

# Care service inspection report

## Manor Park Nursery

### Day Care of Children

46 Lefroy Street

Blairhill

Coatbridge

ML5 1NB

Telephone: 01236 602929

Type of inspection: Unannounced

Inspection completed on: 30 January 2015



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### **Service provided by:**

J Martine Watt and Jim Watt, a Partnership

### **Service provider number:**

SP2003000955

### **Care service number:**

CS2003004600

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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 has a well-established open door policy that provides parents the opportunity to discuss any issues related to the service provided.

The staff have a very good understanding and awareness of the children needs and interests.

The premises, equipment and resources indoors and outdoors were maintained and kept fit for purpose.

Staff are respectful and use a caring and affectionate tones when speaking to children.

Staff are committed to attending further development and using new skills to improve the service provided.

The service welcomes suggestions and feedback and where possible takes actions to implement these.

## **What the service could do better**

The service should further develop the methods used to involve parents in evaluating the service provided.

The staff informed us the policies were undergoing a review at the time of the inspection to ensure they followed best practice guidance. We discussed with the manager it would be beneficial to undertake an audit of practice against the updated policies to ensure that they were being followed for example for infection prevention.

## **What the service has done since the last inspection**

The service had continued to provide a quality childcare service since the last inspection.

## **Conclusion**

We concluded that children were being cared for by staff that respected them as individuals and support them to reach their full potential. The staff and management demonstrated a commitment to self-evaluation and to continue to ensure they provide a quality childcare service.

# 1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS), regulates care services in Scotland. It awards grades to services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on [www.scswis.com](http://www.scswis.com)

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. Manor Park Nursery was registered by the Care Commission on 1 April 2002.

The service provides care and education to a maximum of 53 children. The care service will operate between the times of 08.00 hours to 18.00 hours, Monday to Friday. The age range of the children will be from 0 years to those not yet attending primary school: 0 to 2 years: 11 2 to 5 years: 42

The service which is located in a residential area of Coatbridge operates an extended day provision which is open on a year round basis.

The nursery aims to "provide a caring and stimulating environment; to respect and meet the needs of every child as an individual and to provide each child a balanced range of learning experiences which will be supported by suitable resources and staff who interact enthusiastically and effectively".

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](http://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 carried out by an inspector on Thursday 29 January 2015 between 11:35am and 1:50pm. It continued on Friday 30 January 2015 between 8:00am and 5:45pm.

As part of the inspection, we took account of the completed annual return we asked the provider to complete and submit to us.

We sent twenty care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned five questionnaires before the inspection.

We also asked the manager to give out staff questionnaires to staff to complete and we received five completed questionnaires.

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

We spoke with:

- the provider
- the manager
- practitioners
- the children using the service

We looked at

- children's information records/personal plans
- medication policy and records
- policies and procedures focusing on infection prevention
- risk assessments
- accident records
- registration certificate
- insurance certificate

### **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](http://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 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. We did suggest in future submissions that the service includes more outcomes for the service users as a result of the strengths and areas for improvements.

## Taking the views of people using the care service into account

We spoke with some of the children using the service. We found children were positive about their experiences within the service. Children told us they felt safe, secure and well looked after.

## Taking carers' views into account

We sent out twenty questionnaires and five were completed and returned to us before our inspection. All feedback received indicated relatives of those using the service were very happy with the service provided.

Comments included:

'I can go to work knowing my child is in safe hands. The staff know all of the children in the room by name and know their personalities. Manor Park are getting it right for every child.'

'I am extremely happy with the service Manor Park provides. My child is encouraged and supported to develop in all areas of learning and social interactions. My child talks very fondly of staff and the very purposeful and stage appropriate learning opportunities. All of my child's needs are met to a very high standard. Manor Park has



a very nurturing and stimulating environment with excellent relationships.'

'My child has a real soft spot for the teachers and often speaks about how much fun they have had on a daily basis.'

'My child appears happy and settled within the nursery environment. More detailed information within their personal daily diaries would be appreciated.'

### 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

At this inspection, we found that the performance of the service was very good for this statement. The service met the aspects considered. We gathered evidence from talking to staff, observing children, collating feedback from family members, and information written and verbally presented by the service.

We found the service promoted an open door policy and had an active parental participation policy in place. We observed staff welcoming and sharing information with parents at the beginning and end of the children's day. Staff told us they felt they had very good relationships with parents and this supported the open and honest sharing of information. One parent described the relationships within the service as excellent. We viewed parental feedback about the service that had been gathered through various service questionnaires. The feedback received had been positive and we found any suggestions had been taken on board. For example as a result of feedback the home links opportunities had continued to provide parents with activities and learning experiences to further support children's learning at home with each learning focus. We found parents were kept informed of the service progress through regular newsletters, notices and daily discussions. As a result we concluded the service had a well-established open door policy that provided parents the opportunity to discuss any issues related to the service provided.

Parents were provided the opportunity to attend visits and meet with staff before their child started the nursery. At these times parents and staff discussed and planned how best the nursery can support the children. As a result we concluded the service had an effective settling in procedure and that staff worked closely with parents to ensure children's needs were met.

Staff told us that they gather children's views regularly and used these to plan their play experiences, playrooms and resources on offer. They achieved this through regular discussions, awareness of children's personal interests and observations of children at play. The children told us about the different areas within the nursery and how they help to select and set up areas. They told us there was lots to do and that they liked the activities and resources. We concluded staff listened and planned play experiences in response to children's interest.

We observed the children at play and staff interaction. We found children moved freely between the play areas and to be engaged in their play. We found staff to provide appropriate support and guidance to the children. We concluded that staff understood the needs of the children well and planned experiences in response to their needs and interest.

### **Areas for improvement**

We discussed various methods that could be used to involve parents in decision-making such as voting walls. The manager agreed to consider these and to further developed the questionnaires used to collect more meaningful feedback about the service provided.

One parent suggested they would appreciate more detailed information within the daily diaries. The service should consider consulting with parents about the information shared within the daily diaries. This is to ensure the parents are receiving meaningful information.

**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

At this inspection, we found that the performance of the service was very good for this statement. The service met aspects considered. We looked at how the service provided care to meet children's individual needs, the opportunities to promote healthy living and promotion of children's health and wellbeing through infection prevention measures.

The service had large well resourced outdoor areas. At the time of the inspection there had been very heavy snow fall and the children were unable to access the garden. Staff and children told us they regularly accessed the outdoors play areas and participated in a wide range of outdoor learning experiences. The children in the younger playroom had indoor physical equipment and we observed them to be climbing and using resources to aid their walking. The older children enjoyed regular indoor physical activities such as ring games and dancing. As a result children had the opportunity to access fresh air and take part in regular active play.

We observed the children during meal times. We found the snack provided healthy food choices. Snack time was a sociable event. We found the older children spent the time talking to each other and the younger children were keen to feed themselves, staff provided assistance when needed. We concluded snack time was an important part of the day to support children's social development.

We observed children and staff throughout the visit focusing on hand hygiene. We found the older children to be washing hands regularly including before snack time and after toileting. We concluded the older children were following good hand hygiene.

Staff informed us they carried out regular observations of children at play and planned experiences to support children individual needs. We found staff were knowledgeable about children's individual needs and were able to give examples of how they had supported these. We concluded the service had systems in place to ensure children and their families received the care and support required to meet their needs.

### Areas for improvement

There was hand washing facilities within the younger playroom. We did not observe children to use these. We discussed this with staff and they agreed to review the younger children opportunities to wash their hands.

We discussed further development of the personal plans in place with the staff and management. They agreed to review the records and systems to ensure they contained a plan of how the service intends to meet children's health, welfare and

safety needs and meet the legislative requirements. We also discussed to ensure the records held on each child demonstrated how staff planned and supported children's development and reflect children's progress.

We found young children slept in cots and buggies. Staff informed us this was agreed with parents. We found children sleeping in buggies facing the wall. We have asked the service to review this procedure and consider the children's wellbeing when they awake from their sleep and ease when monitoring sleeping children.

**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

At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the quality of the service environment. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We found parents had been given the opportunity to share their views through daily discussions and service evaluations.

Staff told us how they planned and created the playroom and outdoor spaces in response to children needs and interest. Staff told us that they always evaluate the play space and resources to ensure children are participating in meaningful and active play. We concluded staff were proactive to ensure the environment and resources supported children's early learning and childcare needs.

We have considered the strengths under quality theme one, statement one in the evaluation of this statement.

### Areas for improvement

The service planned to involve the parents and children in the garden development.

**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

At this inspection, we considered the premises were maintained, how well service users are protected and the promotion of children's health and wellbeing through infection prevention measures. We found aspects considered were met. We gathered evidence through viewing the areas used by children, considering the space, layout and equipment, examining relevant records and observing how environment and equipment was used.

We found the premises in use and the equipment and resources indoors and outdoors were maintained and fit for purpose. The younger children had access to a playroom that provided ample space and a range of resources including quiet cosy areas and more active physical resources. The older children had access to a wide range of resources within the three connecting playrooms, snack and kitchen area, toilets and secure outdoor area.

The service had policies and procedures in place, in which staffs were familiar with to reduce any possible hazards. This included exclusion periods for infectious childhood illnesses, hand hygiene, food handling and administering medication.

### Areas for improvement

We found the children's toilets and changing areas were monitored and cleaned regular by staff. We found the children's chairs stored in the younger children's changing room. The staff agreed to remove these.

We found the paper towels were not in dispensers within the younger changing unit. We asked the management to ensure these were stored appropriately taking into account infection prevention guidance.

The staff monitored the room temperatures, no times were recorded. The service sleeping policy stated a recommended temperature within the room for sleeping children. The staff agreed to ensure that they monitor the room temperature when the children are sleeping to ensure it is in line with their policy.

**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

At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the quality of staffing. The service met all aspects considered. We gathered evidence from talking to staff and children, collating feedback from family members, and information written and verbally presented by the service.

Staff told us that they always evaluated their practice and made changes where areas for improvements were identified. This involved evaluating planned activities, taking on board comments from parents and children.

We concluded that the staff team were confident and comfortable reflecting on their practice and recognised this involved listening and responding to feedback from parents and children.

We have considered the strengths under quality theme one, statement one in the evaluation of this statement.

### Areas for improvement

The service planned to further develop methods used to collect children's and parents views.

**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

At this inspection, we found that the performance of the service was very good for this statement. The service had met all the aspects considered. We looked at staff interactions with the children and their families, staff awareness and knowledge of the children in their care, and staffs practice and training opportunities and how they promoted children's health and wellbeing through infection prevention measures.

We observed staff interactions with the children. We observed staff to be respectful and to use a caring and affectionate tone when speaking to children. Parents comments about staffing and relationships within the service included 'My child talks very fondly of staff', 'Manor Park has a very nurturing and stimulating environment with excellent relationships' and 'My child has a real soft spot for the teachers and often speaks about how much fun they have had on a daily basis.' Children told us that liked the staff. We concluded that children were being cared for by staff that had formed positive relationship with the children and their families and recognised the important role they play in early learning and childcare.

Staff told us that they worked well as a team and kept their skills up to date through attending training and sharing practice with colleagues. Some of the comments received by staff in relation to their experiences of working in the service included 'I feel very comfortable approaching my manager with any issues and she always listens and offers support', 'I am happy to be a member of a friendly, caring staff team' and 'I am always stimulated within my working environment. We are a very effective team who work very well together. The management team always encourage us and support us and we have their continuous support.' We found staff had regular supervisions where they could discuss and identify their strengths and areas for further development. The staff shared with us their plans to further develop the children experiences such as increased outdoor play experiences and forest kindergarten as a result of attending training. We concluded staff were committed to continuous development to ensure they provided the best quality childcare.

### Areas for improvement

Staff planned to implement changes to the service provided as a result of training for example in the development of forestry kindergarten.

**Grade awarded for this statement:** 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 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

At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We found the services open door and parental participation policy encouraged parents to share their views on the quality of the service provided. The staff told us that they valued the parent's views and included these in the development of the service improvement plan. We concluded that the service routinely involved parents in the development of the service.

We have considered the strengths under quality theme one, statement one in the evaluation of this statement.

### Areas for improvement

The service planned to further develop opportunities for parents to get involved in improving the service.

**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

At this inspection, we found that the performance of the service was very good for this statement. We found all aspects considered were met. We looked at how the service had self-evaluated, planned and continued to improve the service provided and promoted children's health and wellbeing through infection prevention measures.

We reviewed the service improvement plan, which outlined the services priorities for improvement. Staff confirmed involvement in identifying areas for improvement and in the implementation of these. Through newsletters, notices, meetings and discussions staff and parents were kept informed of progress. We concluded the service kept parents and staff informed and involved in the direction of the service.

We considered the strengths reflected in all other statements to evaluate the outcome of the quality assurance methods used and the impact they had on the quality of service provided. For example the impact of staff development and training, service evaluations and monitoring and maintenance of the service environment. As a result we have evaluated this statement as very good.

### Areas for improvement

The service planned to continue to involve all those involved in the service in improving the service provided.

We viewed some policies and procedures that had been reviewed. This included infection prevention methods. The staff informed us the policies were undergoing a review at the time of the inspection to ensure they followed best practice guidance. This included hand hygiene and use of personal protective equipment such as gloves being used following best practice guidance. We discussed with the manager it would be beneficial to undertake an audit of practice against the updated policies to ensure that they were being followed.

**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

We provided the manager with staff questionnaires to hand out to staff to complete. Five were returned questionnaires providing us with information about staffs experiences of the service.

All staff indicated they were aware of the service policies/procedures with the majority of staff being fully aware of these.

All staff indicated that the service provided them with the opportunity to access education/training in the last 12 months. All staff indicated that they had been given the opportunities to gain the qualification relevant to their roles and responsibilities.

All staff indicated they were registered with Scottish Social Service Council (SSSC) and had a copy of the SSSC codes of practice.

All staff indicated that the service provides good support to the children.

All staff indicated that had undergone supervision with the manager of the service.

Comments from staff included:

'I am always respected, valued by all staff members. It is a pleasure to be a part of such a great nursery!'

'I feel very comfortable approaching my manager with any issues and she always listens and offers support.'

'I am happy to be a member of a friendly, caring staff team.'

'I am always stimulated within my working environment. We are a very effective team

who work very well together. The management team always encourage us and support us and we have their continuous support.'

### **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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings	
1 Feb 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
9 Nov 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
12 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	3 - Adequate
		Management and Leadership	Not Assessed

## Inspection report continued

27 Nov 2008	Unannounced	Care and support 4 - Good Environment 5 - Very 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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