

# Care service inspection report

Full inspection

## Green Tree Nursery Day Care of Children

Smithton Hall  
Sinclair Terrace  
Smithton  
Inverness



HAPPY TO TRANSLATE

Service provided by: Collinson, Teresa

Service provider number: SP2011982916

Care service number: CS2011301682

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

The manager and staff were all extremely enthusiastic and motivated to provide a service of a high standard to the children and their parents and carers.

Working in partnership with parents and carers was very important to the manager and staff. They had established positive working relationships with the parents and carers which allowed for very open, on-going communication.

Feedback from parents in the completed Care Standards Questionnaires indicated that parents were extremely happy with the level of service provided and the opportunities the children had to play and have fun in a safe environment. This was confirmed by the comments made by parents and carers during the inspection.

The staff had established very good relationships with all the children in attendance. The staff were very caring, nurturing and responsive to the individual needs of the children.

**What the service could do better**

The service highlighted as an area for improvement the importance of continuing to encourage parents and carers to be involved in the on-going assessment and development of the service.

The manager and staff recognised the limitations of operating from shared premises and at the time of the inspection were in the process of identifying alternative premises which the nursery would have sole use of.

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

The service has continued to provide a child care service of a very high standard to the children and families living in the local community.

**Conclusion**

We concluded that a very good service was being provided to the children and their families.

The children and parents spoken with were all very happy with the service, the approachability and professionalism of staff and the range of interesting and fun learning activities being provided.

The manager and staff continued to be very motivated to provide a service of a very high standard. They were committed to providing a quality service and provide a flexible service which would meet the needs of the children and their parents and carers.

# 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](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 28 December 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.

Green Tree Nursery is registered as day care for a maximum of 36 children aged from birth to not yet attending primary school, of whom no more than 20 are under three and ten are under one year. The service operates from Monday to Friday from the Smithton and Culloden Community Hall (The Green Hall) in Inverness. Children have access to a large community hall with toilet and kitchen facilities and an enclosed outside space.

The written aims of the nursery are listed in the parents' information, displayed in the foyer and on its website as follows:

- to provide a safe, stimulating, caring environment in which children can develop and learn through play
- to promote the development of independence, confidence and self esteem by providing a positive and engaging environment at all times
- to deliver a pre-school educational programme, in line with the national curriculum
- to work in partnership with parents, local schools and local community organisations
- to promote positive behaviour at all times by encouraging children to respect others and their surrounding environment
- to provide on-going progress reports and to be available to discuss any issues or concerns parents may have
- to promote a healthy lifestyle, in particular enjoying the outdoors and healthy eating
- to participate in self-evaluation and to access continual professional training for all staff.

## 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](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

This report was written following an unannounced inspection which took place on 12 and 15 June 2015. Feedback was provided to the manager at the end of the inspection.

As part of the inspection, we took account of the completed Self Assessment and Annual Return documents that we asked the provider to complete and submit to us.

We sent Care Standards Questionnaires to the manager to distribute to service users. Twelve parents and carers of children attending the service sent us completed questionnaires prior to the inspection.

During this inspection process, we gathered evidence from various sources:

We spoke with:

- children attending the service
- parents and carers
- the manager
- the staff team.

We looked at:

- the service's policies and procedures relevant to the Quality Themes and Statements being considered
- individual learning journals for several children
- questionnaires distributed by the service
- information pack provided to parents
- observation of staff practice
- examination of the premises.

### 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](http://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 Care Inspectorate received a Self Assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

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

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

The children present during the inspection were observed to be very happy and relaxed in the care of the staff. There was a very good selection of equipment and resources available which the children all enjoyed playing with. The children particularly enjoyed going out for a walk to see the ducks. The older children were able to confidently talk about the different activities they liked to take part in at nursery.

The children present were all observed to be very happy and relaxed in the care of the staff. The interaction between the children and staff was very good. The children were occupied appropriately and there was a good selection of equipment and resources available. The children spoke about the various activities they were taking part in. The children all enjoyed their time outdoors

taking part in various activities including the mud kitchen, climbing frame and various role play activities.

### Taking carers' views into account

Twelve Care Standards Questionnaires were completed and returned by parents and carers prior to the inspection. Ten strongly agreed with and two agreed with the statement, 'Overall, I am happy with the quality of care my child receives in this service'.

Comments made included:

'My children have attended Green Tree Nursery from 7 months until they left to start primary school. I credit Green Tree with my children's self confidence, settled, happy nature. They have been taught manners and sharing'.

'Most importantly, my children are comfortable in the environment and don't want to leave when it's time to go home!'

'When he comes home from Green Tree he is enthused and talks about his learning experiences, trips etc. in a way he does not for his other centre'.

'My children benefit hugely from their daily walk'.

'My child is an only child and with going to this nursery I'm sure has taught him to socialise well in and outwith nursery. We will both be very sad when it comes time to leave and start school'.

'My daughter has attended the nursery since 7 months old and is now a confident, independent 2 year old. Green Tree has brought her on leaps and bounds. She loves the nursery and the staff are fantastic with her'.

'I love the way that my son can learn and experience through both structured and unstructured play'.

'Green Tree Nursery is absolutely excellent'.

'The staff are head and shoulders above others in nurseries'.

'Overall we are very satisfied with the service that we receive to care for our 3 year old. My reservations about this nursery are that the environment is a large multipurpose hall, which while adequate for older kids, does not cater to the needs of those under one that are not mobile. The staff are great, the leadership is good and management definitely take parents' views on board. If this facility was in a purpose built premises then the situation would be ideal'.

The parents spoken with during the inspection made similar extremely positive comments about the quality of the service provided and the approachability and professionalism of all the staff. Parents were very happy with the range of activities and learning opportunities available to the children each day. They were also very happy with the amount of time the children spent outdoors each day.

## 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

The children and their parents and carers were actively involved in the on-going assessment and development of the service. During the inspection we collected information from a range of sources and found evidence to support that the manager and staff continued to encourage participation.

Parents and carers who contacted the service about enrolling their child were provided with a useful and informative handbook. It contained a range of information about the service including details of some of their policies and procedures. Parents and their children were encouraged to visit the service prior to starting, see the facilities available, meet the staff and ask any questions they might have about the service provided.

It was important to the staff to establish good relationships with all the children and their parents and carers, as well as other professionals. During the inspection, we were able to observe a very good rapport between the staff and the children. The staff all knew the children very well and were very caring, nurturing and supportive towards them. Staff had also established very good working relationships with parents and carers.

There was opportunity for daily, informal contact between the staff and parents and carers during drop off and collection times. The comments contained within completed Care Standards Questionnaires indicated that parents found all the staff very friendly and approachable. This view was repeated by the parents and carers we spoke with as part of the inspection. The parents appreciated the staff taking the time at the end of sessions to tell them about their child's day and what they had been doing. Parents and carers of younger children and children with additional needs were offered daily diaries

Since the last inspection the service had continued to develop the learning journals to record the progress of individual children in the nursery. Included in these were records of observations, photographs and examples of the child's art work. The staff explained that parents were welcome to look at their own child's learning journey at any time. The service also routinely put the folders home for parents and carers to go through the folders with their children. Parents and carers were encouraged to include in the folders any other achievements from home.

The service completed annual progress reports for each child attending the nursery. Parents and carers were also invited to attend parents' evenings with staff to discuss their child's progress. Parents and carers could also ask to meet with staff at any time to discuss anything which might be of concern to them. The service very much operated an open door policy and the manager and staff made themselves available to speak to parents and carers. The manager advised that parents and carers tended to make use of the opportunities for informal discussion.

The service circulated newsletters on a regular basis to keep parents and carers informed of what was happening at the service and any planned activities or events. During the inspection we were able to read the most recent newsletter. The service also had a website where there was a range of information.

Within the reception area, there were several notice boards which provided a wide range of information about the services provided, the staff, key worker information, planning, policies and procedures, 'dates for the diary', snack menu, 'star of the week' and other relevant information including resources and activities in the local community. There was also a large display of the children's

art work.

The service continued to make use of questionnaires/feedback sheets to get feedback from parents and carers on specific areas or issues. The manager and staff evaluated the findings from any questionnaires and identified areas for improvement which were then included in the service's improvement plan. In the reception area, there was a feedback sheet where parents and carers could include comments under three headings - things we do well, things you'd like to see more of and 'other'.

Staff made use of circle time, mind maps, floor books, questionnaires and snack time to get and record the ideas and comments from the children. Staff took into account the preferences of the children when planning activities and encouraged the children to provide feedback informally in order to evaluate activities.

## Areas for improvement

The service should continue to build on current very good practice.

The service identified as an area for improvement the need to continue to actively encourage children, their parents and carers to participate in the on-going assessment and improvement of the quality of care and support provided.

We discussed with the manager how greater use could be made of the service's website and social media to share information with parents and carers.

## 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

We found that the service performance was very good in the areas of this Quality Statement. During the inspection we looked at and considered a range of evidence including:

- examination of children's records
- examination of policies and procedures
- talking with staff
- discussion with the manager
- speaking with children
- talking with parents and carers
- observation of practice
- examination of completed care standards questionnaires
- examination of the premises.

The staff were very committed to ensuring the health and wellbeing needs of all the children were being met. The service had a statement of aims and objectives which reflected their intentions for the service and promoted the children's welfare, emotional wellbeing and development. There was also a range of policies and procedures in place to promote the health and wellbeing of the children using the service. The service had a very good understanding of the principles of Getting It Right for Every Child and based their practice on ensuring that every child was safe, healthy, achieving, nurtured, active, respected, responsible and included.

When a child started at the service, relevant information was recorded in the registration form and individual information sheets to ensure that staff were aware of the children's particular needs and how best to meet them. These forms were completed in conjunction with parents and, where appropriate, other professionals. Where necessary, there were clear health care plans and protocols in place for those children with specific health needs and allergies.

The service had in place a key worker system to assist with continuity of care. All staff had a very good rapport with the children and there was very good

interaction between staff and the children they were caring for. It was evident that they had a good knowledge and understanding of the children attending and what their individual needs and stages of development were. Staff were observed to be sensitive, nurturing and supportive in their approach, providing encouragement, motivation and appropriate praise.

It was important to the manager and staff to work closely with other agencies to meet the needs of the children attending. The service had established very good links with, and received visits from, various professionals - including the health visitors, speech and language therapist and oral hygienist. 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. Staff welcomed this input and worked with these professionals to meet the needs of the various children.

Daily checks of the premises and the equipment were undertaken by staff as they set up the play room prior to the children arriving. There were appropriate cleaning schedules and infection control procedures in place to maintain the cleanliness of the premises. Staff had access to protective clothing, including disposable aprons and gloves, for use as appropriate. The service had copies of best practice guidance in relation to infection control.

There were risk assessments in place in relation to the premises and the equipment which were routinely reviewed and updated. Risk assessments were also completed prior to any outings or specific activities taking place.

There were emergency procedures in place. All staff had either completed first aid training or were due to attend training in the very near future. There were first aid boxes located at various points in the building. There was a policy and procedure in relation to the storage and administration of medication which took account of current best practice guidance. There was a system in place to record all accidents and incidents. Parents and carers signed any accident and incident reports and were offered a copy.

There were systems in place to ensure that all staff were aware of the individual health needs, allergies and nutritional needs of the children. Eight members of staff had attended food hygiene training and the remaining two

were due to attend training in December. The service took account of best practice guidance when planning snacks. The staff had access to the 'Setting the Table' guidance. There was a snack menu on display so parents knew what children were getting. All snacks and drinks provided were healthy. Fresh fruit and/or vegetables were offered as part of snacks on a daily basis, as was milk and water. The children participated in the selection and preparation of snack. There were daily helpers who were responsible for setting the tables for snack. The children were developing their independence skills, using knives to cut and spread, pouring their own drinks and tidying up at the end. Snack was very much a social time when the staff sat with the children and talked with them about their news and what they had been doing.

Very good use was made of the outdoor play area to encourage the children to be active and healthy. The nursery accessed the outdoor play area on a daily basis. The children all enjoyed taking part in a range of activities outdoors. When it was not possible to use the outdoor space, the staff encouraged the children to take part in various indoor games and activities which included some physical exercise. They also made use of local resources such as walks to offer the children opportunities to take part in outdoor activities and physical exercise.

The service was proposing to introduce the new Highland initiative - Smart Start in August 2015. This initiative was a health and wellbeing programme aimed at young children in early learning and childcare settings. Children continued to attend the Safe, Strong and Free programme where they learnt about keeping themselves safe in a variety of situations including bullying and stranger danger.

### Areas for improvement

The service should continue to build on current very good practice.

The manager and staff should ensure that all written records and personal plans for children are fully completed and routinely reviewed and updated where necessary.

We discussed with the manager the need to review and update the system for recording the administration of medication to ensure that they reflect and take

account of current best practice in relation to medication.

During the inspection we discussed with the manager and staff the layout of the room during lunch and snack times. We observed lunch during the first day of the inspection when there was a row of several very young children in high chairs and 2 large tables with up to ten children on each table having lunch. We discussed how to improve the layout to allow for greater social interaction between the children and the staff.

### 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 1

"We ensure that service users and carers participate in assessing and improving the quality of the environment within the service."

### Service Strengths

We found the service's performance was very good in relation to this Quality Statement.

Previous comments in Quality Theme 1, Quality Statement 1, in relation to communication and participation are also relevant to this Quality Statement.

The children and parents were actively involved when there were any proposed changes to the environment. They were invited to give suggestions. Parents were invited to give feedback formally in questionnaires as well as informally when they called in to collect their children. The parents spoken with during the inspection all said that they were very happy with the interior of the premises and were of the opinion that staff had made the playroom very bright, welcoming and child friendly. Comments in the completed Care Standards Questionnaires indicated that parents were happy with the quality of the environment.

### Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.

The manager for the service explained that using shared accommodation was not a satisfactory arrangement and they were in the process of identifying alternative premises which would be for the sole use of the nursery.

The service should continue to build on current 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

During the inspection we found that the service's performance in this area was very good. The staff made sure that the accommodation and resources were suitable for the needs of the service users.

We concluded this after:

- inspection of the premises and outdoor play area
- examination of relevant policies and procedures
- examination of relevant written records
- talking with the children
- speaking with parents and carers
- discussion with the manager
- speaking with staff.

Staff made very good use of the space available to them. The playroom was well laid out and allowed the children to move around freely. There was sufficient space for children to play independently or in small groups. The furniture was appropriate to the age range of children in attendance.

There was a very wide range of equipment and play experiences available which

challenged and motivated the children who attended. Resources were displayed attractively and safely. The storage facilities allowed the children to independently select resources where appropriate. When new resources were being purchased, the children were involved in deciding what to buy. They were all encouraged to care for their premises and equipment and to be involved in tidying up.

The manager explained that they welcomed ideas for new equipment from the children and their parents and carers.

The playroom opened into a fully enclosed outdoor play area to the rear of the property. The service made very good use of the outdoor area. There was a good selection of resources and equipment available to the children including a mud kitchen, ride on toys, a climbing frame and water play equipment. The staff had also collected various natural resources for the children to use and to encourage their imaginative play. The children had daily access and the area was used as an outside playroom with various resources being taken outdoors.

The service also made very good use of local resources. Going for a walk to feed the ducks was an extremely popular activity for the children. On the day of the inspection we accompanied the children on their walk to feed the ducks. Even some of the very young children knew the way and knew what dangers they had to look out for and what they should do to keep themselves safe including how to cross the road safely.

### **Areas for improvement**

The service should continue to build on current very good practice.

As stated previously, the manager was hoping to identify more suitable premises and relocate the service.

We discussed with the manager reviewing the layout of the room. For example, at the time of the inspection, the hand washing facilities were some distance from the painting and messy play area.

The manager identified as an area for improvement the need to purchase more challenging resources for the children.

**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 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

### Service Strengths

During the inspection we found that the service's performance in relation to this Quality Statement was very good.

Previous comments in Quality Theme 1, Quality Statement 1 and Quality Theme 2, Quality Statement 1 in relation to communication and participation are also relevant to this Quality Statement.

It was important to the staff to work in partnership with parents and carers. During the inspection it was evident that the staff had established very good working relationships with them, which allowed for open and on-going communication. The parents and carers spoken with during the inspection described the staff as all being very approachable and professional. They appreciated and valued the time staff took at the end of sessions to tell them about their child's day. Parents and carers were of the opinion that their comments and feedback were important to the staff. The staff had also established very good relationships with children and actively sought their views and suggestions. We were able to observe very positive interaction between the staff and children.

The manager very much operated an open door policy where parents and carers could speak to her about any aspect of the service. There was also an appropriate complaints policy in place which encouraged parents and carers to discuss any concerns or issues with the manager and staff.

## Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.

The service should continue to build on current very good practice.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## 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

During the inspection, we found the service's performance was very good in relation to this Quality Statement.

We concluded this after:

- examination of policies and procedures
- talking with the staff
- discussion with the manager
- observation of staff interaction with the children
- talking with the children
- discussion with parents and carers.

There was a very welcoming, relaxed and positive atmosphere within the service. There were very good levels of staffing throughout the day to ensure children received high levels of support. There was a very good mix of staff in relation to experience and qualifications. Staff were very enthusiastic and

committed to providing a quality service for the children. Staff had established very strong working relationships and there was a very good rapport between all of them. We were able to observe staff being very caring and nurturing towards the children. They offered the children lots of praise and encouragement. They supported the children's learning and development. It was evident from observing interaction that the children all enjoyed being in the care of the staff and had a great deal of fun. The parents spoken with during the inspection described staff as being very caring, felt that they were all very approachable and provided very good information each day.

During the inspection we spoke with staff in the nursery. They were very positive about working there and they greatly enjoyed working with the children. Staff were of the opinion that they were actively encouraged to be involved in the on-going development of the service and that their comments and suggestions were taken on board by the manager.

The service had in place appropriate policies and procedures including recruitment, whistle-blowing, confidentiality and child protection. The service had a policy and procedure to ensure that staff were recruited and inducted in a safe and robust manner, and service users were protected. All new staff completed a detailed induction programme. As part of the induction, staff were required to familiarise themselves with the service's policies and procedures as well as attend mandatory training such as child protection, health and safety, fire safety and first aid. The manager explained that new staff were linked with more experienced workers within the nursery.

There was a staff development and training policy and the service was very committed to providing training opportunities for all staff. Staff attended individual annual appraisals as well as informal meetings with the manager. During these meetings, training was discussed and any training and development needs identified. Training was also discussed during team meetings. Staff could attend relevant courses to ensure that they are appropriately trained to meet the needs of the children attending. Staff were able to access training provided by the local authority, Care and Learning Alliance and other external providers. Staff had attended a wide range of training to allow them to provide a quality care service to the children and their families. Training attended included Birth to 3, self evaluation, risk assessment,

planning and assessing, literacy and numeracy, what does a good nursery look like? and preschool development overview. Following attendance at any training, staff were invited to evaluate the training and consider whether or how it would impact on their practice. Staff shared what they had learnt with the rest of the staff team and the manager. Staff were also allocated regular study time where they were able to read relevant articles, documents and best practice. Staff appreciated having this protected time to keep up to date with any new developments.

All staff were registered with either the GTC or the Scottish Social Services Council and had a copy of, and worked to the SSSC Codes of Practice.

### Areas for improvement

The service should maintain current very good practice.

Staff should continue to be encouraged and supported to attend relevant training and keep up to date with current best practice.

We discussed with the manager how she could use support and supervision meetings and her findings from playroom monitoring visits to feed into annual appraisals for individual staff.

### 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 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

We found the service performance was very good in relation to this Quality Statement. Comments relating to participation, communication and information sharing in Quality Theme 1, Statement 1, Quality Theme 2, Statement 1 and Quality Theme 3, Statement 1 are also relevant to this Quality Statement.

There were various opportunities for children and their parents and carers to give their views and suggestions and be involved in assessing and improving the quality of management and leadership of the service. Their feedback was audited and taken account of during any internal quality assurance review of the service.

There was an appropriate complaints policy in place which encouraged parents and carers to discuss any concerns or issues with the manager or a member of staff.

### Areas for improvement

The areas for improvement identified previously in Quality Theme 1, Quality Statement 1 are also relevant to this Quality Statement.

The service should continue to build on current very good practice.

**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

**Statement 2**

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

**Service Strengths**

During the inspection we found that the service performance was very good in relation to involving the workforce in determining the direction and future objectives of the service.

We concluded this after:

- discussion with the manager
- discussion with staff
- examining minutes from staff meetings
- looking at relevant policies and procedures.

The manager explained that many of the staff had been in post since the nursery opened and were encouraged to be involved in the on-going evaluation and development of the service. Staff were actively involved in reviewing the aims and objectives of the service and the development of the service's improvement plan. There were regular team meetings where staff could raise any ideas and suggestions they might have to develop and improve the service. They could also speak to the manager informally on a day to day basis about any ideas they had. The manager valued the views and comments of the staff team.

The staff we spoke with during the inspection were of the opinion that the manager encouraged them to give ideas as to how the service could be

developed and improved to continue to meet the needs of the children and families they were working with. All staff presented as being committed to the service and its on-going development.

The manager promoted an effective learning culture. Staff were encouraged and supported to attend relevant training. Staff were also allocated study time where they could read relevant articles, documents and best practice guidance.

All staff received regular staff appraisals with the manager. During these meetings the manager and staff reviewed the service as a whole as well as the staff member's own practice, identified clear action points and next steps. There was discussion as to how the staff could develop their skills and take on more responsibilities within the running of the service. It was important to the manager to celebrate the successes and achievements of the staff.

### Areas for improvement

The service should continue to build on current very good practice.

Staff should continue to be encouraged and supported to be involved in determining the direction and future objectives of the service.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## 7 Complaints

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

## 8 Enforcements

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

## 9 Additional Information

## 10 Inspection and grading history

Date	Type	Gradings	
24 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
6 Aug 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	3 - Adequate

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