

Care service inspection report

Full inspection

Kingswells Primary School Nursery Day Care of Children

Kingswells Avenue
Kingswells
Aberdeen



HAPPY TO TRANSLATE

Service provided by: Aberdeen City Council

Service provider number: SP2003000349

Care service number: CS2003014438

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

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

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

We gave the service these grades

Quality of care and support	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

It was clear from viewing the collated responses to the questionnaires completed and returned to us by parents, that overall, they were very happy with all aspects of service delivery.

Observations highlighted that positive relationships had been formed between the staff team and the children and staff were observed to be good role models for the children.

What the service could do better

Staff should address areas for improvement and recommendations identified within this report.

What the service has done since the last inspection

Management told us that improvements had been made to the outdoor area following a suggestion from a parent and that this area would continue to be a focus for improvement.

Conclusion

We concluded that this service was, overall, performing well. Staff were clearer following our visit, about the expectations in terms of meeting children's individual needs and were committed to reviewing their planning to facilitate this.

1 About the service we inspected

Kingswells Primary School Nursery is registered to provide a care service to a maximum of 40 children at any one time aged between 3 years and those not yet attending primary school. The nursery operates during term-time and provides morning and afternoon sessions, Monday to Friday.

The nursery is accommodated within the main school building with a separate secure entrance.

The aims of the service include:

To create a happy, secure and stimulating environment for learning, working in partnership with parents/carers to support children's development and learning.

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

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

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 over the course of two days. Our initial visit was undertaken on Tuesday 23 February between 8:55am and 4:45pm. We returned to the service at 8am the following morning to conclude the inspection and give feedback to the management team.

As requested by us, the care service sent us an annual return. The service also sent us a self assessment form.

We sent fifteen care standards questionnaires to the service to be distributed to parents and carers. Ten of these were returned prior to the inspection visit.

During the course of the inspection, we gathered evidence from various sources including:

- Viewing the content of the annual return and the self assessment document
- Collating and viewing the responses to care standards questionnaires completed and returned by parents
- Collating and viewing the responses to questionnaires completed and returned by staff
- Through undertaking observations within the playroom
- Through discussions with children and staff
- From sampling children's profiles and planning documentation.

We considered the finding from the above and used these for the purpose of reporting.

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.

The Care Inspectorate received a fully completed self assessment document from the service. We were satisfied with the information detailed within regarding each of the headings that we grade services under.

The document detailed what the service did well, areas for development and changes that were planned.

Taking the views of people using the care service into account

We spoke to children during the course of the inspection and carried out observations within the playroom as part of the inspection process. We concluded from our observations and discussions that children were relaxed, happy and confident as they spoke favourably about the service and the staff team.

Taking carers' views into account

As detailed previously, we sent fifteen questionnaires to the service to be distributed to parents and carers. Ten of these were returned prior to the initial inspection visit. These highlighted the following:

All of the parents received clear information regarding the service and were able to visit with their child prior to their child starting to use the service.

Nine of the parents strongly agreed that overall, they were happy with the quality of care that their child receives in the service.

Nine of the parents strongly agreed that staff have the skills and experience to care for their child and support their learning and development. One parent agreed.

Seven parents strongly agreed that they were confident that there were always enough staff to provide a good quality of care.

Additional views and comments can be found throughout the report under the most appropriate statement.

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 2

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

Service Strengths

We found this service to be performing at a good level in relation to this service. We concluded this from viewing the responses to questionnaires completed and returned to us by parents whose children attend the service, from observations within the service, from discussions with staff and from sampling relevant written documentation.

The questionnaires completed and returned to us highlighted the following:

- Almost all of the parents strongly agreed that their child appeared happy and confident with staff. One parent agreed.
- Eight of the parents strongly agreed that their child could experience and choose from a balanced range of activities. Two parents agreed.
- Five parent strongly agreed that staff had worked with them and their child to develop an individual education and support programme. Four parents agreed however, one parent did not feel that this was applicable.

- Six parents strongly agreed that staff regularly assessed their child's learning and development and felt that they used the next steps to plan. Three parents agreed and again, one parent felt that this was not applicable.
- Six parents strongly agreed that staff shared information regarding their child's learning and development. Four parents agreed with this statement.

Some of the comments detailed within the questionnaires returned to us that confirmed that the parents were happy with the care and support included:

"Staff appear caring and always interested in listening to feedback or discussing things about your child"

"My son is very happy at the school nursery, always goes in happy and confident, greeted well by staff"

"The staff and teachers have been wonderful for both my son and my daughter. I have no faults whatsoever"

"Very good nursery for preparation for school..."

"The staff and management at Kingswell Nursery work very hard to provide excellent care and education for all of the pupils within their care. My sons have gained lots of skills and confidence and are very happy attending nursery. Support needs are quickly identified for individuals requiring such and they are given much choice in activity within a very nurturing and clearly structured environment. I cannot speak more highly of the staff who have given my sons the best start to their education".

We concluded from the above that overall, the parents who completed and returned the questionnaires to us were very happy with the care and support given. We observed the children throughout the inspection visit and noted that they were happy and confident which led us to conclude that they felt safe and secure both within the care of the staff team and within their environment.

Observations highlighted that children were able to make choices within many of the areas located in the playroom and we noted that there was a good balance between free play sessions and more structured activities. There were opportunities for the children to play independently and come together as a large group. When staff were interacting with children, this was seen to be positive. Resources on offer presented challenge to some of the children and staff were observed to encourage praise and support accordingly when noting this. (See "Areas for improvement below).

Children were able to access their individual personal profiles (folders) and speak about some of the documentation located within.

Areas for improvement

We noted from the self assessment submitted by the service, that staff wanted to encourage children and parents to participate more in discussing learning outcomes achieved, giving the parents more opportunity to develop these at home. This document also highlighted the desire to involve parents more in adding to their child's personal profiles and we would agree that this would be beneficial.

Following observations, we sampled planning to determine how much the children's interests were being taken into account and concluded, in agreement with staff, that this needed to be reviewed and improved upon. Staff need to build upon children's existing knowledge, identifying and recording next steps for their learning and development as, although staff know the children well, these profiles should clearly identify children's achievements and next steps, enabling anybody working with the children to take this forward easily. Consideration should be given to involving children more in evaluating their learning and staff should use their interests to extend this. (See recommendation 1).

Management need to look at staff deployment, as this, at times, compromises children's experiences. An example of this would be during the preparation of snack time, as technically one staff member is having to try and meet the needs of two groups. While children's care needs are still being met at this time, their individual learning needs are not as well as they could be. (See recommendation 2).

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. Staff should review planning to ensure that children's likes and knowledge is being captured as this will enable them to extend each child's learning and development accordingly. Consideration should also be given to involving children in evaluating their learning and development.

NCS Early Education and Childcare up to the age of 16, Standard 5: Quality of Experience

2. Monitoring systems should be further developed to capture the quality of children's experiences.

NCS Early Education and Childcare up to the age of 16, Standard 14: A Well-managed Service

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

We found this service to be performing at a good level in relation to this service. We concluded this after viewing the responses to the questionnaires completed and returned to us by parents of children using the service. We also considered findings from observations undertaken and from discussions with members of the staff team.

This statement should be read in conjunction with statement 2 within quality theme 1.

We could see from viewing the collated responses to questionnaires completed and returned to us, that overall, parents were very happy with the quality of the environment. These, in the main, confirmed that the parents were confident that the service was provided from a safe, secure and hygienic environment that was pleasant and provided stimulation. These also demonstrated that parents were satisfied with the range of resources, the space available, the opportunities for their child to access fresh air and/or energetic play and their access into the wider community to extend their child's learning and development.

Comments from parents detailed within the questionnaires completed and returned to us that support how well this statement is being met include:

"...use of school gymhall, playground & general purpose rooms to ease the transition to primary 1"

"...Both my children have attended the nursery and we are incredibly happy with the activities and overall set up. The staff are all so warm and welcoming and appear to be genuinely interested in the children, they are so professional and seem to work together as a team...my children love the nursery. A whole heard thanks to all the staff - they are incredible".

From observations, we were satisfied that the service was safe, secure and hygienic. Children were encouraged to learn about tidying up after themselves and respecting their environment as well as respecting one another. Staff were good role models; they were warm and caring and it was clear from observations that they encouraged children to listen to one another, take turns and share. Children were also encouraged to take on roles of responsibility such as helping to prepare snack.

As highlighted previously, there were opportunities for children to play alone and be part of a larger group. However, there were also times when they could play with their friends and we noted during these times, that children were caring towards one another. A nice example of this was a child who couldn't get the toy that she wanted and one of the other children used her skills to negotiate a compromise to make the child feel better.

Although none of the children went out to play during the course of the inspection visit, they were taken to a large room within the school to enable them to participate in a physical activity. The activity chosen, also allowed them to find out more about Chinese New Year and it was clear from discussions with staff, and from observing staff:child interaction, that they celebrated many different cultures and festivals with the children, extending their knowledge. Staff also confirmed that children are out in the fresh air regularly and spoke about the work that is currently being undertaken to develop a sensory room within the service. We were able to conclude from the inspection that children's experiences were extended by the use of additional spaces within the school, and, due to the layout of the school meant that many of the children, who would go on to attend the primary, were familiar with the building and some of the other teachers well in advance of attending, as they had to walk through classroom areas to use the additional space accessed. This, in addition to other opportunities, such as attending assemblies, helped to smooth the transition process.

In addition to taking children out into the wider community, staff also arranged for others working within the local community to come in to the service to extend children's knowledge of their roles. Examples of this would be, the police, the dental nurse etc.

We noted that children were also given opportunities during the inspection process to learn about safety, healthy living and healthy lifestyles and the benefits to be gained from having such knowledge. They were also encouraged to consider potential hazards within their environment and encouraged to take measures to reduce the spread of infection where applicable.

Areas for improvement

The self assessment highlighted staff's intentions to continue to develop the outdoor area to facilitate further opportunities for investigative and physical play. In addition, this document detailed the need for continued assessment, particularly relating to newer children, in terms of focusing on their particular needs and supporting these accordingly.

We discussed the benefits of having resource catalogues for the children as this would highlight the range of resources and activities that they could choose from; this can be particularly beneficial to children who are newer to the service and/or less confident in vocalising what they would like to do.

As highlighted above, this statement should be read in conjunction with statement 2 within quality theme 1.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 4

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

Service Strengths

We found this service to be performing at a very good level in relation to this statement. We concluded this after viewing the collated responses to questionnaires completed and returned to us by parents and by members of the staff team. We also spoke to staff during the inspection visit and observed their interaction with both the children and those collecting the children.

Questionnaires completed by parents highlighted the following:

- Nine of the parents strongly agreed that staff treated their child fairly and with respect. One parent agreed.
- Eight parents strongly agreed that the service had involved them and their child in developing the service. Two parents agreed.
- Two parents strongly agreed that staff asked for their child's views regarding activities and outings and felt that they used the information gained to plan. Four parents stated that they agreed however, three parents didn't know.
- Seven parents strongly agreed that they were being kept informed in terms of what is happening within the service. Three parents agreed.

We concluded from these responses and comments detailed throughout the report, that overall, parents felt that they, and their children were well respected by staff.

We also concluded that staff themselves felt that they worked well as a team, were respectful of one another and were respected by the management team. Questionnaires completed and returned to us by staff highlighted that they all felt that their opinions were sought in terms of how the service could improve.

Areas for improvement

As detailed within the self assessment form submitted to us, management should continue to develop a positive team ethos.

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

We found this service to be performing at a good level in relation to this statement. We concluded this after viewing the collated responses to questionnaires completed for us by the staff team and after having relevant discussions with them.

Staff felt that there were different forums that enabled them to influence aspects of service delivery. They all felt that the management team were approachable which gave them the confidence to put forward suggestions for improvement and told us, that, in their opinion, these were always given consideration. Staff told us that they were all involved in evaluating aspects of the service and had an input into developing the improvement plan. Staff also told us that they could influence their own continuous professional development.

Areas for improvement

We concluded from viewing the comments detailed within the questionnaires returned to us that staff had concerns about the lack of time to meet as a team, following the increase in children's hours of attendance. We raised these concerns with the management team, who told us that they were confident that improvements would be made from August 2016 as an additional staff member would be joining the service at this time. The management team also felt that the introduction of a new interactive learning diary would improve time management for staff in terms of documenting children's learning and development.

We discussed the importance of involving children, parents and staff when completing the self assessment process prior to future submissions.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

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								
18 Dec 2012	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
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Management and Leadership	5 - Very Good									

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