

Care service inspection report

Full inspection

KingsWellies Nursery **Day Care of Children**

Plot 8
Prime Four Business Park
Kingswells
Aberdeen

Service provided by: Kingswellies Nursery Limited

Service provider number: SP2014012334

Care service number: CS2014328470

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.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

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	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

The whole staff team provide a welcoming service to children and families. The service actively encourages feedback from children and parents and takes this into account when planning children's individual care and improvements to the service.

What the service could do better

The service to ensure that all staff undertake regular, effective, observation, assessment and evaluation of children. This to then influence effective next steps in learning for individual children.

What the service has done since the last inspection

This is the first inspection for this service.

Conclusion

This purpose built nursery is bright and welcoming. Management and staff work well together to provide a caring and nurturing environment for children and families.

1 About the service we inspected

The service is situated in the Prime Four Business Park, outside Kingswells, to the west of Aberdeen. The building has been purpose built on one level and older children may independently access the secure outdoor play area from each of the playrooms.

The service is registered to provide a care service to a maximum of 123 children aged from birth to those not yet attending primary school.

The aims of the service include:

- To provide a safe, happy, caring, stimulating and secure environment for our children.
- To work together with parents as partners to improve learning and care.
- To value and empower our children and staff.
- To develop a culture of ambition and achievement.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are, safe, healthy, achieving, nurtured, active, respected, responsible

and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

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

This service was registered with the Care Inspectorate on 10 April 2015.

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 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 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. The inspection was carried out by two inspectors. The inspection took place on 17 and 18 May 2016. We gave feedback to the owner and management team on 18 May 2016 and following 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 40 Care Standards Questionnaires (CSQs) to the manager to distribute to parents and carers. Parents and carers returned 32 CSQs before inspection.

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

We communicated with:

- approximately 30 children who used the service
- six parents/carers
- nursery owner
- management team
- nursery cook.

We looked at:

- health and safety records
- medication policy and procedures

- accident and incident records
- complaints records
- children's records
- service improvement plan
- service photographs of activities
- information available to parents on the notice board
- forty CSQs returned to us by parents
- playroom displays
- observing how staff work
- staff recruitment records
- staff continuous professional development records
- examining equipment and 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.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

Taking the views of people using the care service into account

The children present throughout the nursery during the inspection were aged from around eight months to four years old. We observed the children independently accessing and enjoying a range of activities suitable to their individual stages of development. During the day the older children could independently access the secure outdoor play area under the supervision of appropriate numbers of staff.

The children were comfortable in the setting and relaxed in their interactions with staff and inspectors. Children were comfortable approaching staff and we observed children and staff to have relaxed and affectionate relationships.

Children's comments included:

- "We're building a castle, we need to tidy this first".
- "My castle's fantastic".

- "I like garlic doughballs, I said to my daddy to make smaller ones next time".
- "Who's your doctor? Have you been there a long time?"

Taking carers' views into account

Thirty two parents returned CSQs. We had the opportunity to speak with a further six parents/carers during our inspection. Parents told us that they felt very welcome in the service and that they found staff approachable, friendly and informative.

Parent comments included:

- "I feel the service strives for continuous improvement. Feedback is encouraged and welcomed and dealt with in a professional manner. I am confident my child is well cared for and their needs met".
- "We have used a number of nurseries due to relocation and we could not be happier with this one. Our child is thriving. The manager is ambitious, driven, hardworking, caring, approachable and friendly".
- "Our child is always so happy to go into nursery. It is a pleasure to see her so happy and it makes it so easy for us to leave her there as we know she will be happy and very well looked after. All the staff in the nursery know her name and that we are her parents".
- "For a new nursery, almost a year from opening, I feel it is progressing very well".
- "KingsWellies provides an educational, fun filled learning environment, where staff know the children and understand each child's individual needs. The atmosphere is family-like and the children are encouraged to progress. The staff have a wide range of skills and interest which they share. I feel secure knowing my child's best interest will be considered".
- "A lovely stimulating nursery. I can confidently leave my child and know that

she is going to have a fun filled day full of learning. Manager, Kerry is always available and happy to discuss any queries".

- "Although KingsWellies is unable to take children to libraries and parks due to the location, the nursery is brilliant at forming links with the community and has lots of visitors instead".
- "Fantastic facilities with highly motivated and enthusiastic staff. Great outdoor space".
- "The quality of care and range of activities and foods are brilliant and I'm very happy with the care and service they provide".
- "More feedback on my child's development and progress would be valuable".
- "Kerry and the team go above and beyond the call of duty to give the children the best possible experiences they can whilst at nursery. We really feel part of the 'KingsWellies family'".
- "We feel as parents our suggestions and feedback have been acknowledged".
- "I am satisfied with the nursery. There have been a few occasions when I have picked up my child and their face was very dirty with dried mucus and dirt. I also feel the security entrance system could be improved. Although a unique entrance code is issued, you can enter/leave the building very easily when others are entering/leaving without being challenged and enter a child's room without any issue".
- "The management team are very focussed and communicate well with me. Now the management team are settled I hope the staff within rooms remain settled, as there seems to have been a number of staff changes over the last year. There was a really good feel about the place on parents' evening. This is one of the friendliest nurseries I have been in. We are always welcomed and acknowledged. Credit to Kerry and her staff team".
- "I do not have a single negative thing to say about the nursery. My child loves going. The staff are lovely, friendly and enthusiastic. The owner knows every

child and makes every effort to speak to children/parents when she sees them".

- "We regularly receive newsletter and emails with updates and news of what's happening in the nursery and really appreciate what the manager and her team are trying to achieve for the children of KingsWellies".

Parents/carers comments and references to our questionnaires are included 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: 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

We did not inspect all the statements within this theme on this occasion. The findings are based on inspection of statements 1 and 3.

At this inspection we found that the service was very good at involving children and parents in assessing and improving the overall quality of the service provision, which included care and support. We looked at service improvements, relevant documentation, spoke with children, parents and staff and observed staff practise to assess this statement.

The service had strategies in place which encouraged children and parents to participate in the life of the service and in assessing and improving the overall quality of the service, including care and support. These included:

- Staff welcomed children and parents into the nursery at the start of the session and some parents came into the classrooms to settle their child to an activity before leaving. Parents told us that they found the service to have a welcoming family atmosphere and found staff very approachable.
- Parents had regular opportunities throughout the year to discuss and influence the overall quality of the service provided, including care and support. For example, parent information meetings, stay and play visits and daily dialogue with staff.

- The service invited regular feedback using a number of different methods. Wherever possible the service was responsive to children's and parents input.
- Staff actively listened to children throughout the sessions. Children and staff regularly evaluated activities. This information then influenced the forward planning for the activities and the service. Children were included and their opinions respected.
- Staff responded positively and enthusiastically to prompts from children, picked up on children's interests and effectively extended children's play experiences. For example, during one session the staff introduced tubes and cups to the stickle brick table in order that children may explore which bricks did and didn't fit.

Parents told us that they felt they were active participants in the life of the service.

Parents who returned the CSQs agreed that they received clear information about the service before starting and that they were kept well informed about what was happening in the service.

Areas for improvement

The service should continue to develop strategies which effectively involve children and parents in assessing and improving the overall quality of the service provided, including care and support.

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

We did not inspect all the statements within this Theme on this occasion. The findings are based on inspection of statements 1 and 3.

At this inspection we found that the service was good at ensuring children's health and wellbeing needs were met. We looked at relevant documentation, health and safety records; spoke with children, parents and staff and observed staff practise to assess this statement.

Parents and staff shared comprehensive information about each child before they started with the service. The service then used this information to support the settling in process and the forward planning for individual children.

Staff had good knowledge of children as individuals and each child had an individual care plan showing how the service would meet their ongoing care and support needs.

Throughout the sessions we observed staff to be engaged with the children and to take the opportunity to extend children's learning where appropriate.

Staff demonstrated an understanding of the difference the service was expected to make to children. Where required, there was regular and appropriate communication with other professionals, effectively improving outcomes for children.

Parents told us that staff knew their children well and were very supportive of the children and their families. Staff kept them well informed about their child's progress and included the parent/s in any decisions regarding their child's welfare, care and support.

Staff had a clear understanding of their role and responsibilities in relation to keeping children safe and most had undertaken child protection training which supported good outcomes for children.

Staff supported children to make healthy lifestyle choices and raised their awareness of the wider environment which included:

- Regular physical activity in the secure outdoor play space which adjoined the building.
- Visits from health professionals and parents with skills to share. This included fun exercise with a personal trainer, football coaching and Zumba, P.E. lessons, Pyjama Drama and Jo Jingles.
- Menus offering healthy options and regular baking activities with the nursery cook.

These activities contributed to raising children's awareness and promoted children's self-confidence, personal skills and self-esteem.

We observed children's successes to be recognised, celebrated and shared. This contributed to the nurturing and inclusive ethos of the setting.

Most staff undertook regular, effective, observation, evaluation and assessment of the children. They regularly evaluated children's learning and identified, recorded and implemented children's next steps for learning. This supported children to influence the direction of their learning and development.

Most parents who returned the CSQs agreed that staff regularly assessed their child's learning and development and used this to plan their next steps. Four parents didn't know. Most parents agreed that staff shared information about their child's learning and development with them and, where appropriate, their child. One parent disagreed.

Areas for improvement

We reviewed a sample, from each room, of children's personal care plans. Children's individual care plans require to be reviewed at least every six months. Not all care plans were being regularly reviewed or at least every six months **(please refer to Requirement 1)**.

The pro forma which had been developed for the administration of medication included all required information. However, not all the relevant information had been appropriately completed for each child **(please refer to Requirement 1)**.

In one of the rooms staff had not undertaken regular, effective, observation, evaluation and assessment of learning for all children. Staff had not regularly identified and implemented informed next steps in learning for all children **(please refer to Recommendation 1)**.

In one of the rooms staff had undertaken regular observation, evaluation and some assessment of children's learning. Staff had not regularly identified and implemented informed next steps in learning for individual children **(please refer to Recommendation 1)**.

At different points during the inspection we observed some children to have grubby faces which were not cleaned by staff. At one point, this included two children with runny noses and several children who had been outside and come back in to the playroom with dirty faces. **(please refer to Recommendation 2)**.

Grade

4 - Good

Requirements

Number of requirements - 1

1. In order to ensure the ongoing health, welfare and safety needs of children are met, the provider, managers and staff must ensure:

- Medication records accurately detail children's individual symptoms which indicate when medication requires to be administered. This to include but not exclusively, 'as required' medications.
- Each child's individual care plan to be reviewed with parents at least every six months.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4(1)(a) Welfare of Users.

Recommendations

Number of recommendations - 2

1. In order to promote education programmes which support individual children's learning and development, the provider, managers and staff to ensure that all staff regularly undertake effective observation, evaluation and assessment of all children's learning. This to include, but not exclusively, identification and implementation of informed next steps for individual children.

National Care Standards Early Education and Childcare Up to the Age of 16
- Standard 4: Engaging with Children, Standard 5: Quality of Experience and Standard 6: Support and Development

2. In order to promote the dignity, health and wellbeing of children, staff to ensure they are vigilant and promptly attend to children's personal care.

National Care Standards Early Education and Childcare Up to the Age of 16 -
Standard 2: A Safe Environment and Standard 3: 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

We did not inspect all the statements within this Theme on this occasion. The findings are based on inspection of statements 1 and 2.

At this inspection we found that the service was very good at involving children and parents in assessing and improving the quality of the environment within the service. We looked at service improvements, relevant documentation, spoke with children, parents and staff and observed staff practise to assess this statement.

The care standard questionnaires returned by parents indicated that most parents agreed that the service had a safe, secure, hygienic, smoke free, pleasant and stimulating environment. Two parents thought this not applicable. All parents agreed that the service had a suitable range of equipment, toys and materials for the children.

For further information relative to this statement please refer to theme 1, statement 1.

Areas for improvement

Please refer to quality theme 1, statement 1 for further information relative to this area for improvement.

Grade

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 did not inspect all the statements within this theme on this occasion. The findings are based on inspection of statements 1 and 2.

At this inspection we found that the service was very good at making sure the environment was safe and the children were protected. We looked at resources, safety records, written risk assessments, medication records, spoke with children, parents and staff and observed staff practise and the environment to assess this statement.

KingsWellies nursery occupied a stand-alone building in the Prime Four Business Park on the outskirts of Kingswells, Aberdeenshire. There were three nursery playrooms, accommodating children from birth to pre-school.

The building was purpose built, opening in 2015 with a secure entry system which was effectively operated by staff, promoting the safety of children.

The building was spacious, light and airy. The room layouts allowed children to move safely between activities and encouraged children to make their own choice of activity. The layout and space in the rooms allowed children to play comfortably in groups or on their own. Older children had independent access to a comprehensive selection of large and small play equipment in the secure outdoor space, which was appropriately supervised.

We observed that potential hazards, both inside and outside, had been risk/benefit assessed and minimised as appropriate. Staff were aware of risk/benefit and they encouraged children to make decisions about their own safety,

appropriate to their stage of development. This promoted the children's independence, safety and personal development.

We observed children to be confident and capable whilst using the large and small outdoor equipment; they were happy to include us in their activities and described to us what they were doing and how they used the tools and helped to 'build things'.

The environment and resources were seen to be clean and well maintained and staff described effective cleaning systems. All cleaning equipment was stored securely. Children and staff undertook effective hand washing before snack and handling food and after toileting and outside play. This promoted the prevention and control of infection within the setting.

Staff welcomed parents and children into the classrooms when they arrived and when parents arrived to collect their children staff ensured that all children left with an appropriate adult. This promoted the safety of children.

The parents who returned the care standard questionnaires agreed that there was enough space for the children to play and become involved in a range of activities and that the service had a suitable range of equipment, toys and materials for the children.

Areas for improvement

During sleep time in the Welly Tots room we had some concerns about the placement of sleep mats and that the environment was too noisy and bright to allow children to rest or sleep comfortably. There was the potential for children using the climbing frame to fall on those on the sleep mats and staff were stepping over the children on the mats to access the nappy changing area and medication store **(please refer to Recommendation 1)**.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. In order to ensure the health, welfare and safety of children, the provider, managers and staff to observe and review the current sleep procedure. The service to then implement an amended sleep procedure which promotes a safe, relaxed environment in which children may be supported to rest and sleep.

National Care Standards Early Education and Childcare Up to the Age of 16 -
Standard 2: A Safe Environment and Standard 3: Health and Wellbeing

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

We did not inspect all the statements within this theme on this occasion. The findings are based on inspection of statements 1 and 3.

At this inspection we found that the service was very good at involving children and parents in assessing and improving the quality of staffing within the service. We looked at service improvements, relevant documentation, spoke with children, parents and staff and observed staff practise to assess this statement.

The CSQs returned indicated that most parents agreed they were confident that staff had the skills and experience to care for their child and support their learning and development. Two parents didn't know. Parents agreed that they were confident that there were always enough staff to provide a good quality of care.

For further information relative to this statement please refer to quality theme 1, statement 1.

Areas for improvement

Please refer to quality theme 1, statement 1 for further information relative to this area for improvement.

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

We did not inspect all the statements within this theme on this occasion. The findings are based on inspection of statements 1 and 3.

At this inspection we found that the service had a very good professional, trained and motivated workforce, which operated to National Care Standards, legislation and best practice. We looked at staff training records, spoke with children, parents and staff and observed staff practise to assess this statement.

Following a period of some staff change the current deployment of staff provided continuity for the children and the service. Whilst staff were primarily allocated to one room, they were familiar with the children throughout the nursery. We observed children to be comfortable approaching staff and sharing their thoughts and opinions. Staff were enthusiastic and approachable with both children and parents.

Staff worked well together within their teams and as a whole nursery unit.

New staff described an appropriate recruitment process which included, panel interview, classroom interview, two references and updated Protection of Vulnerable Groups (PVG - police check).

Current staff were appropriately qualified and registered with the General Teaching Council (Scotland) (GTCS) or the Scottish Social Services Council (SSSC) in accordance with the roles they held. All social service workers (that is nursery practitioners) require to be registered and regulated by this professional body (SSSC). The aim of the organisation is to promote and regulate education and training and raise the standards of practice by social service workers, promoting good outcomes for the children in their care.

We observed staff to work well together and be enthusiastic, engage with the children and enhance and extend children's learning opportunities. Staff actively

listened to children and supported children to extend their learning in a manner appropriate to each child's stage of development. This promoted children's personal development and confidence.

Staff were caring and nurturing towards the children and encouraged children to be kind to each other. Staff managed children's behaviour in an effective manner whilst respecting the dignity of each child.

Most staff had undertaken regular, comprehensive, training and development both in house and with external trainers. This included child protection, outdoor learning, manual handling, curriculum for excellence, building the ambition, makaton (a language programme using signs and symbols to help people communicate) and infection control. We observed appropriate practise in relation to these areas which supported good outcomes for children.

Staff undertook additional training, should this be required, in order to support the individual needs of children.

Parents who returned the CSQs agreed that their children appeared happy and confident with staff. Most parents agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development. Two parents didn't know.

Areas for improvement

Most of the information in staff folders was appropriate. However, some of the records were not appropriately dated. We discussed with the management team the importance of dating file documents.

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 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

We did not inspect all the statements within this theme on this occasion. The findings are based on inspection of statements 1 and 4.

At this inspection we found that the service was very good at involving children and parents in assessing and improving the overall quality of the service provision, which included management and leadership. We looked at service improvements, relevant documentation, spoke with children, parents and staff and observed staff practise to assess this statement.

The CSQs returned indicated parents agreed that overall they were happy with the quality of care their child received in this service and that the service had involved them and their child in developing the service, for example, asking for ideas and feedback.

For further information relative to this statement please refer to quality theme 1, statement 1.

Areas for improvement

Please refer to quality theme 1, statement 1 for further information relative to this area for improvement.

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

We did not inspect all the statements within this theme on this occasion. The findings are based on inspection of statements 1 and 4.

At this inspection we found that the service had good quality assurance systems which assessed the quality of the service provided. We looked at relevant documentation, service improvements, spoke with children, parents and staff and observed staff practise to assess this statement.

KingsWellies nursery opened in April 2015. In order to ensure a smooth start with a new team the management team initially identified the key areas of focus for the 2015/16 improvement plan. The manager confirmed that going forward this process would involve everyone with an interest in the service.

The nursery currently had four individual actions plans for improvement which included:

- Building our Nursery - Ethos and Expectations - this included ongoing staff familiarisation with key documents. For example, Pre-Birth to Three, National Care Standards and Setting the Table. Staff and management met regularly to discuss aspects of the key documents and staff discussed with us how this knowledge influenced their practise and improved outcomes for the children in their care.
- Building Confidence in KingsWellies Nursery Service - this included a focus on planning stimulating extended play experiences outdoors.

- Self Evaluation - this included encouraging parent feedback during parent evenings, stay and play visits and using the digital diaries.

Management were in the playrooms each day and undertook regular informal monitoring of practise. Management had begun more formal monitoring of practise beginning April 2015, following which constructive feedback was given to staff, influencing practise improvement and improved outcomes for children.

We observed the team to be enthusiastic about exploring ways in which the service could be improved. Where possible, throughout the year, staff and management took action on issues raised or suggestions received in order to improve the service.

Parents told us that they felt involved in the life of the nursery and that their opinion influenced service improvements.

Parents who returned the CSQs agreed that overall, they were happy with the quality of care their child received in this service.

Areas for improvement

In order to ensure that the Care Inspectorate maintains current information about registered services, all services are required to submit a notification, within timescales, of identified notifiable events. This includes, but not exclusively, notification of all reportable misconduct of behaviour that warrants investigation, dismissal or other disciplinary action.

During the previous year the provider and management did not make appropriate notification to the Care Inspectorate of the termination of employment of two members of staff. We discussed the events, of which we legally require to be notified, with the management team and highlighted the relevant guidance. Now that the provider and management team have full knowledge of the notification criteria and taking into account our knowledge of the service notification history, we are satisfied that in future the service is likely to comply **(please refer to Recommendation 1)**.

Please refer to quality theme 1, statement 3, requirement 1, recommendations 1

and 2 and quality theme 2, statement 2, recommendation 1 for further information relevant to this area for improvement.

The provider, manager and staff should continue to develop comprehensive quality assurance systems which involve everyone with an interest in the service in assessing the overall quality of the service provided. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The provider and management team must ensure they fully implement Care Inspectorate guidance, 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. Publication code: OPS-0212-119.

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

This service does not have any prior inspection history or grades.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

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

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