

Care service inspection report

Buoys and Gulls Nursery Ltd

Day Care of Children

Buchan Braes
Station Road
Boddam
Peterhead
AB42 3AR

Type of inspection: Unannounced

Inspection completed on: 16 July 2014



HAPPY TO TRANSLATE

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Service provided by:

Buoys and Gulls Nursery Limited

Service provider number:

SP2009010679

Care service number:

CS2009234918

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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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

Buoys and Gulls Nursery Ltd is an established service in the local community and provides children with a range of experiences within a supportive environment. The management and staff are committed to working in partnership with parents who, in turn, have expressed a high level of satisfaction with the service.

What the service could do better

The manager has identified that staff wish to make more use of the designated outdoor area to support children's learning in all areas of the curriculum. The provider must ensure that staff are registered with the Scottish Social Services Council within the required timescale.

What the service has done since the last inspection

Some areas of the premises have been refurbished including new doors and redecoration. The outdoor play area has been further developed with the inclusion of a willow whale and mud kitchen. Policies and procedures have been reviewed and updated.

Conclusion

We are confident that if all the areas for development identified by the service and noted in this report are implemented this will further enhance the work of the nursery and further improve outcomes for children who attend.

1 About the service we inspected

The nursery is provided by Buoys and Gulls Nursery Limited. The service is registered to provide a care service to a maximum of 58 children aged from birth up to those not yet attending primary school, as follows:

- A maximum of 32 children aged from 2 years 6 months to not yet attending primary school, of whom a maximum of 8 may be under three years of age, to be cared for in the main playroom
- A maximum of 10 children aged from 2 to under 3 years 2 months to be cared for in the toddler room
- A maximum of 4 children aged from 12 months or a maximum of 5 children aged from 2 years up to 3 years 2 months, to be cared for in the messy-playroom
- A maximum of 11 children aged from 0 to under 2 years 3 months to be cared for in the baby room.

The care service may operate between the times of 6.30am and 7.00pm Monday to Sunday. Crèche facilities may be provided from time to time on a Saturday or Sunday. Times of opening are at the discretion of the provider.

There were 101 children registered to use the service, 34 of whom were present during the inspection visit. Most children attended the service on a part-time basis.

The nursery is located in Boddam, near the town of Peterhead in Aberdeenshire. The single storey premises has been converted for nursery use and comprises three playrooms. There is also a small office, messy-play room, kitchen, children's toilets, cloaks area and spacious outdoor play area. There is a range of facilities within walking distance including the beach, lighthouse, recycling centre and park.

The nursery aims included the following statements:

- Provide a safe, healthy and welcoming an environment as possible for all adults and children using the nursery
- Encourage attitudes of caring and sharing in a non-stereotypical environment
- Develop each child's independence, social, physical and intellectual skills
- Provide a well planned, broad and balanced range of relevant, challenging experiences and opportunities, which are responsive to the needs of children and help them learn through play
- Develop and promote positive interactive links with the parents and the local community fostering an atmosphere of openness and equal partnership.

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve the service, we may make a recommendation or requirement.

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

* A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report after an unannounced inspection visit by 2 inspectors that took place on Wednesday 16 July 2014, 9:30 am - 6:30 pm. Feedback was provided to the manager on the day of our visit.

As requested by us, the provider completed an annual return and a self assessment document. We asked the service to issue questionnaires to parents, in order to allow us to take account of their views and 13 were returned to us.

In this inspection we gathered evidence from various sources, including the following:

- Discussions with the manager and staff
- Relevant sections of policies, procedures, records and other documents
- Observations of how staff work
- Evidence from the service's most recent self assessment
- Personal plans of some children who attend the service
- Feedback from 13 parents via our questionnaires
- Feedback from 9 staff via our questionnaires
- Viewing equipment and the environment (for example, is the nursery clean, is it set out well?).

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

The nursery's previous inspection was undertaken jointly by the Care Inspectorate and Education Scotland. The inspectors discussed with staff how they might continue to improve the centre and agreed the following actions:

- Develop a more systematic and robust approach to monitoring the work of the nursery
- Continue to build on the quality of the curriculum to ensure that it provides sufficient challenge and takes full account of children's interests

The provider and local authority will inform parents about the pre-school centre's progress as part of the arrangements for reporting to parents on the quality of the pre-school centre.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment was submitted on 18 March, 2014. The manager identified what the nursery did well, some areas for improvement and any changes they planned. The manager assessed the service as grades of very good (5) and excellent (6). We awarded grades of very good (5), good (4) and adequate (3) against the statements that we considered during this inspection.

Taking the views of people using the care service into account

Some of the children spoke to us about what they were doing in nursery.

Examples of children's comments were as follows:

'It's for my grandad. It's mine grandad. My grandad is picking me up.' (Drawing)

'It's green. It's yellow. It's purple.' (Holding up the coloured pencils.)

'I'm playing with water. Washing the babies.' (Washing the dolls.)

'I'm jumping. Can I read the story?'

'This is my house. I'm going to kill all the spiders.' (Playing with playhouse.)

'He is my friend. My best friend.' (Pointing to another child.)

'I like drawing best.'

'I don't like playing with the choo-choo train. It's for babies!'

'I don't like when my teachers say we are not going outside because I like going outside.'

Taking carers' views into account

Our questionnaires were distributed by the manager to the parents of children who attend the nursery and 13 were returned to us. In response to the statement, 'Overall, I am happy with the quality of care my child receives in this service', 11 parents indicated they strongly agreed and 2 agreed.

We also spoke to some parents during the inspection visit. All commented very positively about the care their children receive.

Examples of individual comments we received from parents were as follows:

'I am extremely happy with the service provided by the nursery. The whole team works very hard. My child loves going there.'

'I am delighted with the care and support my daughter receives at Buoy and Gulls Nursery. Her confidence has increased and she is incredibly happy at nursery. She enjoys the outdoor play at nursery and also trips to the woods, recycling centre, beach and park. I have absolute confidence in the staff and their abilities to teach, guide and look after my daughter.'

'I have used Buoy and Gulls for both my children. They have both grown up at nursery. My youngest has been attending since 1-year-old. I cannot fault the care my children have received or the education. All of the staff are friendly even carers who do not work with your child, are always attentive and interested in what they have to say. All of my child's carers take a close interest in their care. My child is very happy to attend nursery and we will both miss the nursery and staff when they leave for school'

'Absolutely fantastic nursery, will miss it when my child goes to school after summer. I have no complaints only praise for the high level of care. My daughter loves nursery so much that there is always a sad face on a Saturday and Sunday when there is no nursery.'

'Overall the nursery provides an excellent service but there are small things that can be improved:-

- 1) More accurate completion of the day diary - frequently info is incorrect around food/sleep/play and I would like to see a little more accuracy. (We followed this up under statement 1.3)
- 2) According to diary my little girl has only been outside 3 or 4 times this year - if this is so really need more! (We followed this up under statement 1.3)
- 3) Feel the baby room is either too small or over cluttered as sometimes you can barely move for stuff, or needs better defined space. (We followed this up under statement 2.2)
- 4) Nursery organises lots of activities outside nursery which are excellent.'

'Very happy. She has come on a lot here especially her language as she has lots of people to talk to here.'

'It's brilliant. I've had a lot of support here and so has my child' and 'a teacher from the primary school that he is going to come to see him here.'

'Its worked perfectly for us. I've recommended it to a few parents as it is good. My child's education has come on a lot by coming here. I can't speak highly enough about it.'

Other comments are included in the body of this report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - 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 this service was performing at a very good level with regard to this statement. We gathered evidence of this from discussions with the manager and staff about methods of consultation in place, our observations of staff interaction with children and parents, reference to the relevant sections of policies and records and taking account of feedback from parents.

Written information was on display including copies of some policies and procedures and photographs of some of the activities which children enjoyed. Staff photographs and information about designations were on display and this helped parents know who to approach should they wish further information. A copy of the previous inspection report was also displayed. This enabled parents to access independent information about the operation of the nursery, and find out about the grades awarded.

In addition, information was shared with parents through the welcome booklet, newsletters and Facebook. Consent procedures were in place for example in relation to the public use of the nursery Facebook page. These measures helped parents to know what to expect from the service. In response to our questionnaire statement 'I am kept informed about what is happening in the service, for example through newsletters and information boards' 11 parents strongly agreed, one agreed and one disagreed.

We observed that day-to-day discussions provided staff and parents with opportunities to talk and share information, and enabled staff to listen to parental views of the service. These discussions had also helped staff to form positive relationships with parents. The parents we spoke to commented positively about the service and there were various ways for parents to participate. For example, parents could spend time in the nursery during the settling-in process and had an opportunity to attend parent and open evenings. Parents were also invited to join the Children's Interest Association and had helped staff to organise a variety of special events including fun days, fayres, outings and took part in fundraising activities. A parent commented, 'I am part of the Children's Interest Association. I feel that the nursery owners and manager have worked hard alongside the committee to listen to the views of parents.'

There were opportunities for parents to provide feedback about the service including a comprehensive questionnaire. Parents had been given the opportunity to comment on various aspects of the service including the following:

- Opportunities to participate
- Key worker system
- Children's interests and development
- Information sharing
- Suitability of accommodation to meet children's needs
- State of repair of premises
- Staff attitude (i.e. are they respectful to children?)
- Working relationships between staff and families who use the service
- Professional competence of management team
- Quality of leadership
- Awareness of nursery policies
- Awareness of links with local authority

We saw the results from the questionnaire had been collated. Most of the feedback provided by parents was positive. A few areas for improvement had been identified which the manager confirmed had been followed-up. For example, it had been highlighted that the external lighting needed to be improved. This had been reported to the site owners and the nursery awaited their response. We asked parents whether they and their child could influence what the service provided. In response to our questionnaire statement 'The service has involved me and my child in developing the service, for example asking for ideas and feedback', 10 parents who returned a questionnaire indicated they strongly agreed and three agreed. This suggested that parents felt that they had been consulted and that the nursery valued their feedback.

Areas for improvement

The following areas for improvement were included in the self assessment:

- Ensure that we regularly seek parents/carers views and opinions
- Encourage new parents to join Children's Interest Association.

The nursery may wish to extend the range of information available for parents, to include information about the National Care Standards and Scottish Social Services Council and their relevance to the service. By keeping parents well-informed the provider will help them to assess the service.

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

We found this service was performing at a good level with regard to this statement. We gathered evidence of this from discussions with the manager and staff, our observations of staff interaction with children and parents, reference to the relevant sections of policies and records and taking account of feedback from parents.

Systems were in place to share information with parents. For example, prior to children joining the nursery the staff gathered information through parents completing an application form, enrolment form and various consent slips. This helped to ensure that the staff had access to the relevant personal information which they might need in their day-to-day care of the children.

A key worker system was in place to promote effective communication. Members of staff were observed to welcome parents and to spend time talking with them, individually, at the time of arrival and collection. The manager said these daily chats with parents kept her and the staff informed with the most up to date information about the children's well-being and development. Staff had formed good working relationships with parents and were seen to support children throughout the day and to create a nurturing environment where children felt safe and secure. Children were encouraged to treat each other with respect and behave in acceptable ways.

Healthy eating was promoted through the provision of a cooked meal at lunchtime. Also, snacks were provided which included fruit and vegetables. We observed lunchtime in two playrooms and saw that staff sat with the children and provided help as needed. Tooth brushing was an established part of the daily routine which supported children to develop good dental hygiene routines.

The enclosed outdoor area was directly accessible from the preschool playroom. We saw that children of all ages were able to spend time playing outdoors during our visit. A group of children also enjoyed being taken on a walk to the local recycling centre. Children had also been taken on a variety of outings to places of interest. Photographs showed children playing on the beach, pond dipping, playing in the park and taking part in sports day. A parent told us; 'They get out and about a lot. We were at Loch of Strathbeg last week for pond dipping. The staff take the children on walks to the lighthouse and beach, and last week they went to Buchan Meadows.' These activities encouraged children to develop positive attitudes towards being outdoors and contributed to keeping them healthy.

The nursery had a policy and procedure in relation to child protection. Roles and responsibilities were defined. The manager and most members of staff had attended child protection training. The provider advised that those who had not been able to attend the training had received a briefing by the manager. Staff spoken to during our inspection were aware of their responsibility to act on any concerns. These measures should help the service to protect children.

The nursery had a procedure in place to enable staff to administer medication, with written parental permission. Likewise, a record was kept of any accidents which occurred in the nursery, which parents countersigned. This demonstrated they had been informed about the accident and the action taken.

Areas for improvement

The following area for improvement was included in the self assessment:

- To continue to develop opportunities for purposeful outdoor play e.g divide the garden into specific areas - builders' area with blocks, wood, stones, tools etc. Music/ noise area in the pagoda, mud kitchen, permanent sand area, bug hotel etc.

By continuing to evolve the outdoor area in response to children's interests the nursery has the opportunity to maximise its value and usability by children.

While parental permission was sought in relation to the administration of medication, instructions from parents as to the signs and symptoms which would require it to be administered had not always been written down. In one instance, the dosage stated on the parental consent form differed from the dose specified on the pharmacy label. This meant that staff might not know when to administer medication and there was a risk that the child would not get the correct dosage. Furthermore, in one case there was no written protocol for staff to follow should the child's condition not improve after receiving medication. This meant there was no clear guidance for staff which could place the child at risk if they did not receive the appropriate medical attention. In addition, the member of staff receiving the information from the parent was not identified and the information had not been reviewed in accordance with the nursery's procedures.

This increased the risk of misunderstandings/ errors. In another case, the record of medication administered was not fully completed so it was unclear whether the child had actually had his medication. As a result, a member of staff could give a child a double dose or a child may not be given the correct dose as required. We recommended that the record of administrations should be held with the consent form, rather than in a duplicate book for all children.

See requirement 1

Staff had made observations of the children's progress and in some cases identified next steps; however, some children's learning journey folders (personal plans) contained minimal information and did not include information about identified next steps in learning. We therefore asked the manager to ensure staff record some brief notes about all the children's development, including their achievements and identified next steps. This should be done in consultation with parents to ensure the records are meaningful to both parties. Overall, there was a need for staff to systematically record information shared by parents with regard to their children's changing needs. For example, we saw that communication books/ diaries were available for staff to record information from parents on a daily basis; however, these were not being used in all rooms. One parent mentioned that information in her child's diary is not always accurate and did not reflect access to the outdoors. We found evidence of staff providing regular opportunities for children to spend time outdoors and asked staff to ensure that children's diaries accurately reflect children's routines and experiences.

See recommendation 1

Some children within the baby and 2-3 year playrooms were handed over to their parents in the hallway; however, this meant that parents did not routinely go into the room where their child was based, to share in their children's experience of nursery. We recommended that this practice is reviewed. The provider has subsequently informed us that all parents are welcome to go into their child's playroom; however, some choose not to.

Preschool aged children were usually taken outdoors to play in groups; however, the manager may wish to consider offering children more opportunity to move freely between the indoor and outdoor area.

The manager, as the designated child protection coordinator, was keen to attend advanced training in child protection to further her knowledge in this area. This will help her to support staff in protecting children.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 1

Requirements

1. The provider must review and improve medication procedures as follows:

(a) The provider must ensure medication procedures comply with current guidance (Care Inspectorate guidance note on the management of medication, available from our website.)

(b) The provider must ensure that staff are trained in the implementation of medication procedures.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 2011/210 - Regulation 4 (1)(a) - Welfare of users

Timescale: The provider must do this within 2 weeks of the publication of this report.

Recommendations

1. a) The provider should ensure that personal plans and diaries are completed accurately in all cases so that these provide meaningful information about children's routines and progress.

(b) Each plan should be reviewed at least once every 6 months.

Reference: National Care Standards for Early Education and Childcare up to age 16 - standard 4 - Engaging with children

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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

The evidence for the grade awarded in this statement is included in statement 1.1.

Areas for improvement

The following area for improvement was included in the self assessment:

- Continue with good communication procedures already established.

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

We found this service was performing at a good level with regard to this statement. We gathered evidence of this from discussions with the manager and staff, our observations of the nursery environment and resources, reference to the relevant sections of policies and records and taking account of feedback from parents.

The internal doors to the playrooms were secure. This helped to minimise the risk of children leaving the playrooms, without an adult. Staff completed daily safety checklists with the aim of ensuring a safe environment for the children and parents. New doors had been fitted and some areas of the premises had been painted making the environment more pleasant for children. Staff were observed to routinely tidy and clean the playrooms to ensure the cleanliness of the environment was maintained throughout the day.

Staff managed the play space well and there was sufficient space for children to play independently and in small or large groups; and for a range of activities to be provided which suited their needs and interests and the planned work being followed. There was flexibility in the use of the small messy-play room depending on the number and ages of children attending. Children had access to toys and resources which appeared clean and in a good condition. Children were observed to be comfortable and happy in the nursery environment. The large outdoor play area was fully enclosed. Staff supervised children well, including when they were outdoors to minimise the risk of accidents.

The majority of staff were trained in first aid. This should ensure that children are treated appropriately should an accident occur. The nursery cook and most members of staff were also trained in elementary food hygiene which helped them to store, prepare and serve food safely.

Areas for improvement

The following area for improvement was included in the self assessment:

- Planned refurbishment of all windows in 2014 (work now completed)

When we arrived, the main door leading into the nursery entrance area was not secured. A fault prevented the door from closing fully. This meant there was the potential for unauthorised entry into the nursery and we found that the door was not secure when checked again later that day. A member of staff advised us that there was an intermittent fault. Despite staff being aware of this fault, steps had not been put in place to minimise the risk in the interim period until the door was repaired. (The provider has since confirmed that the door has been repaired and is operating satisfactorily.)

See requirement 1

There was a build-up of dust on the radiator ledge in the under twos' toilet area. Potties were stored on the floor and accessible to children which meant there was potential for the spread of infection if the children handled them. The manager confirmed that children were supervised which reduced this risk; however, she agreed to store them outwith the children's reach. There was a malodour in one of the cubicles in the 3-5 years toilet area which the manager agreed to investigate and remedy.

See recommendation 1

One parent mentioned she felt that at times the space available within the baby room was insufficient for the number of children attending and items being stored. We found that the baby room was appropriately set up on the day of inspection and there was sufficient space for the children to move around freely. However, we asked the manager to monitor the situation in light of the parent's comments. The messy playroom was included in the recommended overall space for babies; however, this was not always used for this age group depending on overall numbers. We saw that the messy playroom was not needed for the babies during our visit as they could all be accommodated within the baby room. The provider has confirmed that the room is set up appropriately by staff on a daily basis depending on the age and stage of the children in attendance.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 1

Requirements

1. The provider must ensure that the premises are secure at all times to prevent unauthorised access.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Scottish Statutory Instrument 2011/210

Regulation 10(2)(a)(b)(d) Fitness of premises

Regulation 4 (1)(a) - Welfare of users

The provider must do this within 24 hours of this report being published.

Recommendations

1. The provider should ensure that children's toilets are consistently maintained to an appropriate standard and that potties are stored outwith the reach of children.

Reference: National Care Standards for Early Education and Childcare up to age 16 - standard 2 - A safe environment

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

The evidence for the grade awarded in this statement is included in statement 1.1.

Areas for improvement

The following area for improvement was included in the self assessment:

- Continue with the good practice already in place.

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

We found that the service was performing at a good level with regard to this statement. We gathered evidence of this from discussions with the manager and staff, our observations of staff practice, reference to the relevant policies and records including 2 staff files and taking account of feedback from parents.

The nursery provided staffing levels in accordance with the National Care Standards for Early Education and Childcare up to 16. This meant there was a sufficient number of staff to care for the children. The provider employed a team of 18 childcare staff including several relief workers, 2 further members of staff were on maternity leave. The manager had recently completed a degree level qualification in childhood studies, one member of staff had a level 4 qualification while another was working towards this. Seven held level 3 qualifications while 2 were working towards this. Two members of staff were qualified to level 2. Three members of staff hoped to access level 3 training; however, this was partly dependent on funding being available. This helped them to understand and meet the children's needs.

Members of staff were observed to work well together as a team. They were clear regarding their roles and responsibilities which helped them to support children and their families. We confirmed that staff had taken up training opportunities recently. Examples of training attended included child protection, prebirth to three and personal care plans. Copies of national and local guidance such as the National Care Standards and the Curriculum for Excellence were available. Staff had some knowledge of the government strategy 'Getting it Right for Every Child' (GIRFEC). Use of these documents helped staff to support children effectively.

We observed the staff present being warm and respectful with the children throughout the inspection. They had formed good relationships with children. We heard staff using positive praise when working with the children to build their confidence and self-esteem. Members of staff were also seen to have formed supportive relationships with parents. In response to our questionnaire statement, 'I am confident that the staff have the necessary skills and experience to care for my child and support their learning and development' 11 parents strongly agreed and two agreed. A parent commented, 'Staff are always willing + keen to listen whenever I have a query, no matter how small, I have never felt that I am bothering them or inconveniencing them in any way. Always understanding and supportive of my son. You can see the individual attention given to each child during pick up time + drop off. Invaluable!!'

The manager and approximately half of the staff team were registered with the Scottish Social Services Council (SSSC). (People working in social care services have to work to the SSSC Code of Practice for Social Service Workers and register within set timescales. The code sets out standards for workers' conduct which helps to protect children.)

Areas for improvement

The following areas for improvement were included in the self assessment:

- Management to ensure they find time to follow the monitoring calendar.
- In-house training on Prebirth to 3 and Curriculum for Excellence to continue.

Overall, staff were knowledgeable about the work they carried out; however, some staff were not fully familiar with key documents which could help them to assess and improve their practice. We would encourage members of staff to continue to seek out opportunities for professional development, for example by attending training, visiting other nurseries and familiarising themselves with relevant guidance including the following documents:

National Care Standards Early Education and Childcare up to 16
SSSC Conduct Code of Practice for Social Service Workers
Getting it Right For Every Child (GIRFEC)
Local Child Protection Committee Inter-agency guidelines
Health Protection Scotland, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) March 2011.

This should help them to enhance their own knowledge, evaluate the service and identify and prioritise areas for improvement.

Some members of staff had not registered with the SSSC within the required timescales. See 4.4. requirement 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

The evidence for the grade awarded in this statement is included in statement 1.1.

Areas for improvement

The following area for improvement was included in the self assessment:

- Children to be consulted on views of individual staff.

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

We found that the service was performing at an adequate level with regard to this statement. We gathered evidence of this from discussions with the manager and staff, our observations, reference to relevant documentation and taking account of feedback from parents.

The nursery is provided by Buoys and Gulls Nursery Limited and one of the two directors was actively involved in the service and known to staff and parents. This director was a qualified teacher and worked closely with the manager. The nursery manager had been in post for a number of years and was committed and knowledgeable. She had recently completed a BA degree in Childhood Studies. The manager worked full-time hours and was present in the service during most of the hours of operation to offer guidance and support to staff regarding the overall operation of the service. The manager and staff were seen to work well together. Staff discussed their work informally during the nursery day. Formal staff meetings were held. This enabled them to share ideas, provide and receive support and discuss how they planned to meet children's needs. There was also potential for staff to raise issues and make comments and suggestions which might influence change.

The nursery is registered to provide pre-school education in partnership with the local authority education service. This provision was monitored by the local authority and this created an opportunity for the provider and staff to identify what the nursery did well and make improvements to the service. A nursery improvement plan was in place which reflected both key strengths and areas for improvement. There was evidence that the provider and manager had made progress towards actioning the proposed developments. We were advised that the provider had recently met with the local authority development worker with a view to updating the plan so that further areas for improvement could be identified and addressed. This showed that there was a commitment to develop the nursery and improve outcomes for children.

Furthermore, the nursery recently submitted a self assessment in preparation for this inspection, having evaluated the service against a range of quality themes and statements. Strengths of the service were identified and some areas for improvement highlighted.

Staff liaised with a member of the Community Dental Team to ensure the nursery's tooth brushing programme was provided in accordance with nationally agreed standards.

A complaints procedure was in place, and this created opportunities for parents to raise any concerns they may have about the nursery.

Areas for improvement

The following area for improvement was included in the self assessment:

- To continue to involve our parents/ carers in the quality assurance process through questionnaires, Children's Interest Association comments and informal discussions.

The provider was employing seven members of staff who were required to be registered with the SSSC and were not so registered. These members of staff had not yet applied for registration. In addition, one member of staff appointed five months ago had not yet submitted an application and was therefore unlikely to be registered within the required timescale. We advised that it is an offence on the part of any employer, to employ anyone who requires to be registered and is not registered. The provider took steps to address this when it was brought to her attention. We wrote to the provider on 30 July 2014 and the provider informed us on 5 August that they had taken action to ensure that all staff who required to be registered had applied for registration. (At the time of writing (October 2014) we can confirm that all of the staff who required to be registered have now achieved registration.

See requirement 1

There were no complaints recorded since the date of the last inspection. The record relating to an older complaint included a note of the action taken (manager offered to meet with parent); however, no outcome had been noted. We were satisfied that the provider dealt with this appropriately; however, we asked her to ensure that an outcome is recorded in relation to any future complaints.

Monitoring and evaluation systems were not yet fully effective as these had not identified the issues highlighted during the inspection, for example the deficiencies in medication records, personal plans and SSSC registrations.

See requirement 2

Plans to implement staff appraisals and ensure that these are carried out routinely should be progressed.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 2

Number of recommendations: 0

Requirements

1. (a) The provider must ensure people employed in the service in a manager / practitioner / supervisor / support worker role will have applied for registration with SSSC or another professional body.

Timescale: The provider must do this by 25 August 2014.

(b) The provider must further develop the nursery's recruitment procedure to obtain independent verification of the applicant's registration status with the appropriate professional body.

(c) The provider must in future inform all newly appointed care staff about the requirement to achieve registration within 6 months and must not employ staff who fail to achieve registration within the required timescale.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 2011/210 - Regulation 9 - Fitness of employees

Timescale: The provider must do this with immediate effect.

2. The provider must develop and implement an effective system of quality assurance to improve outcomes for children. In order to comply the provider must:

(a) Develop and implement a rigorous quality assurance procedure.

(b) Implement regular effective monitoring of staff practice to ensure staff are implementing the service's policies and procedures and best practice guidance.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 2011/210 - Regulation 4 - Welfare of users

Timescale: The provider must do this within 3 months of receipt of this report.

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

Not applicable.

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

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	5 - Very Good
Statement 4	3 - Adequate

6 Inspection and grading history

Date	Type	Gradings
27 May 2011	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
10 Jun 2010	Unannounced	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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ہے-بایتسرد میم وونابز رگید روا ولکش رگید رپ شرازگ تعاشا ہی

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