

Inspection report

Healthy Steps Organic Nursery Day Care of Children

c/o The Church of the Good Shepherd
Hillington Road South
Hillington
Glasgow G52 2AA

Inspected by: Louisa McEwen
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 25 March 2009

Service Number

CS2006136758

Service name

Healthy Steps Organic Nursery

Service address

c/o The Church of the Good Shepherd
Hillington Road South
Hillington
Glasgow G52 2AA

Provider Number

SP2006008611

Provider Name

Healthy Steps

Inspected By

Louisa McEwen
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

25 March 2009

Period since last inspection

First inspection of service since registration.

Local Office Address

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Introduction

Healthy Steps Organic Nursery was deemed registered with the Care Commission on the 26th June 2008.

The service is currently registered for 28 children from birth to those not yet attending primary school and operates Monday to Friday from 08:00 to 18:00 hours. The service is located within the southside of Glasgow.

The accommodation is located within a church hall on a residential street over one level. Areas within the accommodation have been identified for children depending on their age range and stage of development. A secure garden gives children daily opportunities for outdoor play.

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

Quality of Care and Support - 5 - Very Good

Quality of Environment - 5 - Very Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

The report was written following an unannounced inspection on Wednesday 25th of March 2009 at 10am, feedback was also given on the same day.

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Views of service users

Twenty five Care Standards Questionnaires were sent to the service to be distributed; twelve were returned prior to inspection.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations

and issues as part of the RSA.

LOW

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

The inspection was undertaken by Care Commission Officers; Louisa McEwen and Wilma Lundie.

Evidence

During inspection, evidence was gathered from a number of sources including:

A review of a range of policies and procedures, records and other essential documentation, which included:

- Evidence supporting the service's submitted self assessment form
- Quality assurance information
- Staff training records
- Risk assessment information
- Service user feedback information
- Notice board information
- Staff meeting minutes
- Health and safety policies and procedures
- Child protection policy
- Staff files
- Staff supervision files
- Newsletter, memos, letters
- Certificate of Registration
- Improvement plan

Discussion took place with service staff including:

- The service owner/manager
- Child care staff

- Observation of staff practices

- Examination of environment and equipment

All of the above information was taken into account during the inspection process and was reported on.

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each

type of care service in 2008/09 and supporting inspection guidance, can be found at:
<http://www.carecommission.com>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

No requirements were made at the service's last inspection.

Comments on Self Assessment

A fully completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave very good evidence of service user involvement and how they planned to implement changes.

View of Service Users

The pace of the session for children was well organised and linked to their age and stage of development. Children were observed to be happy and content within the environment.

View of Carers

Staff were praised highly within the 12 Care Standards Questionnaires returned. Most parents were aware of the services complaints and child protection policies. Parents and carers gave a very positive picture of the nursery and service delivery.

Comments included:

'I am very happy with my child's development since joining the nursery.'

'I am happy and confident to leave my child in the care of staff within the nursery.'

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

The CCO evidenced a wide range of information relating to stakeholders assessing and improving the quality of care and support provided, methods included:

- * Parent and carer consultation questionnaires
- * Parent and carer participation policy
- * Children, parent and carer individual and group consultation meetings
- * Staff, parent and carers consultation process for policy development
- * Child-led planning, incorporating self and peer assessment
- * Thinking books, evidencing children's thoughts and ideas for play and learning activities both indoors
- * Children's evaluation of planning
- * Children's individual profiles to assess next steps in learning
- * Nursery newsletter updating parents and carers about nursery life
- * Home to centre sheets that parents and carers can respond to detailing children's planning, interests and activities that can be done in the home
- * Enterprise and citizenship initiatives
- * Complaints policy
- * Feedback to children, parents and carers on outcomes of consultations
- * Changes to service provision implemented from consultations with children, parents and carers.

Through discussion, staff confirmed the implementation of Assessment is For Learning (AiFL) methods throughout the service, these included children setting their own learning goals and participating in self and peer assessment.

As part of staff and children's evaluation of play and learning experiences, children are offered opportunities to comment and evaluate play and learning activities. Through discussion, parents, carers and children confirmed their views and ideas were sought, valued and acted upon.

Written responses from parents and carers confirmed their involvement in the inspection process.

Service users who completed Care Commission questionnaires indicated that they were very happy with the service provided.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.1: 5 - Very Good.

Areas for Development

Through discussion, the manager of the service confirmed the continued development of specific methods to consult and feedback outcomes to children, staff, parents, carers and other stakeholders. Methods included involvement of all stakeholders in the self-assessment process and linking questionnaires with Care Commission themes and grades.

The service is still establishing the concepts of assessment are for learning within the framework of (CfC) curriculum for excellence. Through discussion, the manager of the service confirmed continued training and development opportunities for staff to implement these methods.

The service should continue to develop and evaluate the very good practice identified within this Statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

The CCO evidenced a wide range of information, ensuring the health and wellbeing needs of service users are met. These included:

- * Application and enrolment forms detailing children's care, support and health needs
- * Settling in policy detailing visits prior to attending the service
- * Formal and informal opportunities for parents and carers to discuss the individual needs of their child including parent and carer evenings, daily written and verbal feedback
- * Health and safety policy
- * Child protection policy
- * Evidence of staff training in first aid, food hygiene and infection control procedures
- * Smile Too accreditation
- * Safe sleeping procedures
- * Healthy eating policy
- * Parent and carer information board displaying a wide range of information including information relating to health, social work and community involvement opportunities
- * Photographs and displays detailing children's participation in a range of activities promoting health and wellbeing

- * Information about the service and is available in differing formats and languages
- * Information about support services
- * Children's daily routine, achievements and successes displayed.

An appropriate range of up to date policies and procedures were available to support children's health, safety and well-being.

Through discussion, staff confirmed the importance of ensuring consistent, high-quality care and support for children attending the service. Staff were observed to have a very good understanding of the individual needs of children.

The nursery had a written policy on health and safety. All staff were aware of their roles and responsibilities ensuring a safe environment for children.

An up to date written policy and procedures on the use, storage and administration of medication was available. Written consent from parents and carers was part of the service's medication procedure.

The nursery handbook contained a statement explaining the services child protection policy. Staff demonstrated a clear understanding of their role and responsibility in protecting children from harm, abuse, bullying and neglect. Child protection training was incorporated into staff induction procedures and reviewed annually.

The nursery provides children with organic food daily; a healthy eating policy takes account of ethnic, cultural and dietary requirements including food allergies. Healthy lunch and snack menus were displayed for parents, carers and children. Copies of Nutritional Guidance for early years were available. Staff effectively supported children during snack and lunch time periods.

Children had daily opportunities to access fresh air and energetic physical play activities both indoors and outdoors. During the inspection, children were observed enjoying outdoor play opportunities.

Through discussion, staff confirmed a 'whole team approach' in the promotion of children's health and wellbeing within the nursery.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.3: 5 - Very Good.

Areas for Development

The service should continue to develop opportunities to extend children's independence over lunch, opportunities may include children serving themselves and setting the table. It may also be beneficial for staff to sit directly and eat with the children.

Through discussion, the manager of the service confirmed the purchase of an arm chair for baby room staff when feeding younger babies.

Robust cross infection procedures were in place, the service should now extend the current policy incorporating the use of best practice guidance 'Keep it clean and healthy - Infection control guidance for nurseries, playgroups and other childcare settings and Looking after you and your baby - A guide to health and hygiene for parents and others caring for babies.'

The service should continue to develop and evaluate the very good practice identified within this Statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

The CCO evidenced a range of methods used to facilitate service user and carer involvement in assessing and improving the quality of the environment within the service, these included:

- * Parent, carer and staff consultation and participation in future nursery developments
- * Thinking books evidencing children's thoughts, ideas and evaluations of the environment they play and learn in
- * Parent and carer questionnaires asking for feedback about the environment
- * Evidence of feedback to parents and carers regarding outcomes of consultation regarding the environment.

Written responses from parents and carers confirmed their satisfaction with the nursery environment.

Through discussion, staff confirmed they meet together regularly to discuss, evaluate and review the children's play and learning environment. This was evident within a range of newsletters, thinking books, planning and staff meeting minutes.

The CCO observed children actively participating in discussions regarding their play and learning environment.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2.1: 5 - Very Good.

Areas for Development

This section should be read in conjunction with associated comments made under Quality Statement 1.1.

The service should continue to develop and evaluate the very good practice identified within this Statement.

CCO Grading

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

The service is based within an adapted church hall; toilets and office space are separate from the main playrooms. Video entry to the nursery is monitored by staff from the baby and 2-5 year old play rooms. Baby room parents and carers access a different entrance minimising interruption to the main 2-5 year old playroom.

The service offers children a clean, bright and stimulating environment with suitable ventilation, heating and lighting. Toilets and an additional changing area are located out with the main playroom, children are supervised by staff going to the toilet. Appropriate hand washing facilities were available.

Convenient and sufficient storage facilities were available throughout the service. The furnishings were appropriate to the age range of children in attendance. The outdoor play area is checked daily to ensure any hazardous items are removed.

The nursery ensures appropriate staff ratios are in place at all times to enable children to experience the range of play and learning activities on offer.

Maintenance records and risk assessments procedures were in place and accessible by all staff. Fire, cross infection, medication and food safety information was available.

Environmental concerns were reported and recorded by staff. The manager then ensures repairs are carried out.

The presentation of the environment was stimulating and inviting. A balance of displayed children's work, art, printed text, photographs and posters was available. Displays were linked to topics, themes and interests of the children.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2:2 - 5 Very Good.

Areas for Development

The service should continue to develop and evaluate the very good practice identified within this Statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

The CCO evidenced a range of information to facilitate service user and carer involvement in assessing and improving the quality of staffing within the service, these included:

- * Staff induction programme
- * Parent and carer access to all service policies and procedures including, safer recruitment, whistle blowing, confidentiality, open access, complaints and child protection
- * Staff supervision records
- * Staff meeting records
- * Parent and carer meeting records
- * Parent and carer evening and information nights
- * Parents, carers and staff have the opportunity to contribute to the evaluation of the service
- * Parents and carers have access to Care Commission reports and National Care Standards
- * Each child attending the service has an allocated key worker, for parents and carers to link with
- * Daily opportunities for parents and carers to speak to their child's key worker
- * Daily opportunities for parents and carers to speak to the manager of the service

Parent and carer questionnaires asked specific questions in relation to staff performance.

Parents and carers confirmed positive relationships between staff and children.

On the day of inspection, the children were observed to have warm and supportive relationships with the staff.

Parents and carers confirmed they would not hesitate to speak to their child's key worker or manager of the service if they had a concern.

Staff confirmed they meet regularly with parents and carers both formally and informally to discuss their child's individual needs. This was also confirmed in written feedback from parents and carers.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 3.1: 5 - Very Good.

Areas for Development

This section should be read in conjunction with associated comments made under Quality Statement 1.1.

The service should continue to develop and evaluate the very good practice identified within this Statement.

CCO Grading

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a good performance in relation to this statement.

The CCO evidenced a wide range of information relating to the quality of staffing within the service. These included:

- * Staff development and training policy
- * Staff CPD (continuous professional development) meetings
- * Annual training plan
- * Induction procedure
- * Minutes of 'whole staff' review of service policies and procedures
- * Records of staffs participation in a range of training and development opportunities
- * Staff meeting records
- * A good range of resources and best practice information including Curriculum for Excellence, Child at the Centre Quality Indicators and the National Care Standards
- * All staff were qualified in line with Scottish Social Services Council qualification framework.

Written responses from parents and carers confirmed their appreciation of the staff team within the service.

Through discussion, staff confirmed they met regularly with the manager of the service to identify training and development opportunities. Staff felt very well supported by the manager of the service.

The CCOs observed staff throughout the inspection visit. Observations highlighted staff knowledge and understanding of the individual needs of children attending the service.

Children were observed to be confident and happy within the service, they approached staff throughout the inspection visit asking for help with activities and sharing play experiences.

Based on the findings of this inspection the service has been awarded the following grade for

this statement: Quality Statement 3.3: 4 - Good.

Areas for Development

Through discussion, the manager of the service confirmed the recruitment and retainment of staff had been an area she identified for further development within the service, several staff had moved on from the registration of the service. The CCO evidenced a range of information giving parents and carers up to date information regarding changes to staff team members. This was also confirmed in written responses from parents and carers who were satisfied with information they received and good performance of the current staff team. The manager should continue to develop strategies to retain staff team members within the service.

The service should continue to develop and evaluate the good practice identified within this Statement.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 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

Based on discussions with service users, staff members, parents and carers, a review of sampled written evidence, this service was found to have very good performance in relation to this statement.

The CCO evidenced a range of methods used to facilitate service users' and carers' participation in assessing and improving the quality of management and leadership of the service. These included:

- * Parent and carer questionnaires
- * Parent and carer information evenings
- * Opportunity for parents and carers to participate in nursery life
- * Open-door policy within the service for parents and carers
- * Evidence of continuous evaluation taking account of Scottish Government and Care Commission guidance
- * Service owner/manager available daily to speak to parents and carers
- * Parent and carer information pack.

Through discussion, staff confirmed a consistent good support from the manager of the service.

The manager of the service readily demonstrated a commitment to ensure the best possible outcomes for children attending the service. The manager was committed to her own professional development.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 4.1: 5 - Very Good.

Areas for Development

This section should be read in conjunction with associated comments made under Quality Statement 1.1.

The service should continue to develop and evaluate the very good practice identified within this Statement.

CCO Grading

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a good performance in relation to this statement.

The service's aims and objectives statement was displayed and available to parents and carers within the nursery handbook. Through discussion, staff confirmed their commitment to the nursery's aims and objectives. This was also confirmed in written responses from parents and carers.

The CCO evidenced a range of information relating to the introduction and development of quality assurance systems to measure quality within the nursery including the National Care Standards, Child at the Centre 2 and Curriculum for Excellence incorporating assessment is for learning.

Through discussion, children, parents, carers and staff agreed that the consultation methods already introduced by the service had been of benefit.

A system for pre - school children's transition from nursery to primary school was being developed.

A system for continuous professional development was in place. Staff confirmed they met on an individual basis to discuss their work, identify and evaluate their development needs. Staff confirmed their participation in a range of training for both professional and personal development. Records were available of courses and training attended by staff.

The Inspection Focus Areas of Protecting people - Child Protection and Notifications to the Care Commission and Scottish Social Services Council (SSSC) is reported under this quality statement. The manager was aware of the responsibility to ensure the protection of children within the service. The manager was aware of the responsibility to report to the Care Commission any instances of staff misconduct, including theft. The manager was aware of the responsibility to report to the SSSC instances of staff dismissal or occasions when a staff member resigns prior to dismissal.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 4.4: 4 - Good.

Areas for Development

Through discussion, the manager of the service confirmed the continued development of quality assurance systems that incorporate the views and ideas of children, parents, carers, staff and other stakeholders.

This section should be read in conjunction with associated comments made under quality

statement 1.1.

The service should continue to develop and evaluate the good practice identified within this Standard.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

N/A.

Requirements

No requirements were made during this inspection.

Recommendations

No recommendations were made during this inspection.

Louisa McEwen

Care Commission Officer