare, participation and policies and procedures.

The school quality and improvement plan which included nursery developments was regularly reviewed and specific targets identified. We could see that work had progressed on areas such as the outdoor learning opportunities, literacy and ITC. Local authority Leadership for learning visits provided further targets following these quality assurance audits.

All of these processes ensured that everyone within the service worked towards improvements within the service, thus ensuring outcomes for children continue to be of a high standard.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.4 - Very Good

Areas for improvement

The service should continue to develop the very good practice within this standard statement by putting into action the areas for improvement they had identified within the self-assessment documentation.

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	6 - Excellent
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
11 Jan 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed

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 cànan eile ma nithear iarrrtas.

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هه باى تسرد سىم ونابز رگى د روا ولکش رگى د رپ شرازگ تعاشا هى

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

ىرخأ تاغل بو تاقي س ن ت ب بل طلا دن ع رفاو تم روشن م ا اذه

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