

Care service inspection report

Indigo Early Years Service @ 123 Castlemilk Drive

Day Care of Children

123 Castlemilk Drive
Castlemilk
Glasgow
G45 9UG

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 4 June 2013



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	23
5 Summary of grades	24
6 Inspection and grading history	24

Service provided by:

The Indigo Childcare Group

Service provider number:

SP2007009288

Care service number:

CS2007159932

Contact details for the inspector who inspected this service:

Jacqueline Clark

Telephone 0141 843 6840

Email enquiries@careinspectorate.com

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	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

What the service does well

We found that staff knew the children well and used this information to meet their individual needs. Staff worked closely with parents and external agencies to support children's learning. Staff provided children with a wide range of resources and encouraged them to be independent learners.

What the service could do better

The service should continue to further develop methods of ensuring that parents and children are routinely involved in evaluating the quality of all areas of the service. The service should implement the recommendations made in this report to further improve the quality of the service.

What the service has done since the last inspection

Since the last inspection the service had reviewed their planning systems to ensure they were more meaningful and highlighted children's next steps of learning.

Conclusion

We found this service was performing well in the areas covered by this inspection. All staff worked well as a team and complimented each others skills and experiences. Positive relationships had been developed between management, staff, parents and children.

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 operates from premises within Castlemilk Drive in the Castlemilk area of Glasgow. The service is registered to provide care to a maximum of 32 children aged from birth to 36 months. The nursery opening hours are Monday - Friday from 08:00 - 17:45hrs, 52 weeks per year. There are currently 41 children attending the service.

Through viewing the aims and objectives it was noted that the nursery aimed to ensure "all parents in Castlemilk have access to high quality, affordable childcare which assists them and their children to reach their full potential."

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 4 - 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 4 June 2013 between 09:30hrs and 16:00hrs.

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 manager to distribute to parents. Twelve were completed and returned before the inspection.

We also asked the service to give out five questionnaires to staff which were completed and returned.

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

We spoke with:

- * six children
- * the manager
- * nine 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

There were four recommendations made at last inspection. The one regarding the complaints procedure has been fully addresses. The service had made considerable progress in relation to upgrading the outdoor area. The two other recommendations in relation to infection control remain outstanding and are repeated in this report under Statement 2:2.

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. The service told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

Children were observed to be happy and engaged throughout the inspection visit. Kind and caring interaction was observed between staff and children, with staff taking account of children's views and needs.

Taking carers' views into account

Twelve parents returned our questionnaire and we had the opportunity to speak with a further three parents at our inspection. Eleven parents "strongly agreed" and four "agreed" that the staff shared information about their child's learning with them. Comments were of a very positive nature and included:

"The staff are all very helpful, friendly and polite."

"My child's keyworker has made a huge impact on his development and confidence."

"I always receive a daily report and they take the time to add any extra information."

"I can't praise Indigo higher."

"The staff are very friendly and approachable."

"My daughter has come on great since starting at nursery."

"The staff are great and easy to talk to and they keep me well informed about her on a daily basis."

"I absolutely love the service provided for my daughter at Indigo."

"I could never fault the staff or nursery and hope they continue to provide the excellent service they have been giving."

"Fantastic nursery - staff always make me feel confident that they are giving my son lots of support and attention."

"Staff notify me immediately if my child is unwell."

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.

The service regularly and actively provided parents and children with the opportunity to participate in assessing and improving the quality of the care and supported offered. Methods used included:

- Parental questionnaires
- Daily feedback sheet
- Verbal feedback
- Facebook
- Suggestion box
- Communication wall
- Newsletters
- Open door
- Monthly question
- Big books
- Children's consultation

Information gathered from the questionnaires was collated and feedback to parents and included any action to be taken.

The service promoted an open door policy which encouraged parents to share ideas and suggestions.

The service received good feedback from parents regarding the care and support given to their children. One parent commented "I am satisfied that my child is cared for to a very high standard" with another stating "I am really happy with all aspects of the nursery."

To encourage children to take responsibility for their own learning they were involved in the planning process. Children had the opportunity to participate in big books and verbal discussions. These activities allowed children to share their views, suggestions and ideas which we taken onboard by staff.

Through our questionnaire parents told us that they had benefited from receiving clear information about the service before their child started.

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 offered.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

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

Management and staff were caring and committed to the health and wellbeing of the children attending the service. Staff worked in partnership with parents to ensure individual children's needs were being met. We looked at personal plans, reviewed records including medication and accidents and observed the lunchtime practice.

We sampled children's personal profiles that provided evidence of their care needs and preferences. Children's "first transition record" forms provided valuable information about their families, friends, medical needs and favourite things. Staff used these forms effectively to promote positive outcomes for the children.

The service had taken positive action to ensure parents were involved in their child's learning. This was achieved by providing opportunities for parents to view and comment on their child's personal learning plan. Feedback given to the service indicated that parents had benefited from this with comments including:

"I see a big difference in my son since he started nursery."

"My child is coming on great."

"It was good to see photo evidence of my child doing activities."

"It is lovely to read and look at pictures of how our child has progressed."

"I am confident approaching staff to discuss my child's progress."

Children attending this service had regular access to fresh fruit, milk and water. This contributed positively to a healthy diet. Regular outdoor activities were offered to the children which created the opportunity for physical development.

Of the twelve parents who responded to our questionnaire seven "strongly agreed" and five "agreed" that they were happy with the quality of care their child received. One parent commented "I am extremely happy with the level of care my child receives" with another stating "I am extremely happy with the service we receive and very confident leaving my child in their care."

Areas for improvement

Through the self assessment document the service highlighted that they would revise the vision and aims of the nursery to ensure health and wellbeing included.

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: 4 - 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 used a questionnaire to get feedback from parents regarding the environment provided. Feedback was positive with comments such as:

"There is a great variety of equipment."

"Nursery is in great order and they follow hygiene to the book."

"The nursery created a friendly and safe environment for both parents and children."

"There are great activities for children to learn from."

"It's a friendly and easy going environment "

Areas for improvement

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

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 good for this statement.

The service had taken positive action to ensure children were cared for in an environment which was safe, secure and clean. A secured entry system was in place with parents signing their children in/out of the service.

Appropriate measures were in place for visitors to be admitted to the nursery. This was further evidenced by the Inspector being asked to follow their policy.

Regular risk assessments were carried out for the premises, outdoor area and outings this resulted in staff monitoring children's safety.

Effective measures were in place for reporting any maintenance issues which were recorded and dealt with timelessly.

Children's independence had been strengthened by the layout of the playrooms which allowed them to move freely from activity to activity in a safe manner.

Of the parents who returned our questionnaire seven "strongly agreed", four "agreed" and one "disagreed" that there was enough space for children to play and get involved in a range of activities. One parent commented "the playroom is very clean and secure with lots of space and toys for the children to play with."

Areas for improvement

Before children went outside to play they had sun cream applied. It was noted by the Inspector that although staff wore gloves they did not change them for each child. This was discussed with the manager and the implications regarding infection control were discussed. (See recommendation 1)

As previously reported in prior inspection reports the children from the moonlight room have to walk through the sunlight room to access the toilets. This practice does not promote independence and is disruptive for the younger children. (See recommendation 2)

Again as reported in at last inspection the snack and lunch table in the sunlight room is situated too close to the nappy changing area. This practice needs to be reviewed as there were implications for infection control. (See recommendation 3)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. To prevent the chance for cross infection the service should review the way in which sun cream is applied to children.
National Care Standards for Early Education and Childcare up to age 16. Standard 2:4 A Safe Environment
2. The service should review the layout and use of accommodation to promote independence in relation to personal hygiene.
National Care Standards for Early Education and Childcare up to age 16. Standard 2:2 A Safe Environment.
3. The service should review the snack/lunch area in sunlight room to adhere to environmental health guidance.
National Care Standards for Early Education and Childcare up to age 16. Standard 2:4 A Safe Environment.

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 provided written feedback to the service regarding the quality of staff within the service. Comments received included:

"All staff are friendly and my child looks forward to nursery."

"All staff always have time for each and every child individually."

"Staff are always friendly and fill me in everyday."

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of staffing within the nursery.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

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

All but one member of staff employed within the service held a childcare qualification. The consequence of this was that staff had the necessary skills to ensure children's individual needs were being met.

Staff confirmed that the management operated an open door policy and that they were encouraged to share their views and ideas for improving and developing 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.

Regular staff meeting allowed the team to reflect on their practice and share ideas.

An induction programme was in place for new staff. This included policies such as whistle blowing, child protection and staff training.

Of the twelve parents who replied to our questionnaire nine "strongly agreed" and three "agreed" that their child appeared happy and confident with staff. One parent stated "the staff have done a great job at building my son's confidence at nursery" with another commenting "my child loves her time at nursery and has formed great relationships with staff."

Areas for improvement

The service provider should continue to offer staff the opportunity to access training to extend their knowledge and skills.

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 good for this statement.

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

Of the parents who responded to our questionnaire three "strongly agreed", eight "agreed" and one "disagreed" that the service had involved them and their child in developing the nursery.

Areas for improvement

Through the self assessment document the service highlighted that they would further develop the opportunities for parents involvement in the service delivery.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

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

As the current manager had only been in post for two weeks it was not possible to measure the impact she has had on the service. As she was previously joint acting manager she had already developed positive working relationships with the staff, parents and children.

Staff spoken with at the inspection confirmed that the new manager encouraged them to share their views and that their opinions were valued.

The service used Child at the Centre 2 as part of their quality assurance system.

Staff were involved in the self assessment document, improvement plan and reviewing policies.

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

Although the manager spent time in the playrooms observing practice this needs to be further developed into a more formal system for monitoring. The outcome of this monitoring should be shared with staff and impact on future training opportunities. (See recommendation 1)

The manager should ensure that all stakeholders are fully involved in the quality assurance process. (See recommendation 2)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The manager should develop a monitoring calendar to improve the quality of the service. Her findings should influence supervision meetings and training offered.
National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service
2. The manager should ensure all stakeholders are involved in the quality assurance 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 - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - 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	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
13 Sep 2011	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
21 Jul 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
10 Jun 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

--	--	--

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے-بایتسرد میم وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com