Green Apple Nursery
Day Care of Children
18 Clydesdale Street
Hamilton
ML3 0DA

Inspected by: Mary Crocker
Type of inspection: Unannounced
Inspection completed on: 18 September 2013
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

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<th>Area</th>
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<tr>
<td>Quality of Care and Support</td>
<td>5</td>
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What the service does well

The service provided a safe and stimulating environment for children to grow and develop their life skills.

The service had established warm, caring relationships between staff, parents/carers and children.

What the service could do better

The nursery should continue to maintain the high standard of service provided to parents/carers and children by developing more detailed personal plans linked to children’s individual needs with specific next steps noted and taken forward.

Management encouraged staff to peer assess and this could now be further developed by supporting staff to give more critical feedback to each other to improve individual staff practice where necessary.

What the service has done since the last inspection

This was the first inspection of this service.
**Conclusion**

The service has shown a commitment to further develop and maintain the very good quality of service offered to children and parents/carers.

The children were very happy and comfortable within the service enjoying a variety of activities and experiences which extended their learning and development. The manager and staff team were committed to the ongoing development of the service and to improving learning and teaching to enhance children’s experiences.

**Who did this inspection**

Mary Crocker
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. This service registered with the Care Inspectorate on 27th November 2012.

Requirements and recommendations

If we are concerned about some aspect of a service or think it needs to do more to improve 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

* A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (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 Care Inspectorate.

Green Apple Nursery is registered to provide day care to a maximum of 65 children at any one time. The age range of the children is from six weeks to those not yet attending primary school.

The nursery offers full and part day care between 07:30 hours and 18:30 hours Monday to Friday, 52 weeks of the year. Children can attend on a full or part time basis. On the day of the inspection 38 children were attending in the morning and 33 in the afternoon.

The nursery operates from a refurbished single storey building in Hamilton and the children are accommodated within four playrooms - Baby Room for 0 - 1 year, Baby Room 2 for 1 - 2 years, Toddler Room for 2 - 3 years and a Main Playroom for 3 - 5 year olds. There are two designated welcome areas/cloakrooms for accommodating 0 - 2 years and 3 - 5 years. There are sufficient toilets and designated sleeping areas for Baby Room 2 and the Toddlers. The nursery has a secure door entry system in operation and is very well maintained throughout. There are also two large, secure and well resourced outdoor play areas which are easily accessible to children aged from birth to 2 years and for 3 to 5 years. The service also has a large Parents Room.
The nursery gained partnership with South Lanarkshire Council in June 2013 to provide pre-school education.

The service's values, aims and objectives were as follows:

* To provide a stimulating, safe and caring environment.
* To form positive relationships with parents/carers ensuring we meet the needs of individual children.
* To fully involve parents/carers in the decision making regarding the care and education their child receives.
* To promote the development of children’s intellectual, physical, social and emotional needs.
* To track, record and share children’s progress, developments and achievements.
* To encourage outdoor learning on a daily basis in all weathers where planned learning experiences will take place.

These were reflected in the observations of staff practice made during the inspection visit.

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 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 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
We wrote this report following an unannounced inspection which was carried out by Inspector Mary Crocker on Wednesday 18th September 2013 between 09:30 and 15:00 hours. We also gave feedback to the manager on the same day as the inspection visit.

As part of the inspection we took account of the completed self-assessment form that we asked the provider to complete and submit to us.

We sent twenty five Care Standards Questionnaires to the manager to distribute to parents/carers. Twelve parents/carers completed questionnaires and returned them before the inspection. Eight of these had written comments within them.

We also asked the manager to give out five questionnaires to staff and we received four completed and returned.

During the inspection we gathered evidence from various sources.

We spoke with:
* the owner
* the manager
* the depute manager
* nine staff
* ten children
* the cook

We looked at:
* the service’s self assessment
* health and safety records, including infection control, risk assessments
* medication, accident and incident records
* First Aid box
* questionnaires that had been requested, filled in and returned to the Care Inspector from parents/carers
* service questionnaires for parents/carers and children
* aims and objectives
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
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 Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, areas for improvement and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

Taking the views of people using the care service into account

We observed the children enjoying a variety of play experiences. We talked with ten children and all of them told us that they enjoyed coming to nursery. Comments were as follows:

“What are you doing?” (directed at the Inspector)

“I like playing with the Ipad.”

“I’m three.”

“I’m painting a picture.”

Taking carers’ views into account

Twenty five Care Standards Questionnaires were sent to the service for completion by parents/carers. Twelve parents/carers completed these with eight giving written comments which were all very positive.
Comments were as follows:

"Since my child has started Green Apple Nursery I have seen so many positive changes. He is confident and always happy to go to nursery."

"Overall I am delighted with all aspects of Green Apple."

"Excellent wee nursery. My child has moved from another nursery to Green Apple and has settled in very well."

We have included further comments and views from people using the service throughout this 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: 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

We found this service was performing at a very good standard for this statement. To assess this we observed staff practice, sampled relevant documentation provided by the manager and viewed information displayed throughout the nursery. We also spoke with the manager, depute manager, parents/carers, staff and children. From the evidence gathered at the inspection we found that the manager and staff team actively sought the views of parents/carers and children on all aspects of the service.

The service implemented a wide range of communication systems to seek parents/carers and children’s views on the quality of provision. Systems included:

* questionnaires issued to parents/carers and children who used the service seeking their views on various topics and issues
* children within 3-5 room evaluate the service through floor books and circle time discussions
* individual personal plans
* children’s evaluations of activities and resources
* consultation with parents/carers regarding children’s care, developmental areas and educational topics
* regular parents/carers evenings to share information and developmental achievements
* transition information shared with parents/carers

We found that the systems used were effective in giving parents/carers a voice which ensured the service was child centred in its approach and promoted user participation in all aspects of the day to day operation.
The Inspector was informed by parents/carers that they had attended induction meetings and had been informed that they could discuss their child’s care and education with the key worker or the manager as required.

Local and national information displayed throughout the service raised parents/carers awareness of current best practice guidance and local and national initiatives.

The Getting it Right for Every Child (GIRFEC) initiative was used within the service to ensure that the voice of the child was contributing to the assessment of and planning to support their additional needs.

Staff within the playrooms listened to children’s views during activity planning and evaluations. Children informed us that they had input into decisions regarding the purchase of new resources and voted for their choices.

Parents/carers could view photographs of activities and children’s artwork displayed throughout the service and there were opportunities to share their children’s achievements and learning.

The service had a large, well equipped Parents’ Room available.

The nursery had an established website with a parent zone and links to facebook and twitter pages.

We found very good examples of how the nursery involved parents/carers and children such as:

Monthly newsletters informed of current events and activities taking place in each room and asked for parental suggestions to improve the nursery service.

Daily diaries for children aged 0 - 2 were used to convey information about the child’s day at nursery.

Parents/carers and children were encouraged to express any concerns and the service’s complaints procedure was displayed.

Parents/carers stated that they received clear information about the service before their child started using it in the form of a service handbook.

The service was actively involved in developing a parents’ committee.

Parents/carers were encouraged to use a wishing tree to involve them in the planning of the nursery.
Parents/carers were encouraged to vote for employee of the month using a box provided in the entrance ways.

Parental questionnaires were audited and results displayed using the ‘we asked, you said and what we did’ formula. Parents/carers had suggested that daily diaries have a section for parents/carers to write comments in. The service had purchased jotters to use for the children’s diaries to enable parents/carers to inform staff of any necessary information.

Parents/carers had been asked to suggest ideas for visits/outings for the children and had suggested Edinburgh’s Museum of Childhood, Puppet Theatre in Biggar and Heads of Ayr Farm.

Within Care Standards Questionnaires twelve parents/carers said they strongly agreed that the staff shared information about their child’s learning and development with them and where appropriate with the child. Twelve parents/carers strongly agreed that they were kept informed about what was happening in the service through newsletters and information boards.

Parents’/carers’ comments were as follows:

“The staff are amazing with the kids and inform you of everything my child has and does each day she is there.”

“My child is very happy in the nursery and I receive a lot of feedback at the end of the day.”

Areas for improvement
The manager had identified as an area for improvement within the self assessment the need to encourage more parents/carers to become involved in the parents’ committee and for parents/carers to return questionnaires electronically.

Grade awarded for this statement: 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
We found this service was performing at a very good standard for this statement. To assess this we observed staff practice, sampled relevant health and wellbeing documentation including admissions, personal plans, learning profiles, hygiene and infection control, medication, access to water, staff training and also through discussions with the manager, depute manager, parents/carers, staff and children.

The service’s aims and objectives were reflected within the practice observed during the inspection. Children were involved in developing “golden rules” in each playroom and these also were drawn up in conjunction with the overall aims and objectives. Children were observed to be courteous to each other, shared resources and listened to staff’s guidance in relation to their safety indoors and out.

Staff demonstrated safe practice and a good understanding and knowledge to keep children safe. For example:

* Staff were knowledgeable about the service’s storage and administration of medication policy and through discussion demonstrated a clear understanding of procedures in place.

* Staff demonstrated an understanding of the Child Protection Procedure and this was discussed at staff meetings.

* Staff undertook updates on infection control to keep up to date with best practice. Six staff had completed first aid training.

We found that the service had a comprehensive range of policies and procedures in place to support safe practice and promote children’s health and wellbeing and these were available to view and included health and safety, daily room check lists, infection control, administration of medication and child protection.

We observed the lunchtime and snack procedures and found that children had daily access to fresh fruit which contributed to a healthy diet. Staff sat with children during lunch to encourage independence skills and good manners. We observed children confidently interact with staff and their peers creating a pleasant experience. The service employed a cook who prepared all snacks and meals.

The service’s registration form completed by parents/carers at the time of admission provided information relating to children’s individual needs including allergies, G.P. medication, emergency contacts, diet and additional support. This ensured that the service had up-to-date information about each child.
The service had developed individual personal plans for children. We sampled six personal plans that provided clear and comprehensive details about children’s personal care needs, routines, diet, family members and preferences.

Parents/carers informed us that they had opportunities to attend parents’ meetings to discuss their child’s progress and profiles. We observed staff giving verbal feedback to parents/carers at pick up time.

We viewed recorded information which showed how children’s interests and next steps were observed and taken forward. Big books showed photographs and drawings of how children evaluated their learning and were available in the playroom for children and parents/carers to view.

We found very good evidence that children’s health and wellbeing needs were being met for example; children had opportunities to learn about healthy living, diet, exercise, environmental issues, personal hygiene and tooth brushing. The service provided water and milk at all snack and meal times and children had access to drinks throughout the day. The service promoted physical and active play and sufficient outdoor space was provided in both outdoor areas. Physical play was planned as part of the nursery curriculum. We observed all children having access to the outdoor area during the inspection visit. They were able to play with a variety of outdoor equipment including bikes, a slide, swings, sand pit and wheel barrows and spades for use in the digging area. The younger children’s outdoor area was surfaced with artificial grass and included a swing and sand pit. Children were aware of hand washing procedures and staff effectively promoted hand hygiene prior to eating and after toileting.

Curriculum for Excellence (CfE) was promoted within the 3 to 5 area. Staff were gaining confidence in using the experiences and outcomes from CfE in planning children’s learning. CfE is for all children and young people in educational settings aged 3 to 18 years. It is designed to engage children in activities that promote depth in learning, supports them in gaining knowledge and skills and in applying these skills in a variety of ways.

From the Care Standards Questionnaires twelve parents/carers had strongly agreed that the service provided a healthy and well balanced diet which met children’s dietary and cultural needs.

Parents/carers comments were as follows:

“I was very impressed over the summer. The children were out enjoying the sunshine but were always protected and water was always available and encouraged.”
“I am delighted with the care my child receives at Green Apple.”

“My child loves the staff, children and the food.”

“My son loves Green Apple and runs in to the nursery in the morning. He also loves his lunches - Marcy’s macaroni cheese is the best he says.”

**Areas for improvement**

The service should continue to maintain the very good standard evidenced during the inspection visit.

The manager had identified as an area for improvement within the self assessment the need to continue to promote children’s independence skills. The lunchtime experience was an area where this could be further taken forward.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
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
Methods to involve people who used the service are outlined under Quality Theme 1, Quality Statement 1.1.

We found that the children had been consulted regarding the purchasing of new equipment and resources for the nursery and the nursery garden. Parents/carers had helped develop the garden area as well as donating tyres for the bike area.

Areas for improvement
The service should continue to maintain the current very good standard of this quality statement.

The manager had identified as an area for improvement within the self assessment the need to encourage more parents/carers to become involved in the parents’ committee and for parents/carers to return questionnaires electronically.

Grade awarded for this statement: 5 - Very Good

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
We found this service was performing at a very good standard for this statement. To assess this we observed staff practice and sampled relevant health and safety documentation including security, hygiene and infection control, child protection, first aid, accident and incident reports, risk assessments and environmental checks.

We found the nursery environment was warm and welcoming and the available space was used effectively. Resources were well organised and easily accessible to the children including a smart board, ipads, cameras, video camera and remote controlled cars. The nursery building was very well maintained and decorated to a high standard. The service had suitable and effective ventilation, heating and lighting.

Both outdoor play areas were well designed and provided children with a safe, accessible, stimulating environment. A wide variety of outdoor equipment was available to promote learning outdoors.

A maintenance book was in operation and management monitored its use to ensure that any repairs were carried out timeously. The management carried out weekly walk rounds of the playrooms and nursery environment.

Children had the opportunity to access the local community through walks and visits to the library, parks, museums and supermarkets.

We found staff effectively monitored people arriving and leaving the service and were very aware of procedures for monitoring children collected by relatives. Parents/carers spoken with were very happy with security procedures and informed us that both entrances were always secure and staff were always vigilant. A visitors book was also in use.

Hygiene policies and procedures were displayed and made available to parents/carers. Staff were aware of policies relating to prevention of infection including hand hygiene, snack preparation area and daily/weekly cleaning tasks. Toilet areas were clean and there was a supply of liquid soap and paper hand towels.
Children benefited from taking part in activities to raise awareness of health and safety issues including discussing risk in the outdoor area and in the playrooms.

The nursery had registered with Eco Schools in February 2013 and were working towards their Green Flag. The service recycled household textiles, paper and a compost bin was used to recycle food waste.

Cleaning rota was in place to promote a clean, safe learning environment for the children.

The service's accident and incident reporting procedures provided guidance in the event of and following accidents and incidents. Parents/carers confirmed that they signed accident report sheets and that staff informed of first aid administered.

Both entrances provided relevant national and local information for parents/carers as well as information on the Curriculum for Excellence.

Children could freely access age appropriate resources and playroom activities on display.

Twelve parents/carers who completed Care Standards Questionnaires stated that they strongly agreed that the environment was safe, secure, hygienic, smoke free, pleasant and stimulating. Some comments were as follows:

“I chose Green Apple because it is new, fresh and bright. My child attends three days per week and at times doesn’t want to leave.”

“The nursery is bright, fresh and modern. I feel very comfortable when I walk in.”

**Areas for improvement**
The service should continue to maintain the very good standard evidenced during the inspection visit.

The manager had identified as an area for improvement within the self assessment the continuation of staff training to increase knowledge of Health and Safety within the establishment through staff meetings and using day to day observations of practice.

**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
Methods to involve people who used the service are outlined under Quality Theme 1, Quality Statement 1.1.

Areas for improvement
The service should continue to maintain the current very good standard of this Quality Statement.

The manager had identified as an area for improvement within the self assessment the need to encourage more parents/carers to become involved in the parents' committee and for parents/carers to return questionnaires electronically.

Grade awarded for this statement: 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
We found this service was performing at a very good standard for this statement. To assess this we observed staff practice, spoke to staff and parents/carers and sampled the annual training plan, staff review meetings, qualifications, leadership opportunities and staff remits.

We found that the management structure encouraged the involvement of staff in assessing the quality of the service and in identifying their own personal development and training needs.

We viewed the annual training plan showing recent and planned training undertaken by staff. The training plan highlighted a variety of mandatory and specific training courses linked to the service’s Improvement Plan.

Staff training included:

* Child protection
* Infection control
* Food hygiene
* Paediatric first aid
* Risk Assessments

Four staff had completed Care Service Staff Questionnaires and all had stated that they had opportunities to access training.

The manager provided opportunities for staff to discuss and assess how best to implement current best practice guidance and national initiatives. Current topics included the Scottish Government’s Getting it Right for Every Child (GIRFEC), a national initiative to work with parents to make sure children grow and develop in the best possible way with identified support.

We saw that staff in the service were appropriately deployed and demonstrated awareness of the individual needs of the children in their care. Staff were appropriately skilled and their qualifications were relevant to the aims of the service.

Staff said they had opportunities to be involved in identifying service improvements and were well placed to make further progress in taking these forward for the future benefit of service users.
The nursery had developed appropriate policies and procedures and staff implemented these accordingly. The service undertook refresher and updating of training on various policies and procedures to ensure each staff member was reminded of best practice.

Registration procedures on a daily basis were well organised and the service maintained appropriate adult:child ratios.

The staff were aware of the regulatory role of the Care Inspectorate and were familiar with the National Care Standards.

The Manager and Depute Manager were in the process of working towards their BA in Childhood Practice.

Most staff members were qualified to PDA, HNC or SVQ 3 levels and had registered with the Scottish Social Services Council (SSSC). Other staff members were in the process of studying for their PDA and SVQ Level 3 qualifications and had applied for registration with SSSC.

Staff were aware of the management structure and their own individual accountability. We found that regular staff meetings were held and documented. Discussion centred around staffing, planning and new guidelines.

Twelve parents/carers who completed Care Standards Questionnaires stated they strongly agreed that they were confident the staff had the skills and experience to care for their children and support their learning and development. Ten parents/carers strongly agreed and two agreed that they were confident that there was always enough staff in the service to provide a good quality of care. Twelve also stated that they strongly agreed that their child appeared happy and confident with the staff.

Some comments were as follows:

“All staff are very approachable and always make time at the end of the day to go over the day’s events.”

“Staff are always very supportive and caring. My overall experience is very good.”

“All staff are very kind and friendly.”

Areas for improvement
The service should continue to maintain the very good standard evidenced during the inspection visit.
The manager had identified as an area for improvement within the self assessment the need to support self-evaluation at staff meetings.

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: 4 - 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
Methods to involve people who used the service are outlined under Quality Theme 1, Statement 1.1.

Areas for improvement
The service should continue to maintain the current very good standard of this quality statement.

The manager had identified as an area for improvement within the self assessment the need to encourage more parents/carers to become involved in the parents’ committee and for parents/carers to return questionnaires electronically.

Grade awarded for this statement: 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

Through discussion, reviewing documentation and observing practice we found the manager had the skills and experience to take the staff team forward and effectively continue to implement change as required to deliver better outcomes for people using the service. She had a clear vision for the nursery and demonstrated a high level of professional competence in all areas.

The manager carried out staff observations and monitored staff practice, planning and children’s profiles.

The Improvement Plan provided comprehensive targets, timescales, actions and a means to monitor the impact and outcomes for staff and people using the service.

Staff stated they had benefited from being involved in the improvement planning process and were using the Child at the Centre 2 performance indicators as part of the self-assessment and self-evaluation process.

The manager stated that Child at the Centre 2 was used as their quality assurance scheme and the focus would be on assessing the quality of the service, gathering evidence and planning next steps.

The nursery had gained partnership status in June 2013 and South Lanarkshire Council’s (SLC) early years development team had conducted a first visit to the service in September 2013.

Parents/carers and staff confirmed they found the manager and staff team to be very approachable and supportive when undertaking new challenges.

Some staff were registered with the Scottish Social Services Council (SSSC) and were working to their code of conduct guidelines and other staff had applied to register. Staff had opportunities to continue their own professional development by attending training and researching information online.

The manager attended learning community meetings and training to share good practice and gain further ideas to promote and enhance the nursery.
Parents’ meetings, newsletters and questionnaires all supported the quality assurance systems within the nursery. The service was continuing to develop children’s Personal Plans and information on children’s learning and development.

Twelve parents/carers who completed Care Standards Questionnaires stated they strongly agreed that the service involved them and their child in developing the service for example asking for ideas and feedback.

Some comments were as follows:

"I was welcomed by the manager when I went to visit and was given all the relevant information."

Areas for improvement
To continue to use the Child at the Centre 2 performance indicators as part of the self assessment and self evaluation process in order to focus on assessing the quality of the service, gathering evidence and planning next steps.

Although staff had carried out peer assessments these needed to be further developed to allow for more positive criticisms to be recorded in order for staff to improve their practice.

To continue to provide appraisals for all staff members and staff to audit their own personal practice.

Grade awarded for this statement: 4 - 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
The refurbishment of the existing premises into a nursery has resulted in a high standard of decor and equipment in all areas which provides children with a bright, well equipped environment in which to grow and learn.

The service has been granted a variation which gives flexibility for children to move on before their second birthday which involves changing the age range of the toddler room (2 - 3) to 18 months to 3 years.

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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5 Summary of grades

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6 Inspection and grading history

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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Telephone: 0845 600 9527
Email: enquiries@careinspectorate.com
Web: www.careinspectorate.com