

Care service inspection report

Full inspection

Haugh Of Urr Nursery Day Care of Children

The Porta Cabin
Hardgate Primary School
Haugh of Urr
Castle Douglas



HAPPY TO TRANSLATE

Service provided by: Haugh Of Urr Nursery

Service provider number: SP2003002754

Care service number: CS2003011725

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.

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Summary

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

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

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

Haugh of Urr Nursery provides high quality care in a supportive environment, employing very good staff. Children enjoyed their learning experiences and had fun playing with their friends. Parents were very happy with the service their child received. It is very well-managed and we saw many examples of where systems have been introduced to improve how they work.

What the service could do better

We have asked that staff continue to use their improvement plan to develop the nursery.

Staff are aware of the limitations of the building they operate from. They have progressed plans for a purpose-built unit and we discussed this with the manager. We found that staff had worked hard to provide the best possible environment and used feedback from children to help with this.

What the service has done since the last inspection

The service had introduced a process to provide a 'whole service' review. This has enabled staff to see how they are performing and plan for future improvements.

The individual care plans for children have been improved, giving staff a better understanding of how to meet their needs.

Conclusion

Haugh of Urr Nursery is a highly performing service. We found they were committed to continuing to improve and increase the quality of care, support and learning.

1 About the service we inspected

Haugh of Urr nursery provides Early Education and Childcare and the current Conditions of Registration are as follows:

To provide a care service to a maximum of sixteen children aged two years nine months to those not yet attending primary school, of whom a maximum of four children may be aged from two years nine months.

During the operating times the service will have the exclusive use of:

(a) The Portacabin situated at Hardgate Primary School

(b) The enclosed outside play area dedicated to Haugh of Urr Nursery.

The service will have occasional use of Haugh of Urr Village Hall.

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 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com 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 carried out an unannounced inspection on 15 December 2015 between the hours of 8.45am and 5.15pm. We gave verbal feedback to the manager at the end of the session. We spoke with:

- The manager
- Three staff
- One parent
- Seven children

We made observations of practice, saw children at play, both inside and outdoors and spoke with them about their time at Haugh of Urr nursery.

We assessed practice through looking at how the service provided positive outcomes for children using the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) wellbeing indicators which were developed by the Scottish Government. (Information on SHANARRI can be found at www.scotland.gov.uk/topics/people/young-people/gettingitright)

'Building the ambition' (www.buildingtheambition.gov.uk) is a document which help services who care for very young children think about what they do. All services registered with the Care Inspectorate have a copy of this and are expected to use it to improve what they do.

Every year all care services complete a 'self-assessment' telling us how their service is performing. We check to make sure this is accurate.

During inspection we gathered evidence for this report through:

- Observation of the staff working with the children.
- Speaking with the children.

- Speaking with staff about the service they deliver.
- Review of the accommodation in relation to infection control and safety.
- Review of the play resources available to support children's enjoyment and learning.
- Reference to documents and policies relevant to the statements examined at this inspection.
- Reference to children's records.
- Reference to questionnaires returned to by parents.

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.

We received a very detailed and realistic assessment of the operation of the service.

Taking the views of people using the care service into account

We spoke with ten children during our time at Haugh of Urr Nursery. They were very happy with their experience and we saw them play with their friends. We observed them at play. We saw that they enjoyed a good range of indoor and outdoor play. The children told us: "I like the ladies here, they look after us" "We went to the woods to see the birds and we took pictures"

Taking carers' views into account

Parents told us they were very happy with the service their child received at the nursery. We found that responses to our questionnaires about the care and support, staffing, environment and management and leadership were positive. We received one hundred percent of the twelve sent.

Responses included:

- "Fantastic nursery. My daughter loves going and I wouldn't send her anywhere else"
- "We are looking forward to the new build in 2016 as this will make a big difference to the inside space"
- "Haugh of Urr is a warm and welcoming nursery and staff know the

children very well"

- "My daughter absolutely loves it at Haugh of Urr nursery and has settled well."

Other comments are included in the relevant section of this report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service Strengths

We chose this quality statement because we wanted to find out how well Haugh of Urr nursery responds to children and parents views and suggestions.

The evidence we looked at showed that the committee and staff of the nursery offered very good opportunities for children and their parents to have their say about how it operates. We made observations of how staff encourage children to express their ideas. We saw staff listen to them and help them to improve their choices, such as with snack options.

The nursery used annual questionnaires to find out what parents think about the service. The results were collated and shared with parents which helped them follow planned improvements and developments.

Use of a nursery website, newsletters and verbal discussions showed us that staff were committed to being open and communicate well with parents. We saw that staff had used the monthly newsletter to ask parents for ideas for topics which showed us they were committed to participation and openness.

Parents and children were offered questionnaires. This allowed staff to have the opportunity to adjust the service they provide through the feedback comments. We saw how parents had been consulted about the use of cycle helmets at nursery which helped to encourage discussions about keeping children safe.

Areas for improvement

The committee and staff should continue to work together to provide the very good outcomes for children and their families.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

"We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential."

Service Strengths

We chose this statement because we wanted to see how well staff plan for individual children and their interests. We found the outcome was very good.

We looked at care plans, children's records and planning materials to help us understand how care was organised for individual children. Staff were skilled at enabling children to make positive choices, by using good questioning and helping them consider new ideas. It was clear the manager led this way of working by her enthusiastic and positive approach.

Care plans were well detailed. Staff knew the children and their families well which meant they could plan to support them. We saw how the care plans had been updated to show changes. This meant that they responded to changes which parents had told them about and respected their input.

The planning that staff used was very good. They had amended how they used their planning to make better use of the information they held about children, showing an individual approach. Learning journeys were well detailed. Staff had made very good efforts to include children in this by reinforcing with them what they were hoping to learn and observing the outcomes.

Staff used a 'handy helper' scheme to promote children's self-esteem. This gave children jobs which meant they had responsibility for tasks such as setting up the snack service. We saw how proud children were of the role they took, boosting their confidence. Staff were sensitive when choosing the helper, making sure that children were well matched with the task. One child told us "I have to make sure that we are ready for snack today."

Parents we met during the inspection told us they felt that staff knew their child well and were confident that they cared for them using the information

they provided. They said they found staff to be caring and understanding. One told us she would seek staff help if she thought her child needed additional support.

We issued Care Inspectorate parents questionnaires (CSQ's). We asked if they thought that staff regularly assessed their child's learning and development and used this to plan for their next steps, seven told us they 'Strongly Agreed' three 'Agreed' and one 'Didn't know'. We asked the service to ensure all parents are given clear information about how their observations and assessments are carried out.

Additional comments from parents were:

- "I have been very pleased with the care and service from the nursery" and
- "Susan and the team provide a real learning focus which the children don't get at their other provider"

Areas for improvement

Staff should continue to offer the very good support to children when helping them make choices in their learning.

Grade

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 2

"We make sure that the environment is safe and service users are protected."

Service Strengths

We chose this quality statement because we wanted to evaluate how well staff maintain a safe place for children to play and learn.

We found that staff were committed to provided a safe but interesting playroom and outdoor areas. We found that they had carried out very good assessments of risk. They understood that children need to be involved in thinking about how to keep them safe but still enjoy a challenging and stimulating learning environment. We examined how staff assess and manage potential risks. We found very well detailed records which had been regularly updated to reflect changes, such as updated legislation and best practice.

We saw how staff cared for children by maintaining a safe perimeter to the play area. We observed staff encouraging children to use good road safety skills through play, which they clearly enjoyed.

Children told us they loved to play outside and a recent trip to a woodland was particularly popular. A parent told us:

- "The new outdoor classroom is an excellent addition to the pre-school"
- "We are very impressed with the efforts that went into developing 'Daniels Wood' - we expect it will be well used"
- "We are looking forward to the new build in 2016 as this will make a big difference to the inside space"

Responses from our CSQ's told us that parents felt the playroom was safe, clean and pleasant.

Areas for improvement

Parents told us that they felt the space for play was limited due to the nursery operating from a portacabin. A plan was in place to provide a new-build which staff had involved parents in the planning.

"However, they do need more space and I am sad that the new build will not be ready this academic year as planned for my son to get the benefit from."

We agreed that new premises would improve outcomes for children and suggested the committee make early contact with the registration team to discuss ideas for planning for the project.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

We chose this quality statement because we wanted to see how staff considered the experiences of children while at nursery.

We found evidence to show that staff planned to provide high quality play and learning. Outcomes for children were very good. We saw that the toys, activities and resources were well-considered and followed children's interests. Children were seen to be having fun and enjoying what they were doing. Although space was limited, children could access a good range of quality resources. The layout of the room was carefully planned to give children designated areas for floor play and table top games. Toys were stored to allow children to make choices of what to take out, showing that staff respected their need for following individual interests.

The project to develop a woodland play setting was discussed with the manager. There had been very good partnership work carried out with the senior primary pupils and the countryside ranger. We found that children were excited by this new development and that staff had supported this initiative well.

Children told us they liked to play with their friends and we saw them work together very well. They understood they had to tidy up after play, showing us they were responsible and cared about their environment. We asked them what they thought about their time in Haugh of Urr nursery. They told us they liked coming to see their friends and to play with the toys.

We saw many examples of celebrations of children's work and achievements in the playroom. This showed us that they respected children's ideas and contributions. Children were proud to show us their pictures and Christmas arts and crafts.

Areas for improvement

One parent told us "The staff cope with (the small premises) admirably and do their best but I feel its tight, especially in the winter months when it's too cold/wet to get out."

Staff should ensure parents are kept informed of outdoor activities during poor weather. Staff should continue to offer the same high quality play experiences during the new build period.

Grade

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 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths

We chose this quality statement because we wanted to examine how well the staff work and follow best practice for childcare.

We spoke with the manager and her staff team. They were all appropriately qualified for the job they did. They were registered with their professional body, the Scottish Social Services Council (SSSC) and knew about the code of conduct they had to follow. Staff had attended training during the year to help them improve their skills and knowledge.

There was an induction process in place which supported new staff to understand their role. Staff told us they felt well supported by the manager and that they worked well as a team.

Throughout our visit, we found staff to be very friendly, motivated and approachable. They were caring and affectionate towards children and had a gentle, nurturing approach. Staff knew children and their families very well. They engaged and interacted positively with the children. They were welcoming and friendly when speaking with parents at the beginning and end of the day. Staff had a sense of fun which impacted positively with children.

Areas for improvement

Staff should continue to provide their very good knowledge and expertise to benefit children and families.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

Service Strengths

We chose this statement to examine how staff responded to children and each other.

Staff were professional and worked very well as a team most had worked together for a number of years, this showed us that there was a consistent and well established workforce who knew each others strengths well.

We found that the responses from both children and parents when asked about the staff who cared for the children were very positive. Children, when asked if they felt safe while at the nursery, told us they knew who to talk to if they were worried about anything. They said that the 'ladies' were kind. Parents, through our C.I. questionnaires, that they were very happy with the staffing arrangements.

- "Susan and the team provide a real learning focus"
- "I think the staff are a credit to (the nursery) and especially the manager. She certainly goes the extra mile"

We issued questionnaires to staff to gather their thoughts on the operation of the nursery. The responses showed us that they felt well supported by the team and that they had good opportunities to attend training relevant to their job.

Areas for improvement

The staff team at Haugh of Urr nursery should continue with their very good approach to work with children and families.

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: 5 - Very Good

Statement 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

We chose this quality statement to allow us to evaluate how well the service is managed.

We found, through our observations that staff worked as a team. They told us they were fully involved in regular meetings, helped to set agenda items and take forward anything which needed to be addressed to improve the work of the service.

The manager led the self assessment very well. Staff were involved in the improvements to the service. We found staff to be knowledgeable about current good practice matters, such as Getting it Right for Every Child. This showed us that they were interested and enthusiastic about developing the nursery.

Staff told us, through the C.I. questionnaires that they were fully involved in discussing how to implement policies and procedures they used. This shows us that staff take a responsible approach to their job and want to develop it to its best potential.

Areas for improvement

None at this time.

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 chose this statement to examine how well Haugh of Urr Nursery is managed using the experience and knowledge of staff.

We found the performance to be Very Good. We concluded this by speaking to the manager about her role in leading the service. The staff team were committed to provide the best quality service to families and they understood the need to promote teamwork.

We found that the manager had a very good understanding of managing the service. She had continued to look for methods to evaluate and improve what they do. We noted that as well as talking at the beginning of the day, staff also met informally at the end of the session to discuss how the session went. This means that any problems or matters that needed quick attention could be acted upon effectively.

The quality assurance used by the service showed us that the staff team were actively developing and improving what they do. Parents told us they were offered regular questionnaires which allowed their views to be listened to. This shows us that their views were important to the ongoing success of the nursery. Children were also consulted during the day, both informally and with simple questions. This tells us that their views were respected. The 'Big Book' planning had worked well to capture children's ideas. These books were made available to parents to let them see the work of the nursery, which showed us they were included.

The nursery improvement plan was up to date and showed clear steps to develop five key aspects of the nursery. We were impressed by the content which showed how the new build and the outdoor areas will be developed.

Areas for improvement

The manager should continue to provide the very good support and development of the nursery currently offered.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

1. To strengthen the current arrangements for staff support, we recommend that the management committee look at a more purposeful monitoring system for performance.

National Care Standards. early education and childcare up to 16. Standard 14.7 - A well-managed service.

This recommendation was made on 10 January 2014

The manager showed us a comprehensive folder of evidence showing how assessments of the service were being undertaken.

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

Date	Type	Gradings	
10 Jan 2014	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
19 Apr 2012	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
21 Jan 2011	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
8 Mar 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
23 Feb 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good

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