

Inspection report

First Adventures Nursery - Teddy Bear House Day Care of Children

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Linlithgow
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Inspected by: Marilyn Simpson
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 27 October 2010

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Service provided by:

First Adventures Nursery

Service provider number:

SP2003002958

Care service number:

CS2003013437

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	 6	Excellent
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

The very motivated and enthusiastic staff group provide a very high quality care and support for the children and their families.

Individual children's daily routine is determined by the needs of the children and carried out in conjunction with their parents wishes.

Staff have developed innovative ways in which to get the views of parents on how to further improve the service.

The playroom is very attractively decorated and children are provided with high quality resources and activities.

The outdoor play areas are both imaginative and stimulating and provide the children with places to explore and experiment.

What the service could do better

The service should continue the excellent practice of involving parents in assessing the quality of care and support for their children.

Staff should continue to build on the excellent interaction and relationships they have with the children.

What the service has done since the last inspection

The service has improved the safer recruitment process to ensure the fitness of the candidates.

The service has introduced a system that identifies the next steps in the children's learning.

Conclusion

First Adventures Teddy Bear House provides a high quality service for the children and their parents. The exceptionally motivated staff group provide a very caring environment for the babies and their parents. The head of service and management team ensure staff are fully supported and their training needs are met.

Who did this inspection

Lead Care Commission Officer

Marilyn Simpson

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- 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.
- A requirement is a statement which sets out what is required of a care service to comply with the Act 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 Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Teddy Bear House is the baby/toddler unit of First Adventures Nursery and was registered with the Care Commission on 1 April 2002. The nursery is registered to care for 24 children aged birth - 2 years and operates Monday - Friday 8.00am - 6.00pm. On the day of the inspection visit there were 21 children in attendance and 45 children on the roll.

The nursery is accommodated in a converted detached villa close to local amenities. The playrooms, kitchen and changing area are located on the ground floor with staff offices in the upper floor. On the day of the inspection visit all the areas utilised by the children were suitably heated and ventilated and in good decorative order.

The aims and objectives of the nursery include:

- To progress our children in the key aspect of development and learning appropriate to their age and stage, at their own pace and in the context that each child is a special individual.
- Through strong staff/child relationships, effective planning and evaluation of play and learning activities, to provide experiences that are stimulating and focused on each child's needs development and choices.
- To provide the most appropriate care and support for every child and their family.

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

Quality of Care and Support	6 - Excellent
Quality of Environment	N/A
Quality of Staffing	N/A
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

From October 2010 the Care Commission has temporarily introduced an additional, less intense inspection approach for services which have previously reached a good level of performance. This service qualified for this reduced inspection approach and was therefore inspected only against one quality theme at this inspection.

This report was written after an unannounced inspection visit that took place on Wednesday 27 October 2010. Feedback was given to the head of service and manager at the end of the inspection.

The inspection was carried out by Care Commission Officer Marilyn Simpson.

Eight Care Commission Care Standards questionnaires were issued to parents and carers who used the service. Eight completed questionnaires were returned before the inspection visit.

In this inspection evidence was gathered from various sources, including relevant sections of the policies, procedures, records and other documents, including:

- Evidence from the service self assessment form
- Audit of recruitment documentation for recently appointed staff
- Incident and accident reports
- Enrolment procedures
- Planning documentation for children
- Children's profiles
- Parent's and children's questionnaires/evaluations
- Improvement plan
- Aims of service
- Photographs
- Certificate of Registration
- Record of attendance
- Public Liability insurance document
- Observation of staff interaction with the children present and their work practice
- Interviews with staff
- Discussion with the management team
- Examination of toys and resources

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

The organisation must ensure that a Disclosure check must be completed and returned for each employee prior to the commencement of employment. This is in order to comply with: SSI2002/114 Regulation 9(2)(a) - Fitness of Employees. It also takes account of SSSC Codes of Practice - Employer - Make sure people are suitable to enter the workplace. 1:3 Check Criminal records and relevant registers.

Action taken on the Requirement

On the day of the visit we audited recruitment files for those staff who had been employed since the last inspection. We found that immediately following the previous inspection visit that Disclosure Scotland checks had been returned prior to the member of staff beginning employment.

The requirement is:

Met

Actions Taken on Recommendations Outstanding

One recommendation was made in the last inspection report and we found that it had been satisfactorily addressed.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

No

Comments on Self Assessment

The service had comprehensively completed the self assessment form and detailed the strengths of the service. In addition they had identified some areas for improvement.

Taking the views of people using the care service into account

Due to the ages of the children no views were obtained. However we found that the babies were very responsive to staff. We saw staff sitting with babies on their knee bottle feeding them and playing individually with the very young babies. In addition we saw staff sitting with the toddlers encouraging and praising their attempts to complete jig saws.

Taking carers' views into account

We received eight parent Care Standards Questionnaires and seven parents strongly agreed that they were happy with the quality of care their child received. One parent agreed with this statement. Comments from these questionnaires included:

"The staff are always smiling, friendly and professional. I feel at ease knowing my child is in their safe hands with a safe environment to flourish in."

"Very happy with Teddy Bear House. All the staff are lovely and were very supportive of my daughter as she was a little unsettled when she first started."

"First Adventures is a wonderful nursery. We count ourselves very lucky to have access to it. The staff and environment (particularly outside space) are great."

"First Adventures nursery is a safe caring place that I feel very comfortable that my child is in. The staff are fantastic and my child enjoys nursery."

One parent disagreed that staff share information about their child's learning. Unfortunately the parent did not disclose contact details in order to clarify the comment. We found, at the inspection visit, that there was a variety of ways in which staff share information about the children's learning and development.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

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

There were excellent opportunities for parents and children to make comments and suggestions that would improve the quality of care and support provided. For example the nursery had established ways for parents to make suggestions through:

All about me forms that gave staff information about the child's likes/dislikes prior to the child starting in the nursery.

- Well constructed annual questionnaires
- Parent's forum
- Suggestion box
- Nursery website
- Parent e-mails
- Daily written reports

The established informal bi-monthly questionnaire enabled parents to chat with the room senior about their child's development and care routines. Staff reported that they had received very valuable comments from parents that had improved the care and support for the babies with immediate effect. In addition social events, such as the Teddy Bear's picnic and the nursery Bar-b-q gave parents an opportunity to chat with staff informally.

Regular parents' evenings gave parents an opportunity to comment and discuss their children's development with their child's keyworker. In addition staff had recently asked parents for ideas for activities that would interest the children - one parent had suggested that she bring her musical instrument to nursery as her child responded well to music.

We found that parents had been informed of the results of the annual questionnaire and how their comments had been implemented. The nursery improvement plan was shared with parents and progress was noted in the regular newsletters. Parents were also informed of the contact details of the parent representatives on the parent's forum. Minutes of forum meetings were displayed on the nursery notice board and more recently sent to parents by e-mail.

Staff were very skilled at interpreting children's non verbal gestures in order to meet their care needs. We saw that children's care routines were carefully followed and regularly updated, following suggestions from parents, so that children were able to maintain a

consistent sleeping and feeding routine. The children's ideas were followed and acted upon. For example when an older baby was walking around with a book a staff member gathered some children together to read the book the child had selected.

Of the eight Care Commission Care Standards Questionnaires, six parents strongly agreed that they were kept informed about what is happening in the nursery. Two parents agreed with this statement.

Areas for Improvement

In the self evaluation form the nursery identified the following area for improvement:

Introduce a song library for parents and their children - helping parents to actively engage in their child's ongoing learning at the nursery (parental suggestion taken a step further).

We would support this development and would suggest that the service continues with the excellent practice of involving parents in the care and support of their babies.

Grade awarded for this statement

6 - Excellent

Number of requirements

0

Number of recommendations

0

Statement 5

We respond to service users' care and support needs using person centered values.

Service Strengths

The nursery had responded very well to the children's care and support needs using a variety of methods. For example they had a very thorough enrolment procedure that involved the parents and children visiting the nursery for several visits before the child started. This gave the child and their parents an opportunity to meet the staff, the other children and for the babies to play in the playroom. Parents were also given a nursery booklet that outlined the nursery policies and procedures.

In addition to the settling in visits staff were also informed about a child's family, likes and dislikes and the child's care routine through a recently introduced "Noah's Ark" sheet. Parents also completed the child's personal details and emergency contact details. In addition we found that for those children living in a bi-lingual house, staff had requested from parents key words and songs, in the relevant language, so that the transition from home to nursery was made easier for the baby.

The nursery's effective transition procedure showed that children were moved to older playrooms, in Turret Towers, when they were developmentally ready and with the parent's consent. Parents were also introduced to their child's new keyworker prior to the child moving to their new room.

We found that the nursery had a key worker system that enabled parents to have a named person in their child's room. The nursery newsletter informed parents of new members of staff and all the staff's photographs were displayed at the entrance to the nursery.

Children were observed to have built up very positive relationships with staff and readily approached them for support and comfort. Staff showed an excellent understanding of the children's needs and how their development could be promoted. For example we saw one member of staff sitting with a young baby on her knee chatting, singing and playing finger games with him. On the day of the visit we saw staff intervening appropriately in the children's play. This enabled the children to explore their own capabilities and experience the early stages of problem solving. The recently introduced activity boxes enabled the children to choose specific activities. For example the "song boxes" and "garden discovery boxes" gave the children an opportunity to choose particular songs and activities using pictures, books and prop recognition.

As previously recommended, children's development profiles were regularly updated using observations and activity evaluations to identify the next steps in each child's learning. This enabled staff to record children's achievements and to chart progression of the child's learning. The profiles also showed that information received from parents

contributed to this assessment process. Staff used a variety of ways in which to share children's achievements with parents through informal bi-monthly parents' meetings, regular parents' evenings, daily reports and verbally at the end of each day.

In the Care Commission Care Standards questionnaires, three parents indicated that they strongly agreed that staff regularly assess their child's learning and development and plan their next steps. Four parents agreed with this statement. One parent responded that they didn't know.

Areas for Improvement

The nursery should continue with the excellent practice shown in meeting the children's care and support needs.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

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

There was no 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 Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 5	6 - Excellent
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings	
17 Feb 2010	Unannounced	Care and support	5 - Very Good
		Environment	<i>Not Assessed</i>
		Staffing	5 - Very Good
		Management and Leadership	<i>Not Assessed</i>
10 Dec 2008	Unannounced	Care and support	5 - Very Good
		Environment	6 - Excellent
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه بايتسد سيم وونابز رگيد روا رولکش رگيد رپ شرازگ تعاشا هي

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

یرخأ تاغل بو تاقيسينت تب بلطلا دن ع رفاوتم روشنملا اذه

本出版品有其他格式和其他語言備索。

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Improving care in Scotland