

Care service inspection report

Balgillo Nursery School

Day Care of Children

56 Torridon Road
Broughty Ferry
Broughty Ferry
Dundee
DD5 3HB

Inspected by: Donna Borek

Arlene Cattigan

Type of inspection: Unannounced

Inspection completed on: 20 November 2012



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Service provided by:

Pamela Gall trading as Balgillo Nursery School

Service provider number:

SP2008010016

Care service number:

CS2007165865

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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

We found that the service was excellent at involving parents and carers in assessing and improving the quality of the service being provided to their children. The nursery had many innovative ways of involving and including parents in all aspects of the development of the nursery.

The nursery demonstrated a genuine commitment to on-going development through their self evaluation systems. The service was led by the management team who provided a supportive and considered approach to the service provision and development.

What the service could do better

We saw some evidence to indicate that behaviour management processes within the nursery needed reviewed. The manager informed us that the service was in the process of reviewing the behaviour management policy and intended to do this in consultation with parents and carers.

We saw that children were running back and forward from the bathroom area with only their socks on, this area also included the space where children removed their outdoor footwear. We discussed with the nursery the possibly of children being brought slippers to change into when they came in from outdoors to minimise the risks of cross infection.

During lunch time we observed that some of the children were sat facing the wall to eat their lunch. We noted that staff do not sit and eat with children. We discussed this in detail with the nursery management who agreed to look at this. We discussed that staff eating with children promotes positive role modelling and interaction between children.

What the service has done since the last inspection

Since the last inspection the nursery has developed a new and innovative way of communicating with parents and providing staff with a space to discuss and develop their practice. The Balgillo website allows parents to access regular update information about their child's development at their leisure. The system allows parents to log in and access information about their child's learning and development in the nursery. There is space for parents to comment or feedback their thoughts about this.

The nursery has developed a system of planning for children which is individual and inspired. Children are tracked for a period of time and observations of their play and learning during this time is monitored and evaluated to allow for staff to explore possible learning outcomes and emerging themes. This information is shared with parents and carers and their feedback is gathered and used to develop care plans for children. This ensures that children are leading their learning and that parents and carers are being included and involved in the development of this.

Conclusion

Overall we found Balgillo Nursery to be very good at meeting children and their family's holistic needs. The nursery environment was warm and welcoming for children and their families. The very good quality assurance systems in place supported the structures and processes within the nursery and ensured that there was a structure in place for regular reviews of these.

We found the staff team were accomplished at using the services observation systems for assessing and observing children within the nursery. This supported children's learning and fed into the excellent participation systems for parents and carers.

Who did this inspection

Donna Borek
Arlene Cattigan

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its 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.

Balgillo Nursery is located in the Broughty Ferry area of Dundee. The aims and objectives of the nursery are as follows:

Our company objective is to provide a very high standard of care and education to children aged birth to 5 years old.

Our ethos focuses on establishing a child centred service with emphasis placed on developing each child as an individual. We communicate this via our company tag line "Helping children on their first journey through life".

We respect that the parent is often the child's first educator and view our contribution to the child's development as complementing this. We actively seek strong partnerships with all parents and we aim to work closely with each family that enrolls their child at a Balgillo Nursery.

Balgillo Nursery aims to recruit highly skilled, experienced and innovative staff who are committed to the very highest standard of care. We promote equal opportunities for all regardless of race, gender, disabilities or religious beliefs.

Fundamentally, we aim to provide a caring, happy, safe, secure and stimulating environment so that each child will be guided, at an early stage into a caring and responsible member of society.

We use and refer to documentation such as Child at the Centre, Curriculum for Excellence, Pre Birth to Three Guidance and the National Care Standards to improve our professional development and overall practice within the nurseries.

We view nursery care and education as being about the development of the whole child and as such Balgillo Nurseries aim to promote the child's ability to become:

A successful learner by:

- a. providing a high quality, nurturing and inclusive environment that promotes equality and focuses on the individual child and their needs.
- b. building each child's enthusiasm, creativity and motivation to learn and achieve, in order for them to reach their full potential.
- c. extending learning opportunities across all areas including, communication, health and wellbeing, literacy and numeracy.
- d. involving other agencies to support the child and their family if /when required.

A confident individual by:

- a. encouraging and promoting a healthy and active lifestyle at nursery and at home.
- b. developing each child's resilience, independence, self-belief and confidence.
- c. creating a stimulating play environment where there is choice, breadth and depth to learning.
- d. celebrating success.

A responsible citizen by:

- a. encouraging respect for others and the play environment.
- b. encouraging positive behaviours.
- c. helping them to develop an awareness of other cultures beliefs and religions
- d. offering opportunities for choice and decision making.
- e. offering a range of technological, environmental and scientific experiences.

An effective contributor by:

- a. providing opportunities to work as individuals and as part of a small and large group.
- b. Providing opportunities to problem solve, be creative and allow time for new thinking to take place.
- c. working in partnership with staff, children, parents, officials, inspectors and relative organisations.
- d. consulting widely with our partners, including the child, on the direction and focus of our service including shaping the curriculum.

The nursery's registration conditions are as follows:

1. To provide a care service to a maximum of: 30 children 2 - 5 years. Staffing ratios as stated in the National Care Standards - Early Education and Childcare up to the age of 16 (Appendix A) must be maintained at all times. A minimum of two staff must be present at all times.

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 or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

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

We wrote this report following an unannounced inspection visit on Monday 19 November 2012, from 9:15am till 15:30pm. We gave feedback on to the owner/ manager and the supervisor on 20 November 2012. The inspection was carried out by Care Inspectorate Inspectors Donna Borek and Arlene Cattigan.

As requested by us the service sent us an annual return and a self assessment. We issued questionnaires to people using the service. Five completed questionnaires were returned before the inspection. In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents and included:

- * Observations of staff working with children
- * What the service told us that they do well in their self assessment
- * Personal plans of the children using the service
- * Samples of policies and procedures
- * Risk assessments
- * Staff records and training records
- * Health and Safety and maintenance records
- * Accident and incident records
- * Complaints records
- * Discussions with:

The manager

Staff

Children

Parents and carers

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

There were no outstanding recommendations from the last inspection.

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: No

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 service sent us a full and detailed self assessment document within the specified timescale. We spoke with the service about changes to the self assessment which meant that they could now use it as a working document adding to it and saving it as they go along.

Taking the views of people using the care service into account

"I played with my friends today"

"This is the art area I'm making an invitation for X's birthday party"

"I'm making a card for my family - a picture card"

"I like playing and drawing and cutting when I come to nursery"

"I had bunk bed pie for my lunch and then custard"

"You get outside every day I ask to get out over lunch time"

"We all get to go out if there's a space"

"I like playing on the scooter outside"

"I built the bricks outside and put sand in it as we were pretending it was cement"

"I like cheese"

"There's a wizard"

Taking carers' views into account

"I think that the parent's portal has been a great extension of the feedback I already receive from the nursery. I am able to log in and look at the fun activities my daughter has been doing. The learning packs that my daughter brings home are really useful to inform me about her progress, I think the child questionnaires are great as my daughter can comment on what she liked or disliked about what she has been learning at nursery. My daughter 'loves' the nursery."

"My son attends Balgillo and quite simply I cannot think of anywhere else I'd rather he be. He has made lots of friends, adores the staff and even when he is sick, he still wants to go!! He has to be comforted at times like this as he misses Balgillo so much. I'm always kept informed of his progress through staff when we collect him, parents night and the portal that is securely on-line for parents. He eats healthily; actually he will challenge me on occasion if a certain meal is not as good as the nurseries. He is always kept entertained but he does on occasion get tired, so the girls put him down for a nap. The nursery take my son on trips - going out on the bus is a joy for my son who is obsessed with motor vehicles. I trust the staff implicitly with my son's care. The only negative - this will be my sons last full year at Balgillo. I have no doubt given Balgillo and the current management have cared for both my children, tears will be shed by mummy and daddy as well as my son."

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

Overall we found Balgillo Nursery to be excellent at ensuring children and their parents and carers participate in assessing and improving the quality of the care and support, environment, staffing and management and leadership provided by the service. The service had a wide and varied range of ways that children and their parents and carers could contribute to assessing these areas.

The service provided children, their parents and carers and their staff members with regular questionnaires asking for their thoughts on various subjects relevant to the nursery development. Questionnaires were available in paper form and on the nursery website.

The nursery had developed an innovative way of gathering and sharing information with children's parents and carers by creating a website through which they could access general information about the nursery and individual information about their child. The general information included updates about nursery themes and learning, children's trips and outings, surveys for parents, and also information about the types of staff training being undertaken. All of the nurseries policies and procedures could also be accessed from the website. The 'Parent Portal' was a secure link from the nursery's website through which individual information regarding their child could be accessed. This included observations of the child in the nursery, photographs, and the child's on-going development and identified next steps. There was space within the area for parents and carers comments and feedback about the information.

The nursery also used Facebook as a way of communicating with parents and carers. The Facebook page was regularly updated with information regarding any changes to

the nursery, including prompts for parents and carers to remind them of permissions required or important up and coming dates for the nursery. Parents and carers could also comment publicly on this page or e-mail the page privately, allowing them options through which to communicate with staff and management.

Parents and carers received regular newsletters from the nursery. Alongside the general information about what the children had been learning since the last update, the newsletters contained information about feedback received from previous questionnaires or surveys and informed parents and carers about what the nursery had done to respond to the feedback provided. This is also available on the nursery website and parents and carers could respond to the information. This information kept parents and carers up to date of what children were learning and what changes the nursery were making as a result of their feedback.

Within the nursery foyer area parents and carers were provided with a 'you said, we did' board which keeps parents informed about changes the nursery has made as a response to their feedback from questionnaires. The nursery improvement plan is also available in this area for parents and carers to read and respond to should they wish. This allows parents and carers to support the development of the nursery at both specific and strategic levels.

Children are involved in planning through the use of mind maps and talking and thinking books. The nursery had a responsive planning approach to children's learning. This meant that children were leading their learning in the areas that interested them and outcomes were being identified using the relevant educational frameworks, such as Curriculum for Excellence, Child at the Centre and the national pre-birth to 3 document. The nursery was also in partnership with Dundee City Council so used the Learning Together in Dundee documentation. This ensures that children's learning was being assessed against the best practice frameworks.

Children were asked for their thoughts and ideas about their learning and there were various areas within the nursery where children's ideas had led to educational development. An example of this would be the children's interest in baking being developed in the sand and water area, allowing the children wider opportunities for imaginative play. Children were involved in planning at their group times and we observed an excellent example of a member staff encouraging children to explore their learning through the use of animals. Children are asked for their thoughts about the nursery and topic work through regular questionnaires which are sent home for them to answer with their parents. We saw various examples of how the nursery had responded to children's feedback about their topic work.

The nursery had a parent's forum which met regularly to discuss nursery business. Several parents and carers sat on the nursery forum which had been developed in May 2012. Parents and carers had been working with management and staff to evaluate and develop the electronic portal. The forum was open to any parent or carer

who wished to attend. This offered parents and carers a direct way to contribute to the development of the nursery.

Parents and carers are offered regular consultation with staff about their child's development. The nursery has implemented collaborative learning packs which go home with children at the end of the nursery quarter. Packs include samples of children's work, photographs, and information about children progress. The pack included questionnaires for both children and parents to make comments about children's progress within this specific area. Parents and carers were then invited to discuss further with staff if they felt that this was necessary. This ensured that parents and carers were being regularly involved in assessing children's learning experiences and that the nursery was regularly asking for and assessing parents and carers views. Parents were also invited to attend a parents evening twice yearly and given an annual report card about their child's progress.

We saw that the nursery involved parents in children's care plan development. Information from children's collaborative learning packs was reviewed and incorporated into their overall care plans. This ensured that children's plans were being developed in conjunction with their parents and carers.

Areas for improvement

The nursery identified that they would like to develop the ways in which they consult with children. We discussed within this that they could develop their use of floor books. The nursery had various ideas which they would like to explore with children and their parents and carers.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

Overall we saw that the service was very good at meeting children's health and wellbeing needs. We saw that the service had developed an excellent planning evaluation system which tracks children's learning in detail; it was fully responsive and is based upon best practice documentation. We saw that staff used this in many different ways depending on the children's needs and the stage of their learning. We saw that staff also used this to discuss learning with children's parents and carers and this informed how they tracked children in future. This allowed parents to contribute to the direction of their child's learning.

Staff discussed best practice documentation throughout their discussions and we saw evidence of this within children's files. We sampled 3 children's files and saw that the files held clear and relevant registration information, such as emergency contacts and medical information including dietary or allergy information. We saw that 'all about me' forms were completed and regularly reviewed with parents. This ensured that children's information was being look at and updated regularly.

As a partnership nursery with Dundee City Council, the nursery has recently switched over to Dundee City Council profiles. This ensures that the nursery are using the same profile for children as all other nurseries across the city and therefore should support their transition into primary school. We found the profile format to be comprehensive in the information it prompted staff to gather about children and it also supported staff to think in more detail about best practice documentation. This ensures that information kept about children was being kept uniformly and that staff were recording it meaningfully within the educational frameworks outlined within the document.

The nursery was aware of the government policy in relation to Getting It Right For Every Child and we saw in children's observations that the nursery was using the Wellbeing Indicators under SHANARI to map children's observations and we saw evidence of this being used and evaluated within the planning for the nursery. This framework highlights children's holistic needs and supports staff to assess and identify these within the nursery environment.

We saw that staff regularly review children's care plans with parent and carers, we saw that plans were signed and dated and that they clearly identified next steps in children's learning. The service had developed a consultation sheet which was used with parents following the review so that any feedback that they wanted to give could also be captured. We saw that profiles were available to parents and children whenever they chose to have them. We saw that each child had an identified Key Worker to aid communication between nursery and home and that Key Workers met with parents every 5 - 6 months in order to discuss the nursery observations of the children and their collaborative learning packs. This ensured that parents had a range of ways in which they could be as involved in children's learning as they wished.

We saw that the staff completed observations of children if they had any concerns about them or if a parent had raised a concern about their child. We saw an example of detailed observations being complete on a child following a parent phoning the nursery with an issue of concern. This supports parents to feel reassured that staff take their concerns seriously and act upon them and allows the nursery to monitor the child in a consistent way.

Children were seen to be comfortable, settled and confident within the nursery. We

observed that staff support children to be very independent and we observed them freely accessing resources and leading the staff in their learning throughout the session. Children were seen to be comfortable with staff and this meant that they were at ease approaching them for help or support throughout the session.

We observed that children were having a healthy snack within the nursery. We saw photos of children helping to prepare snack and we saw that one of the topics within the nursery was healthy eating. We saw that both the snack and the lunch menus were displayed for parents in the foyer and on the website and that there was a pictorial menu displayed daily for the children in the snack area. This ensured that parents were aware of what children were eating during the day and that they could comment through the various methods available to them about this.

We saw that children were given regular opportunities for fresh air and outdoor play. The nursery has an attractive outdoor area and on the day of inspection children were engaged and interested in this area. We saw that children have all-weather suits which means that they can play outside at all times. We saw that the nursery has developed very good links within the community and have been linking the children's learning to wider experiences. An example of this would be that the nursery is an eco-school. In an effort to develop children's understanding of this concept within the wider community they linked in with the Brought Ferry in Bloom Group who came to the nursery garden and planted flowers with the children. All of these experiences allowed the children to explore their outdoor learning and to further link it with their wider community.

We saw that the nursery had a comprehensive medication system in place. The nursery had developed a very good policy and procedure in relation to the administration of medication. The system was audited on a monthly basis. We found this to be very good practice and allowed the staff member completing the audits to highlight any discrepancies and correct them quickly.

We observed very good hand washing practices in the nursery by both staff and children. This helps to prevent the spread of infection through the nursery.

Areas for improvement

We discussed with the nursery that 'all about me' forms should be dated and signed with parents and carers when reviewed.

We saw some evidence to indicate that behaviour management processes within the nursery needed reviewed. The manager informed us that the service was in the process of reviewing the behaviour management policy and intended to do this in consultation with parents and carers.

The service should review their confidentiality policy to ensure that children's families

are aware of all of the agencies that can access their information without their prior permission, such as the Care Inspectorate.

We saw that there were two issues with the nurseries infection control practice. We saw that staff were not wearing personal protective equipment when preparing food. And we observed children running back and forward from the bathroom area with only their socks on, this area also included the space where children removed their outdoor footwear. We discussed with the nursery the possibility of children being brought slippers to change into when they came in from outdoors to minimise the risks of cross infection. Please see recommendation 1 in relation to this.

During lunch time we observed that some of the children were sat facing the wall to eat their lunch. We noted that staff do not sit and eat with children. We discussed this in detail with the nursery management who agreed to look at this. We discussed that staff eating with children promotes positive role modelling and interaction between children. Please see recommendation 2 in relation to this.

We saw that the service had a check sheet for the provision of medication being administered from the fridge. The sheet was not fully complete or signed by staff for the week prior to the inspection. Although we felt confident that the robust audit system in place would have found this discrepancy in time, we discussed the importance of ensuring that medication records are kept precisely with the manager of the service. Please see recommendation 3 in relation to this.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Recommendations

1. The provider should ensure that:
 - * Staff are wearing personal protective equipment when preparing food.
 - * Children have appropriate indoor footwear when going about the nursery environment.

This is in accordance with: The National Care Standards Early Education up to the age of 16: Standard 2 - A Safe Environment.

2. The provider should ensure that lunch times are developed as social occasions for children and that staff are role modelling this time for them during this time.

This is in accordance with: The National Care Standards Early Education up to the age of 16: Standard 3 - Health and Wellbeing.

3. The service should ensure that the administration of medication is recorded clearly and as the service policy directs.

This is in accordance with: The National Care Standards Early Education up to the age of 16: Standard 3 - Health and Wellbeing.

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

Please see Quality Theme 1, Statement 1 for outcomes in relation to this statement.

Areas for improvement

Please see Quality Theme 1, Statement 1 for outcomes in relation to this statement.

Grade awarded for this statement: 6 - Excellent

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

Overall we saw that the nursery environment was safe and secure and that there were policies and procedures in place to support the protection of the children attending the nursery. We saw that the nursery stored children's records securely. We saw that there was CCTV installed in the nursery and a camera system and locks in place to support safety. Both doors of the nursery were monitored by staff at all times throughout the sessions. We saw that the nursery environment was bright and welcoming and that staff had thought out the layout of the space, allowing children to have a varied range of learning experiences. We saw that the furniture in the nursery was at children's height and the wall displays were well related to their learning. This ensured that children could experience their environment safely.

The service had a range of policies and procedures available both for staff and parents on a wide range of topics. We sampled the child protection policy, the complaints procedure, behaviour management and whistle-blowing policies among others. Further to this, the nursery had a wide range of best practice documentation available for staff. This ensures that the nursery had frameworks that parents, carers and staff were aware of and could access as they wished through the website.

The nursery had both a safeguarding children and child protection policy in place. We saw that the nursery were also aware of the city councils MASH guidance in relation to child protection. This ensured that the nursery had a framework through which children would be monitored or assessed should staff have any concerns of this nature.

On the day of inspection children's attendance was recorded well. This ensured that children could be accounted for in the event of an emergency.

We saw that the nursery had very good systems in place for recording accidents and incident and we saw that they also kept a very good that audit record outlining that they had followed up on missing information or signatures.

The nursery had comprehensive risk assessments both general and for each area in the nursery. There were cleaning schedules in place for all areas which were updated daily. This ensured that risk assessment and cleanliness of the individual areas was being monitored daily. We saw that the service kept a health and safety folder, the folder kept records of the nursery repair log. This indicated that if equipment needed repaired this happened quickly and a good record of this was kept. We saw from the folder that the nursery had many contracts with external agencies for the upkeep of the nursery. This ensured if repairs or checks were needed within the environment the nursery had contractors to complete the work.

Areas for improvement

During the inspection we saw that one cleaning schedule was not completed for a play area. We discussed the importance of good record keeping in relation to this issue. We spoke with staff about the importance of monitoring the cleanliness of the nursery environment in relation to infection control practices.

We saw that staff completed a daily risk assessment of the general area. We felt that this document should be expanded to include the foyer and toilet area of the nursery and more detail should be added.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

Please see Quality Theme 1, Statement 1 for outcomes in relation to this statement.

Areas for improvement

Please see Quality Theme 1, Statement 1 for outcomes in relation to this statement.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

Overall we found that nursery staff were professional, motivated and that they worked to best practice guidance. We saw that leadership values were being promoted by the management within the staff team. Staff had individual responsibilities for tasks and planning within the nursery including key working responsibilities. We saw that staff had access to a separate area on the nursery website, 'The staff portal' where they could discuss and share best practice between both the Balgillo staff team and the sister nursery, Balgillo Too's staff team. We looked at this area and found the discussions relevant and interesting to the practice of the nursery and we found this to an innovative strength and support for the staff team's development.

All staff had a continuous professional development folio and that they could access regular on-line training through Dundee City Council. We saw that staff had regular access to various types of training and that if they identified training that they wished to access from elsewhere this could be discussed with the provider. We saw that a large proportion of the staff team were currently accessing qualifications relevant to their posts.

The management team undertake a yearly training audit which identified any gaps in practitioners training both individually and across the nursery setting as a whole. This ensures that the nursery has a range of qualified practitioners who can provide what the nursery needs but also allowed for the identification of gaps in individual practitioners training.

We saw that staff members were SSSC registered appropriate to the role that they hold. This information was shared with parents through pictures of staff and their registration on the foyer wall. This ensured that staffing was transparent for parents and that staff training and conduct was being monitored through the appropriate professional body.

We saw that the manager provided staff with regular update memos about practice and developments within the nursery. The tone of the memos was positive and encouraging and kept staff up to date with any changes or developments within the nursery. The staff had a formal system for appraisal from the management. This ensured that staff were well informed about changes within the nursery and they could be consulted about this through their appraisal process.

The service was had very good self evaluation system in place. Staff were very good at identifying what they do well and what they need to do better. The nursery had a staff champion in place to support and encourage staff with best practice over the course of the month that they are elected. This ensures that staff have a system to reflect on practice and identify area for continuous development.

Areas for improvement

We discussed with the manager that staff should be to develop individual folders for staff so that they can continue to develop their continuous professional development on an individual basis.

The nursery had identified that they wanted to review how they undertake staff appraisals. The staff have identified the SSSC continues learning framework as a framework to begin to develop this and intend to consult with staff about it use.

We saw that the service holds staff meeting as and when they feel that they are needed. We discussed the importance of regular meeting for staff. We spoke with the service about how staff can contribute to the development of the nursery through these meetings and the opportunities it provides for on-going staff development. We spoke to the nursery about having a rolling agenda for staff to contribute to.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

Please see Quality Theme 1, Statement 1 for outcomes in relation to this statement.

Areas for improvement

Please see Quality Theme 1, Statement 1 for outcomes in relation to this statement.

Grade awarded for this statement: 6 - Excellent

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 saw that overall the service is led by a strong management team. The management team showed a passionate commitment to the nursery the staff team and the children who attended. They spoke passionately about involving and including parents and carers in the on-going development of the service.

The service had very good quality assurance systems in place and a well-developed quality assurance calendar which underpinned the nursery's continuous development. The calendar identified dates and times for all of the nursery systems and included nursery planning and all of the audit systems.

The manager had developed a time line for planning which included the audits of all of the nursery systems, including staff training and appraisals. This linked into the quality assurance calendar system and projected any development work the nursery wished to undertake over the course of the year.

The nursery had very good audit systems in place which supported the care and

protection of the children attending the nursery and offered additional checks to ensure that staff were following policies and procedures. All areas had risk assessments which were dynamic and completed before each session, ensuring that the environment was being looked at relation to any risks that may be present for children. The nursery had clear process in place in relation to the health and safety of the environment ensuring that issues were being dealt with in a timeous manner.

We saw that the management team completed observations of staff practice and feedback to staff about their findings. This ensured that staff practices were being monitored and reviewed to ensure their continuous development.

The nursery had comprehensive policies and procedures in place that both staff and parents could access through the website at any time. These provided a level of transparency from the management team and ensured that parent's knew what they could expect from the nursery.

The nursery were in partnership with Dundee City Council and found that their development officer provided a high level of support and fulfilled a quality assurance role for the nursery on a regular basis. The nursery produced a standards and quality report in February 2012 outlining success and achievements of the nursery in the past year and the planned improvements for the coming year. This was shared with parents and carers.

Areas for improvement

We spoke with the nursery about ways in which they could actively seek and use feedback from their stakeholders.

We discussed the importance of overtly involving children, parent's, carers, staff and stakeholders in the development of their improvement plans and their self assessment documents require for the Care Inspectorate.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
9 Sep 2010	Unannounced	Care and support 6 - Excellent Environment 5 - Very Good Staffing Not Assessed Management and Leadership Not Assessed
3 Dec 2009	Unannounced	Care and support 5 - Very 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 می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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