

Care service inspection report

Full inspection

Cassiltoun Stables Nursery Day Care of Children

Castlemilk Stables
59 Machrie Road
Castlemilk
Glasgow



HAPPY TO TRANSLATE

Service provided by: Cassiltoun Stables Nursery Limited

Service provider number: SP2012011830

Care service number: CS2012308178

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.

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Summary

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

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

We gave the service these grades

Quality of care and support	4	Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

The service offers children a beautiful environment, indoor and outdoor to thrive, play and learn. The nursery is situated in a refurbished castle stables. The children participate in outdoor experiences in the natural woodland on their doorstep.

What the service could do better

Please refer to recommendations made in this report.

What the service has done since the last inspection

The service have employed a new manager, this has had a positive impact on the nursery. The manager is visionary and forward thinking and has plans to re assess the play rooms age groups and the balance of the day.

Conclusion

The nursery is a small, welcoming and friendly place. It offers children a place to experience varied stimulating activities and resources. The nursery is working towards gaining local authority partnership education status.

1 About the service we inspected

Cassiltoun Stables Nursery is situated in a designated area of Cassiltoun Housing Association premises within a recently modernised area of Castlemilk, Glasgow. The provider is Cassiltoun Stables Nursery Limited. This is a subsidiary of Castleton Housing Association.

The nursery provide full and part time day care to 32 children aged 0 to 5 years old..

The aims of the service include:

- to work in partnership with parents/carers and to value their contribution to our nursery.
- provide a high standard of child care in a welcoming environment, open 51 weeks a year from 7.30 am to 6 pm.
- nurture each child as an individual, encouraging them to grow physically, emotionally, intellectually and morally.
- we aim to support parents returning to work or gaining employment after having their children.

The full statement of aims and objectives is available for viewing on the nursery website.

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 4 - Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 4 - Good

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

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

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We wrote this report following an unannounced inspection that took place on Wednesday 25 November 2015. One Care Inspectorate inspector carried out the inspection.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 15 Care Standards Questionnaires (CSQs) to the manager to distribute to families. Eleven completed questionnaires were returned to us prior to the inspection visit. Feedback from questionnaires was shared with the operations manager, manager and senior practitioner. It is documented within this inspection report.

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

We spoke with:

- the manager
- senior practitioners
- childcare practitioners
- operations manager for Cassiltoun Housing Association.
- four parents and a grandparent
- children using the service
- the kitchen assistant.
- trainees and a student.

We looked at:

- children's learning stories and care plans
- safe sleeping policy
- lunch menus
- children's mind mapping for people who helps us
- children's daily feedback notes
- staff meeting minutes
- infection control policy
- nappy changing chart
- registration certificate
- girfec/shanarri display
- customer satisfaction questionnaires
- staff training certificates
- medication forms and storage
- staff training folder
- staff personal files
- nursery handbook
- photographs.

We also observed staff interaction with children and parents. We looked at the indoor and outdoor environment.

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.

A completed self assessment document was submitted by the service. This was fully completed to a very good standard and gave relevant information for each of the quality themes and statements. The service identified its strengths and some areas for future development.

Taking the views of people using the care service into account

The children were relaxed and confident in the service. They played happily and were familiar with the playrooms and garden area.

Some of the comments from the children included:

"We are all friends in this nursery."

"I love playing with the garage and cars."

"I like sausages for lunch."

"I like when we play in the garden on the pirate ship."

"We go for long walks in the woods, I know all the safety rules."

"My mummy works near the nursery, she likes it because I like it."

Taking carers' views into account

Please refer to parents' comments throughout the report.

3 The inspection

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

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

Service Strengths

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a very good performance in relation to this statement.

The service had used a variety of methods to provide parents the opportunity to give feedback and make suggestions on the care and support provided. These included:

- parental questionnaires
- nappy changing checklist
- registration certificate
- girfec and shanarri displays
- consultation analysis
- big floor books
- staff training certificates
- medication forms and storage
- staff training folder
- staff personal folders
- parents' comments book

- parents suggestions on new menus
- parents feedback on their child's learning progress
- monitoring and evaluation folder
- consultation on quality themes
- children's daily routine and experiences sheet
- website.

The manager told us the improvement plan will include the consultation with parents, staff and children.

The children's views were regularly gathered about the daily activities and learning experiences offered. These were used to plan further experiences and challenge children's learning. Staff consult with children during circle time, reflection time and mind mapping. Throughout the day, we saw staff consulting with the children on planning and choosing activities.

Parents and children take part in evaluating aspects of the service and the information for example, suggesting children's lunch ideas.

Parents told us: "I like the way the staff try to get you involved, they have a parents' group, I think the staff are great they give you really honest feedback on your child's day."

"The staff in the baby room have been really helpful, they make suggestions about how to get my child to start on solid foods."

We saw very positive comments from parents about the overall quality of the service. From the 11 parental questionnaires all strongly agreed and agreed that the service consults with them on the overall quality of the service.

Areas for improvement

The service should continue to use very good consultation methods.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a good performance in relation to this statement.

Children's learning was displayed in many formats including personal plans and learning story's. These were available for parents/carers to look at and comment on. This gave parents/carers an opportunity to see what their children had been learning and celebrate their achievements with them. Parents were involved in their child's direct observations, they are invited to make comments to support their child's learning progress. The staff completed daily sheets this enabled parents to consult about personal routines etc.

The parents are informed about the children engaging in a variety of opportunities and experiences, these notes are attached to the personal learning plans. A record of the child's routines and experiences are given to parents daily.

Staff consulted with children during mind mapping in the Big Floor Books. Throughout the day, we saw some staff consulting with the children on planning and choosing activities. We found the service had put in place effective systems to seek children's views and displayed their achievements throughout the service.

We saw children enjoying physical outdoor play.. This enabled children to enjoy risk taking, turn taking and negotiating space.

The service have recently been praised in the local press, for the outdoor woodland experience's they regularly offer to the children. The service gained a "Big Lottery" grant to improve the outdoor equipment and resources, this enabled children to be weather prepared and safe when enjoying outdoor activities.

Parents told us:

"My child loves the outdoors and they make good use of the woods, he talks about it all the time"

"They have loads of outdoor play"

We saw children aged 2-5 had a free flow opportunities to the outdoor garden throughout the day. This meant that children could enjoy fresh air.

We saw very positive comments from parents about the overall quality of the service. From the 11 parental questionnaires 10 strongly agreed and agreed that the service.

Areas for improvement

The personal care plans should be further improved to mainstream the plan and include additional support offered. See Recommendation 1.

Some medication was stored incorrectly. We discussed the most updated best practice guidance. See Recommendation 2.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. Personal plans should be completed correctly and additional support should be recorded.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3: Health and Wellbeing.

2. The provider/manager should ensure medication is correctly stored.
Information should include how much medication is given into nursery by the
parent.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3: Health and Wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

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

Service Strengths

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a very good performance in relation to this statement.

Parents, carers and children enter the nursery via a controlled entry system, the manager regularly answered the nursery door to welcome children.

The service had an effective child protection policy in place and staff were confident about their roles and responsibilities relating to protecting children from harm, abuse, bullying and neglect. Staff told us they would have no problem reporting poor practice, they were aware the nursery had a whistle blowing policy.

The 2-3 year old children slept comfortably. There was a sleep monitoring checklist in place. Babies slept and ate at different times. This reflected all babies were cared for on an individual basis, mirroring their personal home routines.

Children's toilets were bright and clean with ample supplies of hot running water, soap and paper towels. Visual aids were displayed within children's toilets to promote hand washing. Safety features were observed to be in place throughout all areas of the nursery environment.

All playrooms were observed to be clean, bright, warm and welcoming. Staff considered the risks of the environment. The outdoor area was clean and safe.

A keyworker system was in operation and parents/carers spoken with stated that they found this to be beneficial. The role of keyworker includes helping to promote a healthy emotional attachment with children in their care, taking responsibility for planning and reviewing children's individual needs and progress and being the main contact for families.

Sensitive information about children was stored securely in the office ensuring confidentiality to protect children and families. The rooms were well laid out with designated areas. Children could move freely and play independently or in a group safely.

The manager informed us the staff recently participated in training to raise their awareness on the best practice guidance provided by the Scottish Cot Death Trust.

All parental questionnaires returned stated they strongly agreed that the nursery was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement

The management team discussed with us better use of space. We anticipate that they have plans to better use the space available, this will be beneficial to the 3-5 year olds education outcomes.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

After examination of relevant documents and feedback from service users and staff, this service was found to have a good performance in relation to this statement.

We found that staff made good use of the space available to them. Children were accommodated in playrooms according to their age and stage of development. During the inspection visit, children were engaged and were settled and happy in the environment. A variety of resources and activities were easily available for children to access independently. The playrooms were well laid out and equipment and resources were of a very good quality.

Children's learning stories and big floor books showed us that children were engaged and very good opportunities were provided from them to reach their potential. Positive and encouraging comments were recorded within children's personal profiles, building on children's self-esteem and motivation to learn, which contributed to their quality of life in the service.

Attractive wall displays and photographs of children playing and learning were displayed throughout the service. Children were proud of their achievements and enjoyed reflecting and looking at photographs of previous learning experiences.

We saw that babies were enjoying the tranquil and stimulating environment. Staff were caring and nurturing, giving them all cuddles and singing to them.

We saw children aged 0-2 years, enjoying singing and playing with the musical instruments. They were enjoying lots of cuddles and curiosity play. Children aged 2-3 years enjoyed a sociable, relaxed lunchtime experience.

Children aged 2-5 years enjoyed outdoor play. They were encouraged to read stories about pirates, we saw them having fun pretending to be "pirates" on the pirate ship. They laughed and enjoyed working out how to climb and slide down the chute. We saw all children enjoying their nutritious lunch. This was home made potatoes, sausages and beans. They particular scooped up the natural yoghurt with pureed fresh strawberries. One child told us "This is yummy, I can eat lots of it."

The majority of parental questionnaires stated that all strongly agreed that children were offered a very good quality of life at nursery.

Areas for improvement

We discussed the flow of the play session and we pointed out there was a lot of adult led play initiated in the 2-5 year olds playroom. These children should not be interrupted during their play to have large group experiences. The manager agreed to review the balance of the day in this room. (Please refer to Quality Theme 2 Statement 2 Areas for Improvement.)

Some of the staff should be extending the children's learning experiences, this is to maximise their learning potential.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The service should review the opportunities missed for some children to extend the learning experiences. The management team should use best practice guidance when reviewing childcare practices.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 4: Quality of Experience.

2. The management team should pursue the discussion with the staff team about the structure of the play sessions. Children should be leading their own play. All staff should effectively interact with all children for example structured questioning.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 4: Quality of Experience.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

After examination of relevant documents and feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

The organisation had an established and robust safer recruitment procedure.

We sampled a few staff personal files. These contained all required documents including up to date safety checks. The recommended good practice guidance had been implemented for example meaningful references.

We spoke to some staff, they told us they had a good induction programme when they first started with the organisation. This included mandatory training and reading policies.

We saw that at staff appraisals and staff meetings, training was identified and carefully planned. This was evaluated in line with national and local guidelines.

All staff held a formal appropriate qualification. They were registered with the Scottish Social Service Council (SSSC).

Areas for improvement

The service should continue to operate safer recruitment practices.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

After examination of relevant documents, feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

All staff held appropriate qualifications. We found all staff to display a confident, caring and nurturing manner towards children in their care. Staff knew children and families well and responded appropriately to their individual needs and interests. Children were observed to know staff and be comfortable around them.

Staff planned appropriate resources and activities for children across all age groups. Children in all playrooms were engaged in a variety of stimulating activities. The staff challenged children and encouraged them to reach their potential.

Staff in the baby room offered a calm and relaxed environment for babies. A wide range of natural resources and heuristic play opportunities were available. We observed babies being cuddled and comforted in a nurturing way. The staff team had a positive, caring manner towards all children.

Staff worked together as a team and supported each other. They told us the service had a whistleblowing policy, they would have no problem reporting poor practice.

We discussed Getting It Right for Every Child (GIRFEC). Some of the staff told us that this had been covered at a staff training meeting. We could see this framework implemented throughout the day. Staff were competent when discussing individual needs of the children. They spoke with a very good understanding of supporting the children who faced challenges.

A parent told us "The staff are approachable and really helpful."

Personal training records were maintained for individual staff members. The manager had started to monitor the children's learning and how development needed to be taken forward.

Staff had been involved in training opportunities since the last inspection. Examples of training staff had participated in included:

- Scottish Death Trust Guidance
- First Aid
- Child Protection

Parents told us:

"The staff make this a really good nursery." "It has a lovely atmosphere and you always get a warm welcome."

Four members of staff completed the Care Inspectorate questionnaires. They agreed that they were supported and well informed. One member of staff stated:

"If I have any ideas that I think will contribute to the improvement of the service provided, they are carefully considered and I always have feedback."

The parental questionnaires strongly agreed that the staff were highly motivated and well trained.

Areas for improvement

The staff team were highly motivated and well trained.

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: 4 - Good

Statement 2

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

Service Strengths

After examination of relevant documents and feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

The staff team were involved in systematic evaluation of their delivery of the service to children. We saw evidence that staff meet regularly on a one to one basis with their manager or with their team to discuss their practice and the work of the service and the organisation as a whole. A member of staff told us "This organisation really invests in the staff team and offers us extensive training opportunities."

The manager encouraged the staff team to become involved in improvement and had developed clear plans for improvement. We saw the manager had effective leadership skills. She often worked alongside staff to enable on the floor coaching, we could see she had fostered a respectful and good working relationship with the staff team.

A member of staff told us: "The manager asks our opinion and actually listens." The staff were encouraged to champion initiatives in the nursery for example Woodland experiences.

The staff spoke highly of the values and ethos of Cassiltoun Nursery and the Housing Association. They told us they felt the organisation involved them in the future of the development of the nursery.

Refer to parents' comments throughout the report.

Areas for improvement

Cassiltoun Stables Nursery should continue to include the workforce in determining the future direction of the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service Strengths

After examination of relevant documents, feedback from service users and the staff, this service was found to have a good performance in relation to this statement.

The aims and objectives of the service were available to families in the handbook with a complaint's procedure and other operational policies.

The management kept parents, staff and service users well informed about the nursery and future developments for example weekly feedback, progress meetings, website, newsletters, letters and photographs.

We saw some auditing take place by the manager, for example we saw audits of children's accidents and incidents, staff appraisals, training, team meetings and staff registration with SSSC.

The service uses the Curriculum for Excellence and Birth to Three objectives and monitoring calendar to measure and evaluate quality. The nursery is managed by a voluntary management committee, they make policy decisions and support the service to make improvements. The nursery is supported by a Housing Association manager. The management team told us: "The Housing Association have helped us build in good quality assurance processes with best practice guidance."

From Care Standard Questionnaires issued to parents prior to our inspection, the majority of parents strongly agreed or agreed that overall they were happy with the quality of management and leadership.

Areas for improvement

The manager had only been in post for a few months. She had tackled the motivation and ethos of the nursery staff and as mentioned earlier, she had made a positive impact. She hadn't formulated a formal quality improvement plan to monitor and evaluate staff childcare practice and understanding of best practice guidance for example recordings in the personal care plan.

Please refer to Quality Theme 1 Statement 3 Areas for Improvement.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The service should develop and embed monitoring and evaluation tools, this would enable formal quality assurance processes.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 14: Well Managed Service.

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

Previous requirements

There are no outstanding requirements.

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								
17 Dec 2013	Unannounced	<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>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and Leadership	4 - Good
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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.