

## Care service inspection report

# The Glasgow Academy - Dairsie Nursery and Kindergarten

## Day Care of Children

54 Newlands Road

Glasgow

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Telephone: 0141 632 0736

Type of inspection: Unannounced

Inspection completed on: 19 February 2015



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### **Service provided by:**

Glasgow Academicals War Memorial Trust

### **Service provider number:**

SP2003003598

### **Care service number:**

CS2005101325

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## Summary

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

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

### We gave the service these grades

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

### What the service does well

We found that the service had developed very good relationships with parents and children. Both children and parents had good opportunities to be involved in assessing the quality of the service offered. Staff provided children with a wide range of curriculum activities to extend their knowledge and skills.

### What the service could do better

To further involve parents in assessing and improving the service, the management could provide parents with the opportunity to grade the service through the Care Inspectorate Quality Themes and Statements.

### What the service has done since the last inspection

Since the last inspection the service had introduced play and stay sessions for parents. This enabled them to spend time in the playroom observing their child and taking part in a range of activities. Feedback received from parents regarding these sessions was very positive.

## Conclusion

We found that the service was performing very well in the areas covered by this inspection. The management was receptive to ideas from parents, staff and children. The established staff team were committed to supporting children and parents to promote their health and wellbeing. The service should implement the recommendation made in this report to further improve the service offered.

# 1 About the service we inspected

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

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

### Requirements and Recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Dairsie Nursery and Kindergarten is a service provided by The Glasgow Academy. The service operated from premises in the Newlands area of Glasgow. The service is registered to provide care and education to a maximum of 17 children aged 3 years to those not yet attending primary school. Children can attend on a part-time or full-time placement.

The service works in partnership with Glasgow City Council to provide pre-school education.

Through viewing the aims of the service it was noted that they aimed to "ensure children feel secure and happy in a caring environment."

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://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. This was carried out by one Inspector. The inspection took place on Thursday 19 February 2015.

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 fifteen care standard questionnaires to the service to distribute to parents. Seven were completed and returned before the inspection.

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

We spoke with:

- fifteen children
- manager
- three staff
- six parents

We looked at:

- participation strategy
- minutes of staff meetings
- newsletters
- parental questionnaires
- children's questionnaires
- accidents/incident reports
- policies and procedures
- medication records
- the environment and equipment
- staff training
- children's care plans/profiles

### **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](http://www.firelawscotland.org)

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

There were no recommendations made at last inspection.

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** 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 completed self-assessment document from the provider. We were satisfied with the way the service had completed this and with relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, areas for development and any changes they planned.

## **Taking the views of people using the care service into account**

During the inspection visit we found that children were happy and comfortable within the service. Children were confident in their interactions with staff and their peers. Some of the children told the Inspector that they enjoyed going outside to play.

## **Taking carers' views into account**

Seven parents returned our questionnaire and we had the opportunity to speak with a further six parents during the inspection. Both written and verbal feedback confirmed that parents were very happy with the quality of service they received. Parental comments included:

"Within the space of four weeks, our child is already developing confidence and strong friendships and is extremely happy in his class"

"The individual learning environment is amazing."

"All the staff are exceptional at their job."

"The manager runs the class in a very organised manner."

## 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

At this inspection, we found that the performance of the service was very good for this statement.

We found the service provided very good opportunities for parents to share their ideas and views about the quality of care and support offered. This was achieved through the use of questionnaires, feedback sheets, verbal discussion and parent group.

Parents had the opportunity to meet with staff to discuss their child's progress and development. They had access to their child profile at all times and were encouraged to comment on their development. One parent wrote "our child has shown increased development in particular speech and numeracy."

All feedback received by the service was collated and shared with parents including any action required. This provided parents with evidence that any concerns, issues or suggestions were taken seriously and responded to by management.

Children's views had been sought through discussion, floor books and mind mapping. Children were involved in planning the topics they wanted to learn about.

The service used a questionnaire to ask parents if they felt that their family had been cared for and supported by the service. Feedback was very positive and included the following comments:

"We have been delighted by the friendly and supportive care shown by all staff and the genuine interest in our child and wider family"

"My children are being supported well in their learning."

"All teachers have been very supportive to our family."

The service had recently introduced stay and play sessions for parents. These had been very successful with one parent writing "fantastic morning seeing my child and his friends having so much fun doing the activities" with another commenting "I enjoyed spending time with the children and getting to know everyone."

### **Areas for improvement**

The service should continue to seek ways to involve parents and children in assessing and improving the quality of care and support provided.

**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

At this inspection, we found that the performance of the service was very good for this statement.

A wide range of documentation was used to enable the service to develop a personal plan for each child. This included a registration form which contained emergency contact details for parents and child's doctor. Medical and dietary requirements were discussed and recorded prior to child starting at the service. Children's likes, dislikes, interests, friends and family were also recorded. Each child had a learning story which charted their progress and development. A system called "I'm a star" was used to celebrate children's achievements both in the service and outside. Parents had access to this profile at all times and were encouraged to comment. A written report was given to parents which explained their child's strengths and next steps for learning. This information allowed staff to take account of children's preferences and interests when planning activities. A system was in place to update these details in line with new legislation.

Effective procedures were in place to assist staff to understand their responsibility in relation to protecting children. Staff confirmed that they had accessed child protection training. Most staff had attended training and discussed the "Getting it Right for Every Child" document. Information was displayed for parents including photographs of how the service implemented the wellbeing indicators for their child.

We found that the service had systems in place for recording accidents and incidents. In the sample viewed at inspection it was found that these had been signed by parents. This resulted in the parents being kept updated of any issues or concerns.

To help keep the children active they had access to the school playground and had access to the school physical education teacher. This provided the opportunity for them to participate in energetic play and enjoy fresh air.

We found that the service had good systems in place to store and administer medication. We concluded this after we reviewed the medication policy, records of medication that had been administered and spoke with staff.

The parents who responded to our questionnaire and those spoken with on the day of the inspection confirmed that they were very happy with the quality of care their child received. One parent told the Inspector "the care and attention my child receives is very good" with another stating "staff really care about the children."

## Areas for improvement

The Inspector discussed with the manager the circumstances in which the Care Inspectorate should be notified in relation to accidents. The Inspector signposted the service to the Care Inspectorate best practice document Management of Medication in Daycare of Children and Childminding Services. (See recommendation 1)

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

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. The service should access a copy of the best practice document in relation to medication.

National Care Standards for Early Education and Childcare up to age 16. Standard 3:6 Health and Wellbeing

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

### Service strengths

At this inspection, we found that the performance of the service was very good for this statement.

The service used a questionnaire for parents to share their views on the quality of the environment and resources available. Written feedback was of a positive nature and included the following:

"We are very happy with the playroom and feel our child is learning and developing well."

"The room is always bright and welcoming."

"It is exciting to see how a theme can be expressed in so many ways."

"Frequently changing the role play area keeps it fresh and interesting."

Children expressed their views about their favourite areas through a questionnaire. One child commented "I like to play in all areas of the nursery" with another stating "playing with the pirate ship."

### Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment provided.

**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

At this inspection, we found that the performance of the service was very good for this statement.

The school grounds had a secure entry gate then the building itself had intercom entry. The playground area was covered by CCTV and security lighting. This prevented any unauthorised people entering the grounds or premises. A password system was in place if a child was being collected by another adult. This resulted in the children being protected in relation to security.

Children were signed in/out of the service by their parent with the staff over seeing this and noting the number of children in attendance on the whiteboard.

On the day of the visit it was observed that the service was clean, safe, secure and in a good state of decoration. This was agreed by the parents who responded to our questionnaire. One parent stated "I have no concerns about leaving my child as I know he is in a safe environment."

Risk assessments were carried out by management and staff for inside and outside of the building and any outings undertaken. These contributed to the safety of staff, children and parents using the service. All maintenance issues were reported to the school janitor who kept a written record and arranged repairs.

The service had developed satisfactory policies and procedures in relation to infection control. We observed staff practice during the inspection which demonstrated that they were following procedures. The service had focused on the importance of hand washing with the children. An information cartoon and song was used to discuss why they had to wash their hands.

### Areas for improvement

The service should continue to ensure that the premises are safe and secure for children attending.

**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

At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

The Inspector viewed evidence that confirmed that parents had the opportunity to comment on the quality of staff employed within the service. Feedback indicated that parents were happy with the staff. One parent wrote "absolutely delighted with the wonderful nurturing and warm learning environment provided by staff" with another commenting "friendly approachable staff who are easy to speak to."

### Areas for improvement

Through the self-assessment document the service highlighted that they would continue to encourage parents to work alongside staff on a more regular basis to improve the quality of staffing.

**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

At this inspection, we found that the performance of the service was very good for this statement.

All childcare staff had registered with the Scottish Social Services Council which is the body that regulates the care workforce in Scotland and sets standard for training and qualifications. The manager of the service was registered with the General Teaching Council.

All seven parents who responded to our questionnaire "strongly agreed" that they were confident that staff had the skills and experience to care for their child and support their learning and development. One parent commented "staff have been brilliant and have supported our needs as parents and provided guidance and encouragement to our child."

Regular meetings allowed the staff team to discuss issues and concerns relating to the service or individual children. Staff had the opportunity to contribute to the agenda for these meetings and a record was kept and made available to them for reference. Staff confirmed to the Inspector that they were consulted on any changes proposed for the service.

A yearly review took place between staff and management. This resulted in the setting of objectives for the coming year and discussion as to what training was required. A six month support meeting charted the progress made.

Staff confirmed to the Inspector that they had access to wide range of training courses to further extend their knowledge and skills. These included child protection, first aid, autism, maths, numeracy, literacy and better environments.

During the inspection visit it was noted by the Inspector that staff worked well as a team. The interaction observed between staff and children was very positive. Staff nurtured, praised, included and encouraged the children throughout the visit.

### Areas for improvement

The service provider should continue to offer training opportunities for staff to further development their skills and practice.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

### Service strengths

At this inspection, we found that the performance of the service was very good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

A questionnaire was used to ask parents if they felt involved in the service. Again feedback was very good with one parent commenting "staff actively keep you informed and invite you to be involved in social events" with another stating "parents and relatives are always made to feel very welcome and involved."

### Areas for improvement

Through the self-assessment document it was noted that the service identified that they would review the termly questionnaires to see if any changes were needed.

**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

At this inspection, we found that the performance of the service was very good for this statement.

The service Improvement Plan gave an overview of the areas that were being focused on. This took account of the priorities set by the school and those identified by the service. Management and staff had been involved in reviewing the plan.

Management and staff used Child at the Centre 2 to assess quality standards and improve outcomes for children. The manager carried out monitoring within the service. Findings were discussed with staff and any action required was followed up. Peer assessment was used to monitor children's learning stories.

The service operated an open door policy which encouraged parents and staff to approach management at any time to discuss improvements, concerns or issues.

Written feedback viewed by the Inspector confirmed that the service encouraged parents to be involved in the life of the service. One parent commented "regular newsletters as well as the PTA led events have resulted in us feeling part of a little community".

Of the seven parents who responded to our questionnaire five "strongly agreed" and two "agreed" that the service had involved them and their child in developing the service. One parent wrote "you get lots of opportunities to make suggestions on how the service could improve".

### Areas for improvement

The manager should continue to develop her monitoring system to evidence the impact any improvements made have on the outcomes for children.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in 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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
13 Nov 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
23 Feb 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed

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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## Translations and alternative formats

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