

Care service inspection report

Full inspection

Mid Gavin Nursery Day Care of Children

Mid Gavin Lodge
Beith Road
Howwood
Johnstone



HAPPY TO TRANSLATE

Service provided by: Mid Gavin Nursery Limited

Service provider number: SP2009010310

Care service number: CS2009195007

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care 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

Mid Gavin Nursery provided a high quality stimulating environment for children where they were well supported in their learning and development. Children enjoyed playing both indoors and outdoors in a well resourced and organised environment.

The individual needs of children were recognised and supported effectively by staff who knew them well. The nursery team were motivated and experienced staff who used their skills to support both children and families.

What the service could do better

Staff should improve their own knowledge and practice for recording details specific to the administration of medication. Records kept should be consistent and staff should ensure parents understand the details to be recorded and that consent forms are completed correctly.

What the service has done since the last inspection

No recommendations or requirements were made at the last inspection however the service had continued to maintain very good standards. The outdoor areas had been expanded and improved. A mud kitchen, a vegetable garden and a poly-tunnel were a few of the improvements made since the last inspection.

Conclusion

A motivated, committed and caring team of staff led by a dedicated management team provided a challenging and stimulating setting for the children using the service.

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.

Mid-Gavin Nursery is a purpose built nursery in the Howwood area of Renfrewshire. The premises are spread over two floors with the youngest children being cared for on the ground floor and older children within two playrooms on the top floor. All age groups had a dedicated outdoor play area with artificial grass to allow them to play in all weathers.

At the time of inspection the nursery was in partnership with Renfrewshire Council which allowed them to provide early learning and childcare through commissioned places.

Current registration allowed the service:
To provide a care service to a maximum of:
21 children aged from 0 up to 2 years old.
25 children aged from 2 years to 3 years.
64 children aged from 3 years to not yet attending school.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 0345 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

We wrote this report following an unannounced inspection. This was carried out by one Inspector. The inspection took place on 12 August 2015, between 9am and 5pm. It continued on 13 August between 9:30am and 4pm feedback was given to the manager on the 13 August 2015.

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 thirty-five Care Standards Questionnaires (CSQ) to the manager to distribute to parents and carers of children using the service. Parents and carers returned twenty of these before the inspection. In addition to this we spoke with four parents through telephone contact and four through face to face contact.

During the inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- some of the children that were present over the course of the inspection
- some staff working in the service during the inspection.

We looked at:

- the annual return and self assessment document
- questionnaires completed for us by parents/carers
- questionnaires and other comments received from parents
- care plans/personal plans

- the medication policy and procedure, and stored medicines with accompanying paperwork
- risk assessments
- accident and incident logs
- staff development and 1:1 minutes
- proposed training plans for individual staff
- minutes of staff meetings.

We took the findings from all of the above into account for the purpose of reporting.

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.firescotland.gov.uk

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 self assessment was completed with areas which the service felt they did well and those they identified as areas for further development. We agreed with the assessments made by the service.

Taking the views of people using the care service into account

Children using the service told us they liked coming to nursery and had fun playing with their friends. They were happy for us to observe or join in with their activities. Some comments received from them included:

"Come up to the new room, its the best."

"We go outside, we have hens and sometimes we get eggs."

"The smart boards not working but its good to play with when it is."

"My friends have all gone to school, I'm going tomorrow, but I'll come back to visit. I'll miss my other friends from nursery."

Taking carers' views into account

Parents were positive about the nursery, management and staff. Comments received from parents are recorded within the associated standards in the text of the report.

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

Based on the evidence and information sampled the service was found to be operating at a very good standard in relation to this quality statement. We concluded this after:

- Speaking to staff.
- Speaking to parents.
- Looking at opportunities for parents to give opinions and feedback.
- Methods which the nursery used to include children in decision-making.
- Information for parents.

The manager and staff had worked extremely hard to promote parental involvement through partnership working and this had resulted in very good standards between staff and parents and carers.

We saw many examples of when parents and carers had been encouraged to give feedback to staff and this encouraged them to be involved in their children's learning and to contribute to improvements within the nursery. As a result management and staff were continuously reviewing and improving their practice.

The service had an open door policy and staff had created a warm, welcoming ethos where parents and children were respected and included. They had developed a range of ways that parents could express their views and be involved in their children's care and in the life and work of the nursery. Parents spoke highly of the strong partnerships they had developed with staff and felt that this benefited their children, for example, by ensuring continuity in their care routines. Comments included: "A very supportive environment. Helped my son and family through very challenging times. Staff listened to me and treated my child as an individual."

We found that staff involved parents well in planning for individual children's care needs using 'all about me' and personal learning plans information. This meant that parents were included in important decisions about how best to meet children's individual needs, for example, transitions between rooms. Parents confirmed that this sensitive and responsive approach impacted positively on their children, for instance, through building confidence in new situations. Through individual meetings with key workers and by reviewing learning journeys, parents were kept up to date with their children's learning and development. A number of parents told us that despite the size of the service, both key workers and other staff knew their children well and used this information to support their learning. Parents confirmed that very positive relationships had been established with staff enabling meaningful discussion about their children's ongoing care and support. They spoke very highly about all aspects of the service and comments included: "I am extremely happy with all aspects of Mid Gavin. The staff are helpful and friendly and my son is always happy when dropped off and at the end of the day. They all know him by his name, even if their not in his room."

Parents told us they were well informed about the work of the nursery and plans for the future through displays, weekly newsletters, website, emails, open days and informal discussion.

Throughout the inspection we saw that staff were responsive to children's individual needs. They encouraged them in their play and helped them extend activities and learning opportunities. Staff were skillful when talking to children and offered them choice throughout the session.

Within their profiles staff had recorded comments from children and on occasions some comments from parents.

Staff used mind mapping and group times to speak with children and gather their thoughts, feelings and comments. We saw staff take ideas from children and allow those ideas to influence the programme of activities.

Areas for improvement

The service should continue to maintain existing very good standards.

Grade

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

Based on the evidence we sampled at this inspection, we graded the service as very good in this Quality Statement. We concluded this after we spoke with parents and staff, observed how staff worked with children, looked at a range of records and reviewed relevant evidence given in the self assessment.

Parents told us they were confident that all staff knew their children well and provided a high standard of care and support to meet their individual needs. Comments included: "My child has developed close bonds with his key worker and other staff during his time in nursery. I am very happy with the quality of care he receives."

We found that staff gathered a range of useful information about children at the settling stage and throughout placements. They used this well to get to know children, to build relationships with families and to plan individual care routines, for example sleeping and feeding. Where required, staff also worked with other agencies and took on board advice and strategies to meet children's needs. This helped to promote continuity of care and to ensure children's needs were met. Staff discussed and agreed children's personal learning plans with parents and reviewed them at least every six months to share progress and next steps. As a result of this well planned approach, we saw that children were supported to develop skills and independence, for instance, older children were confident in putting on outdoor clothing and younger children were building skills in feeding and drinking by themselves. This contributed positively to children achieving, being nurtured and respected.

Staff were also reviewing and updating information records, including changes to contact details, every six months to ensure this was accurate at all times. They were at an early stage of implementing a new electronic format for recording children's personal plans, care routines and learning journals.

Some staff had received training and further training was planned for the remaining staff. Once fully operational this system will allow parents access to the most up to date information available on their child, and encourage them to make comments and suggestions.

We saw that children had opportunities to learn about healthy lifestyles and about keeping themselves healthy and safe. Children were learning about this through the healthy snack option, daily toothbrushing and opportunities to keep active. We saw children take part in outdoors activities which involved them in many exercises including running, jumping, climbing and balancing. Staff told us children go outside everyday.

We saw that snack time was a relaxed and sociable experience where children chose from a selection of fresh fruit with water or milk to drink. During summer months they enjoyed selecting fruit and vegetables from their garden to supplement their snack. Through a range of related activities children had learned about healthy eating and what foods should only be had as an occasional treat. We saw confident, independent children helping themselves to snack and tidying up afterwards.

The service had established good links with, and received regular visits from other professionals - including the speech and language specialists, physiotherapist, education psychologist and dental hygienist- to ensure the children received the support they required. These professionals came in to speak with staff about how to work with children and meet their additional needs as well as working directly with the children in the nursery. Staff welcomed this input and worked with these professionals to meet the needs of the various children.

We saw children helping each other and observed that staff were very good at encouraging children to form friendships and take account of each other's views. A behaviour management policy was in place and staff were skilled in this area. Behaviour was managed gently but with firmness and in a consistent manner. Children were familiar with nursery rules and could follow them easily.

There was a very good range of activities provided for children. We spoke to staff about activities and found that they took account of the age group which would be present during the session.

Resources and activities were flexible and could be responsive to children's ideas on the day.

Effective policies and procedures were in place to ensure children's safety and wellbeing. Accidents were recorded as was the administration of any medication.

Areas for improvement

On the day of inspection we found some inconsistencies where staff had accepted parental written consent to administer medication. On some occasions parents had advised medication be administered "when required" without giving details of what signs and symptoms should be present before giving the medication. And on some occasions parents had indicated that they had not given the first dose of a new medication, contrary to the nursery's own medication policy.

During both visits to the nursery we viewed children with runny noses and on some occasions staff not responding to this quickly enough. Staff should ensure they react quickly to children's care needs to ensure the spread of infection is minimised and children's dignity is maintained.

On the second day of inspection we observed an art activity which was not appropriate for the age range of children. Children aged between 2-3 were asked to draw pictures of fruit and vegetables for example an orange, an apple and an onion. The topic for this age group at the time was healthy eating and staff were trying to encourage children to taste different foods. A more appropriate activity for this age group would have been a simple smell/touch/peel/taste activity. Staff should ensure they provide activities that are appropriate to the age and stage of children they are caring for.'

During the inspection we also spoke to the manager about care needs of children in the 2-3 room, for example the need to keep hydrated after being outside and drying children's hands and faces after being washed.

Grade

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 3

"The environment allows service users to have as positive a quality of life as possible."

Service Strengths

We chose this statement for inspection to focus on how staff organised the environment to help make sure children are active, safe, healthy and nurtured, achieving, respected, responsible and included. We gathered evidence from observing the children at play, feedback from parents and information from staff. We found the performance of the service was very good for this statement.

The nursery was well resourced and provided a bright and stimulating environment for children. Photographs evidenced a wide range of activities undertaken in the daily life of the nursery. The play rooms were well organised to maximise the play opportunities available to children. These included multi-cultural materials, imaginative play and ICT resources which were used to support children's learning and development. An Interactive Smart Board was available and staff told us children would normally use this resource daily but during the inspection they were waiting on the delivery of a replacement bulb. There were varied resources to ensure that children with different needs and interests could be challenged and resources were stored in a way that allowed children to make independent choices. One parent told us "The introduction of IT such as the Smart Board has been great for developing skills and experiences." We saw pictures of and spoke with staff about a recent project where children had been involved in woodwork activities. Staff told us children and parents enjoyed this experience and learned a lot of new skills while participating. One parent also confirmed this "My child enjoys going to nursery. He enjoys taking part in a wide range of activities including woodwork. He has been well supported in literacy and numeracy."

Fully fenced outdoor play areas were available to the children for each of the playrooms. All children had daily access to their own dedicated playareas. However, in addition to this the nursery benefitted from extended outdoor areas which staff had used to create a variety of experiences and opportunities for the children. These areas provided very effective spaces for children to learn outside and to access energetic play opportunities. We observed some children having fun in the outdoor area. For example, we saw children balancing on ropes, playing on wheeled toys and using a large parachute.

Children were also learning to be responsible about caring for fruit, vegetables and plants in the garden. They also helped staff care for a family of hens that were kept by the nursery. Outdoor playareas were newly fitted with an all-weather artificial grass surface for the children and since the last inspection the nursery had developed the garden areas further by flattening out an uneven area and developing raised beds for vegetables. To date the children had been involved in growing sweetcorn, potatoes, pea pods, strawberry's and tomatoes in a plastic bottles greenhouse which staff and parents/children had built a few years ago. Most recently the nursery had introduced a poly-tunnel to extend the variety of fruit and vegetables they intended growing this year. These outdoor experiences for children encourage them to care for living things and develop an awareness and understanding of nature. Children would also experience a great sense of achievement by growing vegetables and plants from seeds into something they could touch, smell and eventually eat. Staff had considered the layout of the garden areas and had developed them to provide children with opportunities to investigate, explore, create and problem solve alone, in pairs or in small groups. The garden provided children with many opportunities to sit and chat at the picnic benches or climb on the rope frame, water their flowers, play in the mud kitchen or play cooperatively with their friends.

Children were also given opportunities for active indoor play. Weekly classes included dance and music experiences. Throughout the nursery we also saw suitable places for children to eat and sleep. Staff were experienced in offering and supporting children to develop independence skills for example the older children were encouraged to serve themselves at lunch time and the youngest children were being encourage to drink from cups.

We saw resources throughout the nursery which allowed children to make choices for themselves for example all storage units were labeled appropriate allowing children to pick and choose independently.

Areas for improvement

The service should continue to maintain and build on existing very good practice.

Grade

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

We found that the service provided very good evidence of how they met this Quality Statement. We concluded this through discussion with the manager, the depute manager, most of the practitioners on duty and discussions with parents and carers and children, through observations throughout the inspection and through observation of relevant documentation.

The secure entry system, CCTV cameras and staff vigilance helped make sure children were safe whilst in the nursery. A visitors' book was completed by people visiting the nursery which helped management to monitor who was in the building.

Children had access to a safe, well maintained outdoor area. Over the two day inspection we observed all children enjoying the outdoor area and happily engaged in physical play. The older children also made use of the extended garden area where the hens were located.

The service was provided from purpose built premise and there were playrooms available for the different age groups of children. Staff had recently introduced some children to a nurture system. This system was created to further support and help improve outcomes for children in the service. Some staff had attended courses to take forward the nurture principals within the service. To support this system, nurture areas had been introduced to give a space for small groups of children to work in a quieter area. All of the rooms had been attractively set up to welcome children and their parents. Staff had made effective use of space to create areas where the children could play and learn independently or in smaller group settings. The environment was stimulating and welcoming, wall displays of children's work were displayed around the service. A range of information for parents was displayed around the nursery to keep them informed. Children's achievements were celebrated through wall displays.

We watched children choose freely from a range of excellent resources which supported them in their learning. These were all maintained to a high standard by the staff. The nursery provided the children with a range of ICT equipment to support them in their learning. This included computers, smart boards and cameras which the children could use in the home corners to keep things as realistic for them in that area. We saw that the home corners were well resourced with a variety of interesting items such as realistic toasters and other kitchen utensils.

Additional resources were readily available to staff who were vigilant for the children's changing interests. We saw that many new quality resources had been purchased for the nursery since the last inspection and that the children were enjoying using them effectively.

We could see that the service had worked hard to develop the varied range of play resources that was available. Staff had taken into account children's interests and individual needs in the development of the resources. We observed staff responding to children's verbal and non verbal requests for different activities. Throughout the visit, children were observed to have fun taking part in a wide range of activities. Staff worked with the children to assess risk, we saw staff supporting children to make safe choices.

The nursery was in a very good state of decoration and repair. Playrooms were suitably ventilated, bright and attractive. Toys and equipment were laid out to allow children to access them easily. This helped develop children's independence. In our questionnaire all parents confirmed that there was enough space for the children to play and get involved in a range of activities and that the service had 'a suitable range of equipment, toys and materials for the children. One parent told us, "There always seems to be a good range of equipment. The accommodation etc are second to none."

Areas for improvement

The service should continue to maintain and build on existing very good practice.

Grade

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 2

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

Service Strengths

Based on the evidence and information sampled the service was found to be operating to a very good standard in relation to this quality statement.

We reached our conclusion for this statement by examining records, observation and discussion with the manager and staff and from information we collated from parents/carers.

The service had a safer recruitment policy in place, this told us the provider was aware of checks and procedures that should be followed to ensure the safety of children attending the service.

Staff files viewed during the inspection visit were found to contain all relevant fit person documentation, including up dates from the Protection of Vulnerable Groups (PVG) scheme, 2 suitability references and confirmation of employee's health and welfare and suitability to care for children. We found during the inspection there was the necessary number of staff available to meet the needs of children attending the service. Staff had an understanding of their responsibilities under Scottish Social Services Council (SSSC) Code of Conduct.

The provider had developed an induction programme for new staff. New staff spoken with confirmed their involvement in the induction programme.

Staff presented themselves as enthusiastic and said they enjoyed their work and felt supported by the manager of the service to carry out their role effectively. Staff morale was very good.

We saw staff were confident in their role, for example, sharing information with parents/carers. We saw that staff had a very good level of engagement when working with children.

Through discussion with staff they showed they were responsive to children's variable interests and demands.

Areas for improvement

The service should continue to maintain and build on existing very good practice.

Grade

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 that the service had very good practice in this area. We concluded this after we looked at training records, minutes to meetings, appraisal information and SSSC registration. We spoke with the manager and staff, and looked at relevant policies and records.

We saw that the service had a highly motivated staff team who were professional in their approach and provided children attending the service with high quality learning experiences and care. We saw positive interaction between staff and children, staff had built positive relationships with parents. We saw that staff were kind and caring, there was positive interaction between staff and children and staff were responsive to children throughout the sessions.

All staff were registered with Scottish Social Services Council (SSSC) and knew about their responsibility to follow the codes of practice that aim to raise standards of care and increase the protection of children.

A training plan for the whole staff team meant that the manager had oversight of staff training needs and kept track of when mandatory training was due to be renewed.

The policies and procedures told staff about many documents and how they were important to the work they did. This included the National Care Standards, The curriculum for Excellence and The Scottish Social Services Council Codes of Practice. Staff had leadership roles of different groups/initiatives which gave them responsibility and led to a sense of achievement.

Staff were able to attend training courses to keep up to date with legislation and good practice. This was a major strength to the service as it helped staff feel valued and motivated to improve their skills and knowledge with positive outcomes for themselves and the children they looked after.

We saw that staff were reflective practitioners. They reflected on what children had been doing and used it to plan for their future learning. They took into account the views of children, parents, carers and other stakeholders to improve the outcomes for those using the nursery.

Areas for improvement

The service should continue to maintain and build on the existing very good practice.

Grade

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 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

We found the service provided very good opportunities for staff to be involved in determining the direction and future objectives of the service.

All staff were involved in making improvements and in reviewing the policies and procedures of the service. They were involved in weekly planning meetings and developed activity plans using the ideas and interests of the children. Nursery plans were shared with parents and were evaluated by staff. They discussed strategies to manage situations that had arisen and supports for children and each other

The staff at the nursery told us that they felt very much a part of the service and that their contributions were valued. New staff and newly promoted staff talked to us about the support they had received from the manager and other staff members so that they could ask questions and get direction and explanation about why they work the way they do within the service.

The nursery was also at the early stages of "Peer assessments", although only senior staff had participated at the point of inspection they told us they viewed these assessments positively and believed they were a good way to reflect on and improve their own practice.

All staff commented that management were approachable and it was clear from our discussions with the management team that they encouraged leadership skills amongst the workforce. This was confirmed by the staff team.

We concluded from our findings that staff very much felt that they were now involved in determining the direction and future objectives of the service.

Areas for improvement

The service should continue to maintain and build on the existing very good standards.

Grade

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 chose this statement for inspection to focus on how the service's quality assurance systems were used to contribute to improved outcomes for children. We found the service used very good quality assurance systems and processes which involved parents, staff and outside agencies to assess its quality.

Management and staff worked well together and were keen to provide positive outcomes for children. They were committed to the on-going development of the service. We found that management and staff were motivated and were observed to be professional in their interactions with each other.

We found that good arrangements had been established to monitor the quality of work of the staff team and the service as a whole. This had included, for example; monitoring of forward planning and staff/management meetings to share ideas and engage in professional dialogue. Making effective use of tools such as child at the centre 2 the staff and senior management team had identified strengths and areas for improvement in consultation with parents. Improvements to the service had been made as a result with some of the improvements included in the school improvement plan. We found that there were effective systems in place to monitor health and safety of the environment and ensuring any repairs were carried out.

Management discussed the different documents and processes that were used to help review and evaluate the quality of the service which involved children, parents and staff. The management team included staff, children and parents in the self evaluation processes. The manager discussed that a calendar of monitoring had been developed. We found staff had been involved in evaluating the service as previously stated against the quality indicators from Child at the Centre 2.

Areas for improvement

The service should continue to maintain and build on existing very good standards.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
14 Aug 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
24 Aug 2011	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	4 - Good
15 Sep 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	4 - Good
28 Oct 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

To find out more

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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