



Care service inspection report

Full inspection

Tulloch Primary School Nursery Day Care of Children

Gillespie Place
Perth



HAPPY TO TRANSLATE

Service provided by: Perth & Kinross Council

Service provider number: SP2003003370

Care service number: CS2003016067

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	6	Excellent
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

Children were polite, friendly and confident. The children were seen to enjoy their time within this nurturing environment. There was a wide range of age appropriate resources available to them. Children's individual needs were very well met. Staff knew the children and their parents well and responded to the children's individual care and support needs in a caring manner.

What the service could do better

The service should continue with their systems of review and take forwards improvements as identified.

What the service has done since the last inspection

The head teacher told us that a key area of development had been the implementation of the 600 hours and the development of the staff team in line with this change.

Conclusion

Management and staff were committed to providing a quality service which supports children to achieve their potential. They worked well with parents and carers to take forward the children's interests and areas for progress.

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.

Tulloch Primary School Nursery is provided by Perth and Kinross Council and operates from a designated classroom within Tulloch primary school. The service is registered to provide a day care to a maximum of 25 children at any one time. The age range of the children will be from three years to those not yet attending primary school.

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 6 - Excellent

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 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 visit to the service on 11 March 2016. The inspection was carried out by one inspector from the Care Inspectorate. Feedback was given to the head teacher following the inspection.

As part of the inspection process, evidence was gathered from a number of sources.

We sent care standards questionnaires (CSQs) to the service for distribution.

We examined policies, procedures, records and other documentation, including the following:

- supporting evidence sampled from the up to date self-assessment that we asked the provider to complete and submit to us
- records maintained for individual children that told us how their health and well-being needs were being met
- certificate of registration
- certificate of public liability insurance
- we spoke with the head teacher and staff
- we spoke with children and parents
- we inspected the general environment and equipment used in the provision of the service
- we observed the interaction between staff and children.

To assess how well the service had been providing care to the children using the service we gathered evidence from a range of sources. The Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hub.careinspectorate.com.

The Inspector sampled areas evidence taking the above into account and reported on how the service was meeting specific statements under the Quality Themes of Care and Support, Quality of Environment and Quality of Staffing and Quality of Management.

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

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

We received a fully completed self assessment 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.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service 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 were very happy and confident. They were all extremely busy throughout the time of inspection.

Taking carers' views into account

Eleven of the twenty-one Care Inspectorate parent/carer questionnaires sent to the nursery for distribution were completed and returned for inclusion in the inspection process.

An audit of these indicated that parents/carers were very happy with the service provision. Parents/carers included the comments detailed below. Other comments have been included within the body of this report.

- "We are really happy with the care our child receives and we have seen his confidence grow. The staff always encourage parents and carers to take part in various activities and there is always a good turnout."
- "I could not fault the nursery. The staff are lovely and work very well with the children. My child loves going and has a good relationship with all the staff. They are always there if you have any concerns and nothing is any bother to them. "
- "Could not ask for a better nursery for the children. The garden is enjoyed by all of the children as they love the different areas."
- " I am very happy with the care my child is given."
- "We as a family agree that Tulloch nursery has been an excellent place for both our children. My child loves all of the staff and I feel confident in leaving her knowing that they will look after her and treat her fairly. The staff are very approachable and I feel I could speak to them about any issues. They really have provided a fantastic start to our children's education."

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: 6 – Excellent

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

We found the service to be performing at a strong level in the areas covered by this statement. Staff demonstrated that they met the children's needs, shared information with parents and link professionals to ensure each child's health and wellbeing was promoted. We concluded that the service promoted many opportunities for children and their families to be involved in the assessment and improvement process. We concluded this through discussion with the head teacher, nursery staff, parents and children and through observation of practice. We also reviewed written documentation and the submitted self-assessment.

Throughout the day it was clear that the children were very involved in making decisions about the programme for the day. Throughout the visit staff responded to suggestions made by children in activities and incorporated them within the activities offered. This meant the children were achieving and developing using ideas and activities they were interested in, making their day fun.

Children were cared for by staff who were kind and caring. They nurtured all children to achieve their potential. Children with additional support needs were well supported through strong relationships with parents and effective links with health care professionals were established. We saw that planning supported the children's health and well-being. A sensory area had been created which meant that children had space where they could go to with a staff member and feel safe away from the busyness of the nursery environment.

Parents told us that a key strength of the service was the way that they ensured that children were praised and recognised for their achievements. One parent told us that staff were very good at building the children's confidence. Praise and recognition of achievements were embedded in to the daily life of the service. An example of this excellent practice was when a child was awarded a sticker for his work in model making. This was then recognised with the others in the surrounding groups and the child was freely offered 'high fives' by the other children.

Children were very aware of their emotions and the feelings of others. We saw one child saying to her friend, "What's the matter? You look sad." This was followed by a cuddle before both children joined their friends in the outdoor area. We noted excellent practice in the use of a 'feelings tree' when a staff member asked a crying child if she wanted to put her feelings onto the tree. Staff then sat with the child in the cosy corner and encouraged the child to express the reasons why she was upset. After a short story the child was happy to re-join her group of friends.

The service used a range of communication tools such as Makaton signing, pictorial signs and cards to support the needs of the children. We observed that these worked effectively with one of the children whose concentration skills were not as great as the rest of the children. One of the children also used a timeline to help him take responsibility for the planning of his day. Such tools helped children to feel safe, respected and included.

Children's physical wellbeing and health was promoted as children were able to freely access outdoors and enjoyed a variety of resources which provided children with active and fun outdoor experiences.

We spoke with the EAL (English as an additional language) teacher. She told us that she worked to support individual children in planning their learning through play. Further areas of her work meant that she supported parents through translation and explanations at meetings such as parent contact times. This role enabled parents to be fully inclusive during discussions and increased the link of continuity of care between home and the nursery.

Management and staff used a variety of methods to ensure that parents and children could contribute to the development of the service. These included:

- parent's questionnaires
- parent/carer groups
- group time with children
- informal and formal contact time with parents
- stay and play sessions.

Observation, discussion and use of floor books with children, informed staff of the children's ideas and interests and helped staff plan future developments. One example was the transformation of the pirate ship into a shop as that was what the children wanted to do. This showed staff respected and included children's ideas, giving them a sense of ownership.

Parents told us:

"They always involve parents and have a great variety of activities in which parents can visit the nursery to take part in with their child."

"They do a great range of activities and I like that they have a lot of days for parents to go in and join your child to do an activity afternoon, and see what progress my child is making. They also ask for feedback of these to see if they need to change or make any adjustments. In all the sessions I have been to, I have never found any faults."

These comments evidenced to us that the service valued the role of parents. Parent/carer groups have been actively involved in the creation of a sea life themed collage and fund raising towards the nursery outing and their work, together with staff and children, had contributed to the nursery being proud winners of a Silver award in the Perthshire in Bloom contest.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 1.2 - Excellent

Areas for improvement

The service should continue to develop the excellent practice evidenced within this quality statement ensuring the continued outcomes for the children.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

"We make sure that the environment is safe and service users are protected."

Service Strengths

We found the service to be performing at a strong level in the areas covered by this statement. We decided this following discussion with the head teacher, nursery staff, parents and children and through observation of practice. We observed the nursery environment and how this promoted the health and safety of the children. We also looked at some of the policies and procedures and considered the completed self-assessment document.

One parent we spoke with told us that the size and limitations of the environment were not great but that the service "make absolutely the best use of what they have."

An area of particular strength was the way that the staff included the children in considering safety and risk assessing their environment. Children clearly enjoyed when they were selected to take 'Safety Sam' and use him in looking at the safety related to the outdoor areas. They took their role very seriously and wore the designated jackets carried their work boards with them. We noted that comments had been added from the children to their safety check lists such as "still icy" and "a bit slippery so we are not going onto the grass today."

The service had a SHANARRI floor book and we noted that the children were actively involved in considering the safety of the environment. We noted for example that children had said that to keep safe they should not sit on tables and that they should wash their hands. We saw that this information was used on cards throughout the nursery which reminded children about health and safety and also informed parents of where the different SHANARRI indicators were used within the nursery setting. We noted that the safety theme had been linked to home safety and that the children had been able to reflect on issues such as "my mummy and daddy tell me to keep away from the kettle." These types of activities support the children's learning of safety and assessment and promote life skills of risk taking.

We noted that a staff member took time during the session to check the cleanliness of the children's toilet area. She told us that staff cleaned the toilets each lunch time saying that the least that the staff could do was to ensure that the toilets and sinks were clean for the afternoon session children arriving. She told us that they encouraged all children to respect and take responsibility for the area by flushing the toilets and putting their paper towels in the bins.

We spoke with one parent who told us that staff had an excellent awareness of the her child's health and safety in relation to the child's health care needs. She told us that staff were 'brilliant with her allergies.' We spoke to staff about the management of cross infection relating to dietary requirements. They explained the clear and detailed procedures and we were satisfied that these were appropriate to reduce the risk of cross contamination.

We looked at the storage and recording systems in relation to medication. Staff were aware of what was expected of them in relation to the storage and administration of medication and had appropriate systems in place for parental permissions and the recording of medication administered.

The service had comprehensive child protection policies and procedures in place. Staff were confident that they could keep children safe as they knew what to look out for and were committed to taking forward any concerns.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 2.2 - Very Good

Areas for improvement

The service should continue develop this standard by addressing areas for improvement as identified within their own self-assessment document taking into account local and national good practice guidance.

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 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

Service Strengths

We looked at this statement to determine the ethos of the service and to identify if staff had the necessary knowledge and skills to carry out their roles effectively. We found the service to be performing at a high level in the areas covered by this statement. We decided this following discussion with the head teacher, nursery staff, parents and children and through observation of practice. We also looked at some of the policies and procedures and considered the completed self -assessment document.

Parents told us:

- "We feel that staff are very approachable and have helped us whenever we have asked."
- "Tulloch nursery is a wonderful facility with nursery teachers who really love their job and have a passion for helping the children to learn in a variety of ways."

We noted that staff took time in discussion with parents to find out how the child had been before entering the service and responded to parents comments such as the child needing support to settle due to circumstances outwith the nursery environment. This showed us that staff valued the role of the parents and acted upon parents requests.

Children were included because staff were good at using their observations of them to assess, evaluate and improve the service they provided. For example we were told by staff and children how areas of the service had been developed to take forward the children's interests such as the formation of the pirate ship.

Children were cared for by knowledgeable staff who provided a warm and nurturing environment. They supported the children extremely well which meant that the children felt safe and secure. We found the staff to be caring, enthusiastic and encouraging. They listened to the children and acted on their wishes such as the provision of further resources. Staff were very good at acknowledging the children's achievements

The head teacher and nursery staff readily acknowledged the skills and experience of other staff members which were utilised to develop a varied, interesting day for the children. The senior Early Childhood Practitioner led the team well through her cheerful leadership skills.

Staff were also registered with the Scottish Social Services Council. This confirmed that the applicants has been found fit to work in social services, and had met the necessary qualifications determined for the role they undertook. This further protected children and contributed to children being cared for by people who had the necessary skills.

The head teacher fully supported the staff with their continued personal development. A number of training courses attended directly supported the needs of individual children as well as the service as a whole. The Talk, Listen, Communicate (TLC) training for example, supported the children's language skills and had been further progressed through the home link programme to promote increased outcomes in this area of development.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 3.4 -Very good.

Areas for improvement

The service should continue to develop the high quality practice evidenced within this quality statement ensuring the continued outcomes for the children.

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 2

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

Service Strengths

We looked at this statement because we wanted to see how staff developed and implemented their leadership skills within the service. We sampled documentation and observed practice. Following discussion with the head teacher, nursery staff, parents and children we found that there were strong outcomes for the children.

The head teacher and the nursery staff team were very committed to providing a quality service for children and their families. The head teacher told us that the culture across the whole school was that everyone should improve and develop. She led the staff team well and was keen for staff to access training to extend their knowledge and skills.

A regular, robust system for monitoring practice was in place by the senior management team which, linked with peer observations, supported the development of the service and the staff team. Supervision sessions were held regularly and provided staff with opportunity to reflect on their own practice and identify training. The promotion for staff to take forward their personal areas of interest led to an increase in their knowledge and skills and impacted positively on the outcomes for the children and families using the service.

Staff told us their views and ideas were valued and that the head teacher was very approachable and supported them well. Regular meetings were organised where they met as a staff team to discuss developments, plans and share learning. These times gave staff the opportunity reflect and plan the direction in which the service would develop, as well as being able to contribute to and influence any development within the service as a whole. The reflectiveness of the team meant that the service provided to the children continued to develop in line with what the children needed and wanted.

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

Quality Statement 4.2 - Very Good

Areas for improvement

The service should continue to develop the very good practice within this standard statement by putting into action the areas for improvement they had identified within the self-assessment document and their school development plan.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

1. The provider must ensure that the medication policy is reviewed and developed in line with best practice and that staff have clear a clear policy and accompanying procedures to follow in relation to the administration of medication.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. SSI 2011/210 Regulation 4(1)(a) Health and Wellbeing.

Timescale: To be completed by 31st June 2013.

This requirement was made on 14 March 2013

Appropriate action had been taken to address this requirement.

Met - Within Timescales

2. The service must ensure that the children's toilet area is cleared of anything that may be exposed to air-borne infection.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. SSI 2011/210 Regulation 4(1)(a) Health and Wellbeing.

Timescale: Immediately upon receipt of this report.

This requirement was made on 14 March 2013

Appropriate action had been taken to address this requirement.

Met - Within Timescales

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
14 Mar 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good
11 Dec 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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