

Inspection report

Dingwall Childrens Nursery Day Care of Children

10 Fodderty Way
Dingwall
IV15 9XB

Inspected by: Patricia Matheson
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 13 October 2010

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Service provided by:

James Evans & Sons Limited

Service provider number:

SP2006008554

Care service number:

CS2006133940

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	 5	Very Good
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

Everyone was made to feel very welcome at the nursery.

The manager and staff knew each of the children very well and how best to meet their individual needs.

Staff had built up very good relationships with the parents and carers and their children.

The nursery was very bright and welcoming with lots of the children's work on display as well as useful information about the service provided.

What the service could do better

The manager explained that they were currently looking at how they could action some of the suggestions made by parents in response to a recent questionnaire. These included the purchase of a fridge for packed lunch boxes, ideas for the play area and flexible hours to accommodate parents attendance at appointments.

The service was also giving thought to the creation of a parents club where parents could meet each other.

What the service has done since the last inspection

There has been a change of manager since the previous inspection as well as some other staff changes. The current manager has been in post for approximately a year. Feedback from both staff and parents suggests that the new manager has had a positive impact on the service. Parents said that since the new manager has been in post communication has improved. Parents felt that changing the staff team's that worked in each room had been beneficial.

Conclusion

The manager and staff continue to work hard to provide a quality service for the children and their parents.

Staff were enthusiastic in their work and wanted to give the children the opportunity to play, learn and have fun.

The parents and children were actively encouraged to be fully involved in the development of the service and any suggestions they made were, where possible, actioned.

Who did this inspection

Lead Care Commission Officer

Patricia Matheson

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- 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 Act 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 Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Dingwall Childrens Nursery is a purpose built nursery situated in a business park on the outskirts of Dingwall. The accommodation comprises of 3 playrooms - baby, toddler and preschool, toilet facilities, kitchen areas, staff areas and secure entrance/reception area. There is a fully enclosed outdoor play area to the rear of the property which is accessible from each of the playrooms.

The nursery was registered with the Care Commission on 4th April 2007 to provide a day care service for a maximum of 50 children aged from 0 to 12 years. The service operated between the hours of 8.00 am and 6.00 pm, Monday to Friday.

The aims and objectives of the service are to:

To create a safe and stimulating environment where children can play, learn and have fun.

To develop strong fundamentals in our children's learning throughout the curriculum giving every child the opportunity to thrive and develop in to successful learners, confident individuals, responsible citizens and effective contributors.

To encourage and nurture children to make informed choices and decisions, to gain self respect and respect for others.

To work in partnership with parents and professionals in the best interests of each child

To be committed to staff training and continuing professional development, enhancing quality of experience, improvement of the service we provide and confidence in staff.

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

Quality of Care and Support	5 - Very Good
Quality of Environment	N/A
Quality of Staffing	N/A
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

This report was written following an unannounced inspection which took place on 13th October 2010. Feedback was provided at the end of the inspection. The inspection was carried out by Care Commission Officer, Patsy Matheson.

Care Standards questionnaires were issued to the nursery to pass on to parents and carers using the service and 11 were returned to the Care Commission. A number of parents were also spoken with as part of the inspection.

In this inspection we gathered evidence from a range of sources including:

- the service's Annual Return and Self Assessment forms
- review of the service's policies and procedures relevant to the Quality Themes and Statements being considered
- Care Standards Questionnaires completed and returned by parents and carers
- questionnaires distributed by the service to the parents and children
- information pack provided to parents and carers
- information displayed for parents and carers
- newsletters
- discussion with the staff
- observation of staff practice
- examination of the premises

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

The manager had completed the electronic self assessment form as requested by the Care Commission. This contained information on what the service thought they did well and how they thought some things could be improved.

Taking the views of people using the care service into account

The children present were observed to be very happy and relaxed in the care of the nursery staff. The interaction between the children and staff was very good. The children were occupied appropriately and there was a good selection of equipment and resources available. The children spoken with enthusiastically spoke about the various activities they were taking part in as well as what they had had for snack.

Taking carers' views into account

11 Care Standards questionnaires completed and returned. These indicated that the majority of parents were very happy with the overall quality of care provided. The remaining parents were happy with the service provided.

Comments made included:

"Staff at the nursery are always happy, pleasant and welcoming. They always encourage my son and have made his transition to the toddler room easy for him. He loves the nursery and it is always difficult getting him ready to leave and go home again".

"Over 3 years service provided in each of the children's rooms has been first class. However there seem to have been some difficulty getting the management structure right. Things seem to have worked better since the current manager was appointed".
"My son enjoys the nursery and while I would appreciate more opportunities to discuss his progress I feel the staff have the best interests of all the children at their hearts. And at the end of the day that is what matters to me. I know I could discuss his progress anytime but they are very busy people".
"Staff acted superbly when my child became ill while at the nursery.....The staff were great".
"Overall the service received is very good".

As part of the inspection parents were contacted. The parents spoken with made similar comments to those contained in the completed questionnaires. They were very positive about the manager and the staff and were of the opinion that there had been a massive improvement in service provision since there had been a change in which staff worked in the 3 playrooms. Particular comments were made in relation to the quality and level of communication.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The manager and staff were very positive about involving the parents and the children in assessing and improving the quality of the care and support provided. The manager explained that there were various ways in which parents and children could give suggestions and feedback.

The nursery's aims and objectives highlighted the importance of working with parents as did the service's 'Parents as Partners' policy. The Parents as Partners policy stated that 'We acknowledge the important role that parents play in their child's learning and development. The nursery team will work with parents/carers in providing quality care and a stimulating, stage appropriate education for every child'. The policy continued by stating how parents would be consulted, and be involved in the running and ongoing development of the service.

Parents who make an enquiry to the nursery about enrolling their child were provided with a welcome pack. It contained information about the service provided, details of some of the nursery's policies and procedures and contact details for the manager and the staff. This also emphasized the importance of working in partnership with parents.

There was opportunity for daily informal contact between the staff and parents and carers. Parents were able to speak with staff during drop off and collection times. Staff also made use of the telephone, text and email to maintain contact with parents and carers. There were also regular social events to which all parents and children were invited. The comments contained within completed Care Commission questionnaires and the comments made by parents spoken with as part of the inspection were very positive about the approachability of all the staff. Parents spoken with stated that they could speak with staff on a daily basis and hear how their child's day had been. Levels of communication were considered to be very good.

There were also more formal meetings between staff and parents and carers. Parents were invited to meet with staff once a year to discuss their child's progress. Parents could request a one to one meeting with the manager or staff at any time to discuss their child. Parents were provided with a written progress report annually. Home link folders were completed on a daily basis and given to parents at the end of each day to let them know what their child had done that day.

There was an open door policy in place and parents and carers were encouraged to be involved in the service and share skills or interests within the sessions.

There was a bright and welcoming reception area. There was a notice board which provided information about the service and other relevant information. Outside each of the 3 playrooms there was a noticeboard and wipe board which included information about the staff on duty, themes and activities for that week, snack menu and information about nursery policies and procedures. The service produced a newsletter which was circulated to parents and carers every 2 months to keep them informed of the service, update them on any developments and any planned activities. There was a suggestions box in the reception area which parents could use to make any suggestions or comments about the service provided.

The service had made use of questionnaires to get feedback from parents and carers. The manager and staff evaluated the findings from the questionnaires, identified areas for improvement and provided feedback to parents and carers.

The views of children were sought informally by the nursery staff on a regular basis within the session. The Care Commission Officer was able to observe the children being given opportunities to make choices in relation to the activities they wished to participate in during the course of the day. Staff took into account the preferences of the children when planning activities and encouraged the children to provide feedback informally in order to evaluate activities.

Areas for Improvement

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

The manager identified as an area for improvement the need to action the various suggestions made by parents in response to the most recent questionnaire. These included the purchase of a fridge for packed lunches to be stored in, the setting up of a parents club and getting new activities for the outdoor play area.

The service should look at how they could feedback to all parents the findings from any future questionnaires.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service Strengths

Many of the comments noted in the previous Quality Statement are also relevant to this particular Quality Statement on communication methods.

There were noticeboards and wipeboards in the reception area and outside each of the playrooms. Various information was on display including information about the staff on duty, the themes and activities for that week in each play room, snack menu, and more general information about the service provided. There was also information about local services.

The service routinely circulated a newsletter to all parents and carers. It contained information about any developments in the service, recent activities and events, news from each of the 3 playrooms, staff news and any other relevant information.

There were daily diary sheets which were completed for each child and given to the parents at the end of the day. These provided information about the child's day and what they had done.

As stated previously, parents and carers, and the children themselves were actively encouraged to be involved in the ongoing assessment and improvement of the service provided. Various methods were used to get parents and carers to provide feedback, comments and suggestions. Mind maps and circle time provided opportunities for the children to get actively involved in deciding activities, themes and anything else of importance to them at the nursery.

Parents were invited to attend annual formal meetings with staff to discuss their child's progress and learning at the nursery. Parents could ask for a one to one meeting with the manager and the staff at any time. Parents also received an annual progress report. As stated in the previous Quality Statement, parents and carers had opportunities to chat informally with staff on a daily basis at drop off and collection times. Parents could also contact the nursery by telephone, text or email if they wanted to contact staff.

Working with parents and encouraging open communication was important to the manager and the staff. The service had developed a 'Parents as Partners' policy which stated that 'We acknowledge the important role that parents play in their child's learning and development. The nursery team will work with parents/carers in providing quality care and a stimulating, stage appropriate education for every child'. The policy continued by stating how parents would be consulted, and be involved in the running and ongoing development of the service.

The service had a clear confidentiality policy which all the staff were aware of. Staff were required to sign a confidentiality contract as part of their induction. There was also a complaints policy and procedure in place which was on display within the nursery.

Areas for Improvement

The service should continue to build on current excellent practice.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

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 the Care Commission 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).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	6 - Excellent
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings								
8 Jun 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very Good</td> </tr> <tr> <td>Management and Leadership</td> <td>5 - Very Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	5 - Very Good	Staffing	5 - Very Good	Management and Leadership	5 - Very Good
Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	5 - Very Good									
Management and Leadership	5 - Very Good									
10 Jun 2008	Announced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and Leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and Leadership	3 - Adequate
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and Leadership	3 - Adequate									

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه بایتسد یم وونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

ਬੈਨੜੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

یرخأ تاغل بو تاقيسينت تب بلطلا دن ع رفاوتم روشنملا اذه.

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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Improving care in Scotland