

Care service inspection report

Cramond Primary School Nursery

Day Care of Children

Cramond Crescent

Edinburgh

EH4 6PG

Telephone: 0131 3126450

Inspected by: Tracey Goddard

Type of inspection: Unannounced

Inspection completed on: 24 August 2011



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Service provided by:

City of Edinburgh Council

Service provider number:

SP2003002576

Care service number:

CS2003015849

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		N/A
Quality of Staffing	5	Very Good
Quality of Management and Leadership		N/A

What the service does well

We found that the staff team had continued to encourage parents and children to assess and improve all aspects of the service. Staff at Cramond Primary School Nursery provide high quality learning experiences for children, where great emphasis is placed on meeting the emotional, personal and social needs of individual children.

What the service could do better

This service should continue to maintain the very good practice evidenced during this inspection.

What the service has done since the last inspection

Staff have continued to maintain the high standard of care and support that they give to children and their families.

Conclusion

Staff's skills and expertise allow them to provide a stimulating learning environment for children. The service is committed to working in partnership with parents.

Who did this inspection

Tracey Goddard

1 About the service we inspected

We registered Cramond Primary School Nursery in April 2002. They are registered to provide a daycare service to a maximum of 40 children aged between 3 years and primary school entry.

The nursery operates on a term time basis between the times of 8.50am - 11.25am and from 12.30pm - 3:05pm, Monday - Friday.

Cramond Primary School Nursery is located within Cramond Primary School in the North West of Edinburgh. Children have access to a large playroom, with kitchen facilities. On the day of the visit the premises were warm and inviting. Children also have use of a small enclosed garden.

The comprehensive aims and objectives of the nursery which are shared with the parents in an informative prospectus state the following:

Cramond Primary School Nursery aim: "To provide a happy, friendly and stimulating environment, where children feel secure, valued and confident, an environment where they can use and develop their knowledge and learn new skills."

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 - N/A

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - N/A

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.scswis.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

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

As requested by us the service sent us an annual return. They also sent us a self assessment form.

We issued 25 questionnaires to parents of children who used the service. Ten were returned to us before the inspection.

We wrote this report after an unannounced inspection that took place on 24 August 2011. At this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

Evidence from the service's most recent self-assessment

Children's profiles

Aims and Objectives for the service

Planning information

SCSWIS certificate

Public Liability insurance

Accident and incident records

Nursery prospectus

Audited questionnaires

Inter-agency minutes

Newsletters

Minutes from staff meetings

Our observations of the interaction between staff, children and parents

Discussions with the staff at the inspection.

We also looked at the environment.

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

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

There were two recommendations identified at the last inspection.

1. We recommend that staff have access to food hygiene training. NCS 2 Early Education and Childcare up to the age of 16 - A Safe Environment.

We found that certificates on the information board confirmed that all staff had received food hygiene training.

This recommendation is met.

2. We recommend that the service consider further methods to ensure parents and children participate in assessing and improving the quality of staffing and management and leadership. NCS 13 Early Education and Childcare up to the age of 16 - Improving the Service.

Evidence confirmed that the service now have systematic methods in place to allow parents and children to assess and improve these particular areas of the service.

This recommendation is met.

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 from the service. They identified the strengths of the service and some areas for improvement. We were satisfied with the way that the service had completed this and with the relevant information that they gave us for each of the headings that we grade under.

Taking the views of people using the care service into account

On the day of the inspection visit there were 20 children in attendance. Some of the children were happy to chat, telling us what they enjoyed doing while in nursery. The interaction between the children and staff was warm and friendly. The children confidently approached staff for comfort and reassurance.

Taking carers' views into account

We sent out 25 questionnaires and 10 were completed and returned to us before our inspection. We asked about the overall quality of care their child receives in this service. All parents indicated that they were very happy. The comments we received included:

"My child is very happy there. I am consistently impressed by the high quality of care she receives."

"It's an excellent nursery and I really feel that staff know my child personally and have helped him grow in confidence. I would thoroughly recommend all staff in this nursery. It's a lovely, happy, safe place."

"Cramond is a fantastic nursery and as a mother I feel privileged that my daughter has been able to attend. All the staff take the time to meet her day to day needs, and also the needs of my family."

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

Overall 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 that staff ensured that parents and children had very good opportunities to assess and improve the quality of care and support provided by the service.

Prior to starting, open evenings were held. These informal meetings provided opportunities for staff and parents to meet and discuss each child's likes, dislikes and routines. Having this information meant that staff could provide care and support, which reflected the individual needs of the child coming into their care.

We saw that the settling in process was very relaxed, with parents staying with their child to help settle them for their first visit. On the day of the inspection we noted that staff encouraged parents to stay for the entire session if the parent felt their child would be anxious. It was clear that staff understood the importance of promoting a settling in procedure that was determined by the needs of the family using their service. Parents we spoke to told us "The settling in process has been done very sensitively. Staff took account of the fact that my daughter had never been to a playgroup before, so they've made sure that she was one of the first children to come into the nursery. This means that by the time the rest of the children come in she will hopefully be settled."

Through discussion, staff demonstrated a very good awareness of the need to encourage parental feedback on a daily basis. They gave very good examples of how information received from parents allowed them to adapt the level of care and support given to individual children, which reflected their developmental needs and interests. Parents at this inspection told us "I really appreciate the way staff welcome me into the nursery. They take the time to ask how my child has been, that's important to me." "I was amazed that even though this is my child's second day, staff could remember her name and even some of the things she liked to do."

'All about me' sheets provided additional opportunities for parents to pass over information, which they felt could help staff to understand their child. This very good practice ensured that staff could care for each child in a manner that reflected the wishes of parents.

There was a key-worker system in place. Staff described how they tried to keep new children in the same sibling group whenever possible. This allowed staff to establish very close links with individual families. They told us that it was very important to promote positive relationships with parents, as this gave them confidence that their child was being cared for by a staff team who really knew their child. Speaking to new parents confirmed this; comments included, "This is my second child to pass through this nursery. I think it's great that staff try to keep the same families in their key groups. It makes it so much easier as I have got to know the member of staff and they know me and my children."

We confirmed that observations made by the staff ensured that they were responding to the immediate needs and interests of the children. The daily and short-term plans reflected this.

Mind mapping activities enabled children to contribute their ideas and suggestions about all aspects of nursery life. This very good practice allowed the children to participate in child centred activities.

Parents' evenings, which was twice a year, provided formal opportunities for them to discuss their child's progress, and share with staff how they felt that their child could be further supported by the service.

Of the 10 care standard questionnaires returned to us eight parents "strongly agreed" and two parents "agreed" that staff shared information about their child's learning and development with them, and where appropriate their child.

Areas for improvement

The service identified the following area for improvement: To re-establish the transition focus group. We would support this as an area development.

The service should continue to maintain the very good practice of ensuring that parents and children have opportunities to assess and improve the quality of care and support provided by the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service strengths

We confirmed that staff used a very good range of communication methods to ensure they met the needs of children and families using their service.

Well-placed notice boards in the nursery provided parents with interesting reading in relation to the activities and events on offer for that week. Additional notices provided parents with information about staff rotas for each week.

Daily discussions with children and observations made by staff allowed them to incorporate the children's interests and ideas into planning activities.

We saw that the service consulted with parents through evaluation questionnaires and daily contact with staff.

Staff told us that informal communication was a very important aspect of their role. There were opportunities for parents to speak with staff informally at the beginning and end of the session. A parent confirmed this during our visit, comments included, "Staff have been on hand to chat about how my child has settled into nursery."

Staff demonstrated a very good awareness of why it was important to maintain confidentiality at all times. They gave a very clear account of how they would manage issues of a confidential nature. It was evident that they were aware of the need to show sensitivity at these times.

We looked at the complaints procedure. It was clear and easy to read. It accurately reflected staff's knowledge and understanding of how the service would manage complaints.

Discussions with staff confirmed that the service had a participation strategy in place. Staff were very clear regarding the variety of methods they used to encourage parental participation.

Of the 10 care standard questionnaires returned to us, eight parents "strongly agreed" and two parents "agreed" that they were kept informed about what was happening in the service, through news letters and information boards.

Areas for improvement

The service identified the following area for improvement: To continue to update the nursery handbook, to ensure that the most up-to-date information is available to families. We would support this as an area development.

The service should continue to maintain the very good practice of using a range of communication methods to ensure that they meet the needs of the families using their service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment - NOT ASSESSED

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

We found that staff ensured that parents and children have very good opportunities to assess and improve the quality of staffing within the service.

There was a parent participation policy, which clearly told parents how they could contribute to nursery life. This included asking parents to feed back about all aspects of the nursery.

We saw that the nursery informed parents of staff changes through newsletters, notices and chatting with parents. Through discussion, staff demonstrated a good awareness of why it was important to inform parents about significant events, such as change to key-workers, or when staff left.

Discussion with staff and viewing staff files confirmed that on occasion the needs of specific children in the nursery determined the training that staff undertook, including, sign-along and autism awareness.

Of the ten returned care standard questionnaires, all parents 'strongly agreed' that the staff have the skills and experience to care for their child and support their development. Comments included " Staff provide a really excellent service."

Areas for improvement

The service identified the following area for improvement: To continue to use feedback from parents, to improve the quality of staffing within the service. We would support this as an area development.

The service should continue to maintain the very good practice of ensuring that parents and children have opportunities to assess and improve the quality of staffing within the service.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We confirmed that the service had a professional, trained and motivated workforce, which operates to National Care Standards, legislation and best practice.

We saw that staff regularly accessed training through the local authority and undertook in-house training on a regular basis. This very good practice ensured that staff's knowledge and skills reflected best practice guidance. Staff gave very good examples of how their training needs linked to the needs of the children attending the service. For instance, staff had accessed training to enable them to work more effectively with children who had additional support needs.

It was evident that staff were aware of the children's individual needs and could clearly explain how they met these needs. Their sound knowledge and understanding of the children in their care demonstrated this.

Staff deployment evidenced that the nursery emphasised the importance of providing continuity of care for families. Discussion with staff demonstrated that they knew the children and their family well. Staff gave very good examples to support this. For instance, prior to new children starting, key worker groups were established based on staff's relationship with parents and their knowledge of the family coming into their care. It was evident that the service was committed to deploying staff in a way which met the needs of the families using their service.

Through discussion, staff demonstrated a very good awareness of accountability. Their knowledge and understanding confirmed that the service had clear structure for reporting issues.

Of the 10 care standard questionnaires returned to us, nine parents "strongly agreed" and one parent "agreed", that they felt confident that staff would protect their child from harm, abuse, bullying and neglect.

Areas for improvement

The service identified the following area for improvement: To ensure that the most appropriate training opportunities are shared with all the nursery team. We would support this as an area of development.

The service should continue to provide staff with opportunities to develop their knowledge and understanding in relation to the National Care Standards and Scottish Social Service Council's codes of practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings
20 Mar 2009		Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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

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