

Care service inspection report

Quality themed inspection (day care for children)

Penilee Nursery School Day Care of Children

23 Inkerman Road
Penilee
Glasgow

Service provided by: Glasgow City Council

Service provider number: SP2003003390

Care service number: CS2003014918

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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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.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme.

Penilee Nursery School is a Glasgow City Council day care of children service situated in the Penilee area of the city.

The nursery is open on weekdays in term time and children may attend morning or afternoon sessions or for extended hours which included having lunch in the nursery.

At any given time, there are up to 70 places for children aged from 3 years to school age.

Overall management of the service is the responsibility of the head of centre.

The nursery's aims are as follows:

Partnership - Our nursery will work in partnership with parents, other professionals and the wider community especially at times of transitions. All partners should provide a positive role model for all children.

Encourage - Preparing children for their future through endless opportunities and encouragement to meet their full potential.

Nurture - To provide a safe, secure environment for all, where children are listened to and know who to speak to if they need support.

Inclusion - There will be equal opportunities for all. Children are included and valued.

Learning and Teaching - Using Curriculum for Excellence and Glasgow City Council guidelines, our nursery will deliver the highest quality in learning and teaching employing a range of methods and consultation to suit all children.

Environment - Our ethos is happy and positive where children feel protected and confident. Healthy lifestyles are promoted.

Enjoyment - Children will experience exciting, active learning both indoors and out where their independence is promoted. They are encouraged to make choices and take responsibility for their own learning.

What we did during the inspection

We wrote this report after an unannounced inspection which was carried out by one inspector. The inspection took place on Thursday 16 June 2016 between 8:45am and 4pm and on Monday 20 June 2016 between 8:45am and 3pm.

As part of the inspection, we took account of the completed annual return and self assessment that we asked the provider to complete and send to us.

We sent forty care standards questionnaires to the provider to give to parents of children who use the service.

During the inspection we gathered a range of evidence through:

- Speaking with the head of centre, the team leader and staff on duty and several children who use the service

Looking at:

- Indoor and outdoor play environments
- Play resources
- A sample of children's personal plans and records of what they had been learning.
- Evidence of consultation with parents and children
- Risk assessments promoting children's safety and evidence of children learning to manage risk and keep themselves safe.
- Evidence of processes for staff reviewing their work and identifying training needs
- Evidence of staff learning and development including training in child protection, nurture and outdoor play and learning.
- Evidence of self evaluation including management monitoring, staff monitoring each other's work (peer monitoring) and consultation with parents and children about improving the service.
- The standards and quality report 2015 - 2016.
- The improvement plan 2016 - 17.

Taking the views of people using the care service into account

Children arrived to a personal welcome from staff and they settled happily to play of their choice.

Good natured conversations continued between them as they played, had snack and lunch.

Staff were on hand when children needed help. Most children were, however, confident to do things for themselves or join with friends to do what was needed such as gathering together items for their activities.

Children told us they liked nursery and playing with their friends. Many were enjoying the "pirate" theme and there was a steady interest for woodwork and for playing outside.

Taking carers' views into account

Twenty three parents gave us feedback through our questionnaires.

Everyone was confident that their child received the care and support for learning they needed from skilled and experienced staff.

They commented that the nursery was a "warm, friendly place" and that the manager and staff were "approachable, caring and supportive" and provided plenty of information about their child and the progress they were making.

One parent was particularly pleased about their child's science experiences at nursery:

"My child had developed a keen interest in simple science experiments and the staff have provided excellent science ideas which we can do at home".

Others credited the nursery with boosting their children's confidence, self esteem and positive behaviour.

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 completed self assessment document from the provider before this inspection. This was detailed with relevant information for each quality theme that we inspect.

They provided information about the areas of work they consider they do well, what they have improved and work they plan to further develop.

They also told us how they gather the views of parents, children and staff to help them make improvements.

They should continue to develop use of the self assessment to show what they provide and how this benefits children.

2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

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	6 - Excellent

3 Quality of care and support

Findings from the inspection

We focussed on two aspects of Care and Support which were Nurturing Children and Promoting Healthy Eating. We graded both aspects as very good giving an overall grade of very good for this quality theme.

- Nurturing Children

Through individual induction meetings with parents staff were gaining more thorough information to develop a care and learning plan for each child and earlier insight into additional support they may need based on parent's concerns.

Well being assessment plans were supporting staff, parents and other professionals work in partnership to develop and maintain personalised plans for children's additional needs.

Improved ongoing records (chronologies) helped continuously highlight further additional support children required.

Work with language and communication professionals was furthering staff skills in interacting with children and understanding communication from them. This was supporting staff meet children's needs and interests more effectively.

Nurture training for staff and the development of a nurture area provided children with extra support for learning in a small group and helped them gain confidence and skills to manage the wider nursery environment and experiences.

- Promoting Healthy Eating

Children learned about healthy foods and their health benefits through having healthy foods for snack, a range of play activities and group discussions.

For example, board games helped them identify which foods were healthy and unhealthy to eat. An activity about food groups showed them how often they should eat certain foods and what foods were good for giving them energy and helping them grow.

Children also learned about different health habits for keeping well. This included learning effective hand-washing and tooth-brushing techniques.

The provider should support staff access training on the updated nutritional guidance for young children called Setting the Table <http://www.healthscotland.com/uploads/documents/21130-Setting the Table Nutritional Guidance and Food Standards.pdf>

This will provide further information and ideas for promoting healthy eating.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

We focussed on two aspects of Environment which were Promoting Risk in Play and Outdoor Play and Learning. We graded both aspects as very good giving an overall grade of very good for this quality theme.

- Promoting Risk in Play

Children learned rules for keeping themselves safe like sitting down to use scissors and not carrying knives around the playroom. They also learned to think about what was happening "NOW" and what needed to happen "NEXT" which encouraged them to solve problems for themselves like getting a brush to sweep up sand spilled on the floor.

They had some very good opportunities for learning about managing risk. This included woodwork where they learned about responsible use of tools and outdoor play where they were free to move, explore and use as they chose things like kitchen utensils, wood and lengths of piping.

Staff should now give children more challenges and risks to manage during routine events like mealtimes and in their play. They should do this by considering what children will gain from experiences (benefits) as well as what might cause them harm (risks).

- Outdoor play and learning

Staff training and further development of the nursery gardens and play resources had led to children having a greater range of outdoor play and learning opportunities.

Protective clothing and footwear enabled staff and children to be outdoors in all weathers experiencing conditions, plants and wildlife changing across the seasons.

They could be active with games and sports on hard, flat surfaces and on grassy, hilly areas which helped develop their physical strength and coordination.

Trees and bushes gave good cover to build dens to play imaginative games with their friends.

The mud kitchen gave children freedom to make mixtures from what they found around them and learn about what happened when they combined solids and liquids together.

The manager was about to refer to the Care Inspectorate's new outdoor play resource for more ideas for children's play and learning
<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

Grade

The quality of environment is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

Findings from the inspection

We focussed on two aspects of Staffing which were Promoting Leadership Opportunities and Improving Staff Performance. We graded both aspects as very good giving an overall grade of very good for this quality theme.

- Promoting Leadership Opportunities

A clear team structure in the nursery meant staff knew who was leading their work and who they could turn to for support and guidance. Staff were confident at work as a result.

Team leaders coordinated day to day planning and delivery of learning for children. They also held responsibility for certain overall aspects of nursery work like management of medicines and they supervised staff as they worked with children.

The manager offered staff personal development opportunities according to their experience, existing skills and their development needs and interests. This meant they led developments from the Improvement Plan (Outdoor Play and Learning) as part of working groups and new work as individuals (Nurture).

Staff also ran their allocated area of the nursery for the duration of a topic children were learning about. This meant they were responsible for ensuring activities went smoothly and according to plan.

- Improving Staff Performance

A planned programme of professional review and development meetings for staff with the manager gave them opportunity to regularly discuss their individual achievements and further learning needs.

They reviewed progress with development plans set at these meetings which kept practice improvements and, in turn, improvements for children's experiences on track.

Information gathered through the manager observing staff at work and from practice observations by their nursery colleagues gave live feedback about staff performance and what more they could do better.

Where staff did not improve sufficiently in line with their development plan, additional measures would be put in place to support improvement with potential for disciplinary action as a final consequence of no satisfactory progress seen.

Grade

The quality of staffing is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

We focussed on two aspects of Management and Leadership which were Self Evaluation and Developing and Implementing the Improvement Plan.

We graded both aspects as excellent giving an overall grade of excellent for this quality theme.

- Self evaluation

The manager had ably established a range of regular quality checks and reviews of what the nursery provided. A programme of thorough monitoring and review was enabling the manager to make improvement suggestions about staff practice, children's experiences and records of children's progress. Professional review and development meetings, observing and making improvement suggestions for

colleagues (peer monitoring) and staff meetings were some of the means helping staff do this. Parents were openly invited to share their views and ideas at any time and by any means they preferred. The manager had a strong awareness of up to date guidance relating to the work of the nursery and she made excellent use of this information to review and update nursery policy and staff practice accordingly.

- Developing and Implementing the Improvement Plan

The manager's highly inclusive and purposeful approach to gathering information about what the nursery could do better led to a development plan which strongly promoted staff meeting children's personal needs effectively (for example the Nurture focus) and working in line with national development priorities (for example Outdoor Play and Learning)

There were many strong indicators of work undertaken by the team to meet the development plan effectively. This included relevant staff training (for example Nurture, effective Interaction and Communication with children and Outdoor Learning), reviews of the indoor and outdoor environment and improvements to personal planning for children and recording information which would help them get the support they personally needed at an early stage.

This continued the highly inclusive approach to improvement which she was firmly establishing in the service.

Grade

The quality of management and leadership is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

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

Previous requirements

1. The provider must take measures to improve the facilities provided for nappy changing within the nursery.

In order to do this the provider must:

- a) Provide hot water within the nappy changing area
- b) Review and update infection control policy and procedures for nappy changing and ensure all staff are aware of these procedures
- c) Review and risk assess the area provided for nappy changing

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) - Welfare of users, and 4(1) (d) - Procedures for the control of infection.

We have also taken into consideration National Care Standards, Early Education and Childcare up to the age of 16, Standard 3 - Health and wellbeing.

Timescale for compliance:

- a) Within 14 days of the receipt of this report
- b) Within 2 months of the receipt of this report
- c) Within 5 days of the receipt of this report

This requirement was made on 29 May 2013

The nappy changing area is now a separate room with a door and it has running hot water. Risk assessment is in place for the area and infection control policy and procedures have been updated.

Met - Within Timescales

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

Previous recommendations

There are no outstanding recommendations.

9 Complaints

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

10 Enforcements

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

11 Additional Information

There is no additional information.

12 Inspection and grading history

Date	Type	Gradings
29 May 2013	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>5 - Very Good</div> <div>4 - Good</div> <div>5 - Very Good</div> <div>5 - Very Good</div>

6 Aug 2012	Re-grade	Care and support Environment Staffing Management and Leadership	Not Assessed Not Assessed 4 - Good Not Assessed
11 May 2011	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 3 - Adequate 4 - Good
6 Oct 2010	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed Not Assessed 3 - Adequate 2 - Weak
19 Nov 2009	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good Not Assessed

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