

Care service inspection report

Indigo Early Years Service @ 29 Dunagoil Road

Day Care of Children

John Paul II Primary School
29 Dunagoil Road
Castlemilk
Glasgow
G45 9UR

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 9 July 2013



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Service provided by:

The Indigo Childcare Group

Service provider number:

SP2007009288

Care service number:

CS2007165283

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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	4	Good

What the service does well

They were working hard to give children as many opportunities as they could to be active and independent in their play and learning. Staff were positive role models for the children and related to them in a warm, caring and sensitive manner.

Management and staff had developed very good relationships with parents and worked in partnership with them to ensure continuity of care for each child.

What the service could do better

The service should continue to develop their quality assurance systems and ensure all stakeholders involved in process.

What the service has done since the last inspection

Since the last inspection the service had reviewed and updated planning materials and processes to allow staff to monitor children's individual progress.

Conclusion

We found the service was performing very well in the areas covered by this inspection. Staff were supported by a motivated management team. The staff team demonstrated a positive approach towards the continued development of the nursery. Parents told us they were happy with the service and that their children enjoyed attending. Through observations it was evident to the Inspector that children enjoyed attending the nursery and participating in the range of activities offered.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

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

Indigo Early Years Service @ 29 Dunagoil Road operates from within John Paul II Primary School in the Castlemilk area of Glasgow. The service is run by a Board of Directors and is in partnership with Glasgow City Council. The service is registered to care for a maximum of 148 children, broken down into the following age ranges:

Under 2 years - 15 children

2 to 3 years - 25 children

3 years to under primary school age - 108

Through viewing the aims and objectives of the service it was noted that the nursery aimed to provide a "range of childcare services to meet the needs of children, young people and parents living 21st century lives."

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. This was carried out by Inspector Jackie Clark. The inspection took place on Tuesday 9 July 2013 between 09:30am and 16:30pm.

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 twenty care standard questionnaires to the Head Teacher to distribute to parents. Thirteen 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
- * the manager
- * sixteen staff
- * three parents

We looked at:

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

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

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

Two recommendations were made at the last inspection which have been fully addressed by the service.

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.

The service identified what it thought the nursery did well, some areas for development and any changes it had planned.

Taking the views of people using the care service into account

On the day of the inspection visit we observed that younger children had developed positive relationships with staff and that their individual needs were met in a sensitive and caring manner. Older children spoken with told us they enjoyed going to nursery. They confirmed that staff were nice and gave them lots of things to play with.

Taking carers' views into account

Thirteen parents returned our questionnaire and we had the opportunity to speak with a further three parents at our inspection. Of this number thirteen "strongly agreed" and three "agreed" that overall they were happy with the quality of care their child received. Parental comments included:

"I could not ask for any more from the nursery."

"My daughter's keyworker and the rest of the staff are great."

"I am happy with the quality of care my child receives on a daily basis at nursery."

"I know that my child is in a safe, caring and friendly environment."

"I could not praise my experience of this childcare enough."

"All the staff including office and canteen has respect for the children."

"The nursery is an excellent environment for my child."

"My child is very comfortable with staff and speaks fondly of them."

"Staff are friendly, approachable and there is generally it's a positive environment."

"I am very pleased with the service."

"The staff are friendly and welcoming."

"There is a wide range of indoor and outdoor activities that reflect the children's interests."

"My child is very happy and has formed good relationships with both staff and other children."

"My child especially enjoys exploring their outdoor area which is fab."

One parent felt that the children didn't get enough outings and another felt the daily sheet could be more accurate about activities undertaken. These issues were raised with the manager during feedback who agreed to review them.

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 involved children and parents and asked for their views about the quality of care and support in a range of ways. These included:

- Daily discussions with parents and children
- Parents meetings - formal and informal
- Parents noticeboards and displays providing relevant information
- Regular newsletters - encouraging feedback and ideas
- Daily sheet for younger children
- Questionnaires for parents who use the service
- E-mail and Facebook kept parents updated on nursery life

Older children had the opportunity to share their views through regular discussions which were recorded in big books. A voting system had been developed for the children to make choices regarding activities, learning and resources. At the end of each topic children discuss their learning with staff.

Written feedback received by the service from parents regarding the care and support their child received was very positive one parent stated "my child is coming along great" with another commenting "we have seen a big difference in my child's development."

Parents were provided with a nursery handbook which provided useful information about their child starting in the service

Children's individual profiles were available for parents to view. The nursery produced two written reports regarding a child's progress. Parents had the opportunity to comment on their child's development.

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 excellent for this statement. The service met the health and wellbeing needs of the children very effectively. We looked at personal plans, reviewed records including medication and accidents and observed the lunchtime practice.

A personal care plan was in place for every child and contained relevant information about their needs, interests, likes, dislikes and family. We found that a system was in place to review these plans with parents every six months.

The service had received positive feedback from parents in relation to the care their child received. One parent commented "I can't thank you enough for the help and support you provide to myself and my child" with another stating "you care and respect each child's individual need."

Children's profiles were kept in their playrooms. This made them easily accessible to parent and allowed children to share their learning. We examined a selection of profiles and found they contained quality information and clearly showed children's progress and development.

An infection policy was in place and available to assist staff. During the inspection staff evidenced good practice in relation to promoting good hand washing for themselves and children.

Satisfactory systems were in place for recording accidents and incidents and reporting these to parents. Most staff had accessed paediatric first aid training.

To help promote healthy lifestyles the nursery provided children with a healthy snack and encouraged physical development through the use of the outdoor area and school gym. This was confirmed by parents who responded to our questionnaire when eleven "strongly agreed" and two "agreed" that their child gets regular access to fresh air and energetic play.

The service had effective procedures in place for the storage and administration of medication which staff were able to describe to the Inspector.

Areas for improvement

Although the service handbook states that parents must administer the first dose of any medication given by staff should have been administered first by parent, this is not written into the medication policy. The manager agreed to update the policy to include this detail.

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

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 service received very positive feedback from parents about the environment they offered. One parent commented "interesting activities, relevant curriculum, excellent relationships and good feedback."

The service had an established eco group which included parents, children and staff.

The nursery had consulted with parents and children in relation to further developing the garden area. Plans had been drawn up and were displayed for everyone to view and comment on.

The nursery encouraged parents and children to be involved in recycling. The service had gained a bronze award.

Areas for improvement

Through the self assessment document the service indicated that they would continue to encourage parents to join their committee.

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.

We found that the nursery provided a safe and secure environment for children. Risk assessments had been carried out and recorded for the building, outdoor area and outings. These detailed potential hazards and measures in place to minimise risks. This helped ensure children's safety and wellbeing.

The service provider had developed a comprehensive range of policies and procedures regarding safety, infection control and health. Staff was observed by the Inspector adhering to these through their practice.

A secure entry system was in place with parents responsible for signing their children in/out. As a back up to this staff kept a separate register which enabled an accurate account of the number of children within the building to be recorded. Visitors were also requested to sign in, with the Inspector following this protocol.

Staff worked hard to create a positive learning environment where children could explore, experiment and enjoy making their own choices regarding resources and activities.

All thirteen parents who responded to our questionnaire "strongly agreed" that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment. One parent wrote "the nursery is an excellent environment for my child."

Areas for improvement

Although a record is kept when children's nappies are changed it is represented by a tick for morning and afternoon. The benefits of recording the times was discussed with manager who has agreed to review this procedure.

Through the self assessment document the nursery highlighted that they intended to develop a visitor's policy which would be included in the service handbook.

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.

Parents had developed positive relationships with staff which was evidence from observations and written feedback. Comments included:

"The staff are great."

"My son has a great time at nursery and always expresses how much he loves his teachers".

"The staff are always there to answer any questionnaires or concerns we have."

"I feel all staff are extremely friendly and helpful."

"All the staff are very approachable, accommodating and caring to the children."

"All staff are very friendly, caring and committed to caring for the individual child."

"A very hard working team of staff."

Areas for improvement

The service should continue to seek ways to involve parents and children in evaluating 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.

Staff were motivated and committed in their work and took responsibility for their own continued professional development.

They had access to a range of training opportunities provided by both the service and the local authority. An example of recent training was promoting positive behaviour and first aid. Staff confirmed to the Inspector that they found training beneficial.

Most staff were registered with the Scottish Social Services Council and were aware of their codes of conduct.

Staff met regularly as a team to discuss issues relating to the service and the children. Staff were able to contribute to the agenda for these meetings and a record kept for reference.

Staff employed within the service had a range of qualification, experience and skills. This enabled them to meet the individual needs of the children attending the service.

Staff took part in support and supervision meeting every six months. The benefits of this was that management and staff had the opportunity to discuss training needs, issues, concerns, personal and professional development.

Of the parents who responded to our questionnaire eight "strongly agreed", four "agreed" and one "didn't know" 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 "I was extremely apprehensive about sending my son to nursery and now I am totally at ease and trust them in every area of my child's development" another parent wrote "I go to work having 100% confidence that my child's care is catered for and his individuality is being nourished and respected."

Areas for improvement

Through the self assessment document it was noted that the manager would continue to support and assist staff to be reflective practitioners.

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

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.

Six parents who completed our questionnaire "strongly agreed" and seven "agreed" that the service had involved them and their children in developing the nursery, for example asking for ideas and feedback. One parent wrote "it's a very well run nursery."

Areas for improvement

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

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 good for this statement.

The management team had developed an Improvement Plan, which identified the priorities of the nursery. This had been done in conjunction with staff, parents and children.

We found that management team worked together to ensure that the nursery were providing a quality service to parents and children. Each month the manager submits a report to the Board of Directors detailing the progression of development and areas requiring improvement.

The service had a written complaints policy, which staff and parents were aware of. By viewing the complaints made to the service it was evident that they had been investigated thoroughly and this led to improvements.

A monitoring calendar and timetable had been introduced to assist the management in checking the quality of the service provided.

A range of paperwork was used to assist this process including child at the centre and how good is out school.

The service held current Investors in People award which was displayed for parents and visitors to view.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

Areas for improvement

The manager should continue to develop the quality assurance systems and ensure that all stakeholders are involved in the process. (See recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Develop quality assurance systems and include all stakeholders in process.
National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service.

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

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

6 Inspection and grading history

Date	Type	Gradings
15 Sep 2011	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
17 Aug 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
2 Oct 2009	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

Inspection report continued

18 Sep 2008	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 5 - Very Good

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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