

# Care service inspection report

Full inspection

## Madeira Nursery Day Care of Children

14 Newark Street  
Greenock



HAPPY TO TRANSLATE

Service provided by: Anna Harley

Service provider number: SP2003000822

Care service number: CS2003004064

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	4	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

The staff had developed positive relationships with children and parents. They provided a varied programme of activities in a positive environment with a range of play opportunities to suit the individual needs of children. We saw staff who were enthusiastic and took on specific roles to improve the programme.

Children were observed as happy and settled within the environment. Parents were overall happy with the quality of care and support.

### What the service could do better

The provider should continue to provide training and development opportunities for staff to allow them to improve outcomes for children. The provider should now review training in relation to child protection and update their policies on medication.

### What the service has done since the last inspection

The service had continued to provide positive outcomes for children. The service had progressed well since the last inspection and continued to improve the environment. A new manager was in post and was having a positive impact on the service.

### Conclusion

The service was progressing well and staff were providing positive outcomes for children and families using the service.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Madeira Nursery is a privately owned nursery which is in partnership with Inverclyde Council. The provider is Anna Harley.

The nursery is based within the grounds of a detached villa, in the west end of Greenock, and has its own separate accommodation to the main house. The nursery is based over two floors with three playrooms, a dining room and a sleep room. There is also a large, enclosed garden.

The nursery caters for a maximum of 35 children aged from birth to those not yet attending primary school. The service operates Monday to Friday, 7.30am until 5.30pm, 52 weeks a year.

Aims and objectives include: 'To provide a safe, caring and stimulating environment.'

## 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 4 - 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](http://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 wrote this report following an unannounced inspection. We made one visit to the service on Wednesday 30 September 2015. The inspection was carried out by one inspector for the Care Inspectorate. We also shared correspondence by telephone and email. We gave feedback to the provider, manager and business manager.

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 20 care standards questionnaires to the manager of the nursery to distribute to parents. Sixteen parents sent us completed questionnaires.

At this inspection, we gathered evidence from various sources:

We spoke with:

- the provider
- the manager
- staff
- parents
- children.

We looked at:

- participation information, this is how the service involves people using the service in making plans and decisions
- children's files
- policies and procedures
- care plans
- notice boards
- wall displays
- training certificates
- activity plans
- risk assessments
- cleaning records
- accident and incident records
- staff training and development plans
- minutes to meetings.

We also considered the environment and observed staff at work.

### **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](http://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 fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

## Taking the views of people using the care service into account

We engaged with children during the inspection and they told us about their experiences and what they liked to do in the nursery. We saw that children were enjoying a healthy two course lunch. Children also liked having the opportunity to access the outdoor area and play in small groups.

## Taking carers' views into account

We sent 20 care standards questionnaires to the manager before the inspection and 16 were returned. We also spoke with one parent.

In the returned questionnaires, 15 parents strongly agreed and one agreed that they were overall happy with the quality of care their child received at the service.

Parents' comments included:

'I have used Madeira Nursery for the last 7 years for my son and now my daughter and have always felt my children have been safe and very well looked after in a very nurturing environment. They take part in many fun and educational activities and I am always delighted to see a record of their development.'

'Very happy with Madeira Nursery all three of my children have attended there.'

'I feel very comfortable leaving my child to let me go to work. He loves going to Madeira and his development has progressed so much. Cannot rate the nursery staff and manager highly enough. Take into view any suggestions and act on these. Always helpful, polite and friendly. Great service from Madeira Nursery.'

'My little girl is 2 years old and has been attending Madeira Nursery since she turned 1. I know she thoroughly enjoys her time there and has developed a strong bond with the staff. I am pleased with the care and attention she receives.'

'My daughter had been in Madeira for just over a year they have made it easy for me to go back to work and I know my girl is very happy and very well taken care off, the staff are lovely and friendly we love this nursery.'

'XXXXX has been attending Madeira Nursery for a couple of years and I feel it has been really beneficial to his development.'

'The staff are always really interested and friendly and keep me informed of what's happening in nursery and how XXXXX is getting on.'

'XXXXX has been attending Madeira Nursery for 2 years and I am delighted with their service. I believe they have really contributed to his development and he is very happy there. The staff are great.'

'Excellent nursery with great staff who show genuine care and empathy for children. Settling in period for new children is excellent. Communication from nursery is of a very good standard and staff are always open and willing to discuss progress. The staff also get to know each child as an individual and their life outside of nursery.'

'After returning to work after having my first child I chose this nursery and I couldn't have made a better choice. My daughter is under one year but you can tell of her excitement when she sees both staff and kids. The staff have been amazing to help my daughter and I settle in.'

'I have always found the nursery to have a very friendly and welcoming atmosphere. The staff show a genuine interest in my daughter and seem very caring. My daughter loves attending the nursery and I have never had any issues in the 3 years she has been going there.'

## 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: 4 - 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 considered the ways that the service involved parents and children in making decisions about the service. We found that the service performance was very good under this statement.

The service had continued to develop and improve ways of involving parents and children in assessing and developing the service.

Staff had continued to improve the level of consultation with parents and children. We saw that parents' and children's ideas and suggestions were used to develop and improve the programme for activities and experiences. Staff had developed very good home to nursery links and involved parents in all aspects of the service.

In the returned care standards questionnaires, 11 parents strongly agreed and three parents agreed that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

We identified that when parents or children had made a suggestion, staff had acted on this and reported back to families about the improvements or changes they had made. This showed us that staff were responsive to families. Staff were continuing to build and improve on opportunities for parents to be active on the parents' committee. There had been a good attendance from parents at the recent meetings and staff were trying to engage with more parents and open up this forum wider.

Mind maps were used to inform the planning. They were a good way of gathering children's knowledge and views. It also allowed staff to identify what children knew and what level they should provide activities and experiences for children. Children were highly engaged in the planning and their likes and interests were used to inform the planning.

A travelling ted was a good home to nursery link where the children could take ted home and on return they would share aspects of their life with the other children and staff. Children were keen to share their stories and it was personal to them. Staff also sent home story sacks to encourage early literacy at home.

Staff used a range of media to communicate with parents. The use of email, which staff were furthering developing, along with regular discussions and newsletters were used to keep in contact with parents and share important information. We saw that parents made good use of the time at the beginning and end of sessions to link with staff. We also saw that parents regularly attended events such as fun days, parents' evenings and shows. These were accessible and planned outwith nursery hours to ensure parents could attend. This showed that the service took the needs of families into consideration.

We saw meaningful participation within the playroom. Children could choose from a range of resources and play equipment. There were regular opportunities for children to choose outdoor play and we saw times when children were being leaders and guiding the play opportunities for others. Children were given roles and responsibilities and staff were responsive to the individual needs of the children.

The service was continuing to develop and improve ways of involving families in the service.

### Areas for improvement

The service self assessment stated that staff will continue to listen to the views and needs of children and carers and develop ways to continue to involve them in improving and developing the service. Staff will also continue to provide home links between parents and the nursery.

Where staff have gathered feedback from parents, they could better share the outcome of the suggestions and the action they have taken and how it has impacted on the service.

### Grade

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

We considered infection control, meeting children's individual needs, care plans, health and nutrition, medication and child protection under this statement. We concluded that the service performance was good under this statement.

We saw good infection control practice across the service. Some staff had attended infection control training. Children had access to hand washing facilities throughout the service and staff were supporting children with good hand washing practice. We saw picture prompts on the wall to encourage hand washing and staff talking to children about the importance of hand hygiene. We saw good practice within the staff team for good hand hygiene.

As part of the ongoing programme of training on health and wellbeing, staff had attended first aid training and senior staff had attended recent child protection training. Some staff had also attended food and hygiene. Training was ongoing for the whole staff team. This showed that the service was committed to providing training opportunities for staff to ensure children's health and wellbeing needs were being met.

Staff knew their responsibilities in relation to protecting and safe guarding children. The manager was the child protection officer for the service and they had clear policies and procedures and followed the local child protection guidelines.

The service had suitable storage and administration arrangements for medication. Medication was stored appropriately within the service and staff were aware of their responsibility in relation to following safe storage and administration policies and procedures.

In relation to meeting the individual needs of children, the service had good care routines in place for children which were responsive to their individual needs. We saw a positive keyworker system that ensured that staff had key responsibilities for groups of children and this ensured there was a link person for parents. We saw positive interaction between staff and children, staff knew the groups of children well and could tell us about their likes and interests and their family life. Staff could also identify where children needed extra support and were working with parents to promote positive outcomes for children.

Staff had knowledge about Getting it right for every child (GIRFEC) and Building the Ambition and were continuing to embed the principles into their practice. GIRFEC and Building the Ambition are national guidance documents for staff working with children to ensure children have positive outcomes.

We saw that children had good access to a range of activities and experiences. Outdoor play featured on the daily programme and staff were continuing to develop the outdoor play area in response to the needs of the children. We saw a group of children outdoors engaged in a range of activities. The service had introduced a football programme for the children. Children attended for a block to introduce them to ball skills and working as a team. This had been positive for the children and photographs of the children engaged in play were displayed for parents. Children also attended trips and outings in the local community and the baby room staff took children for walks. Children had regular access to fresh air and energetic physical activity.

The service continued to provide healthy, homemade and nutritious food for children which they enjoyed. Staff had the Setting the Table guidance from the Scottish Government that helped them to plan and implement a healthy, well balanced diet. Menus were well balanced and the staff took account of children's dietary requirements when planning menus. Children and parents were consulted on the menu choices and there were always healthy alternatives to ensure children got a range of options.

Nine parents strongly agreed and seven parents agreed that the service provides a healthy and well-balanced diet which meets their child's dietary and cultural needs.

## Areas for improvement

We signposted the manager to The Hub section on the Care Inspectorate website where they could access further information on updated nappy changing guidance for staff. This will support staff to ensure they follow current best practice in relation to nappy changing.

We also signposted the manager to our current medication guidance - Management of medication for day care of children and childminding services. The manager should consider the way long term medication is stored at the service. We found that paracetamol was being stored for some children as and when required. The medication guidance highlights that best practice is that medication should be held for specific ailments then sent home with parents or discarded. This will ensure that staff have a clear audit of medication coming in and out of the service to ensure the health and wellbeing of children.

The manager should ensure that as a matter of best practice she carries out an annual child protection update with all staff to ensure they are up to date with the service policies and procedures and current best practice.

We signposted the manager to safe sleep guidance to ensure they considered this with new parents to the service. When completing children's personal plans staff could inform parents of safe sleeping practice and give them the option of how they want their child to sleep at nursery. This should be clearly documented within the child's personal plan.

## Grade

4 - 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 considered the safety of the environment and risk assessments under this statement. We found that the service performance was very good in this area. We concluded this after we spoke with the provider, manager, staff and children. We also considered the environment, looked at risk assessments along with policies and procedures and considered the information parents shared with us in our questionnaires.

We saw that the environment was safe and secure. The nursery had a secure door entry and had recently updated its CCTV system. The provider had continued with a planned programme of maintenance and upgrade to ensure the environment was suitable and children had bright, spacious play spaces both indoors and outdoors.

The playrooms were well maintained and the provider continued to replenish resources and equipment where necessary. There were clear procedures for maintenance and for staff to report any maintenance issues. Further storage had been introduced outside to ensure staff made best use of space indoors and outdoors. Children were being cared for in a clean and well maintained building and staff made best use of space and resources.

In the returned questionnaires, 12 parents strongly agreed and four parents agreed that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Staff were continuing to use the outdoor play area well and had easy access to the space. They had introduced more natural resources and areas where children could use loose parts and play in the natural environment. Staff were using the front part of the garden and children were engaged in a range of physical activities. They accessed different parts of the garden in all weathers. This ensured that children had regular access to fresh air and physical activity in a safe, secure environment.

We saw that risk assessments were very good and used effectively within the service to ensure the safety and security of children. Staff carried out risk assessments for the local environment and staff followed clear safety measures when taking children outwith the nursery grounds. Maintenance and cleaning was very good and all areas of the building and outdoor area were well maintained. This showed that the environment was safe and staff were vigilant of any hazards.

### Areas for improvement

The service self assessment stated that staff will continue to monitor health and safety procedures and keep up to date with new policies and procedures.

Staff should be mindful of the storage of resources within the children's changing area to ensure they minimise the spread of infection.

### 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 looked at the impact of the environment on positive outcomes for children. We found that the service performance was very good under this statement. We concluded this after we observed children in the environment, spoke with staff, children and parents.

We saw that children had very good access to a wide range of experiences both indoors and outdoors and within the local community. Younger babies had a playroom where they could explore and investigate, there was a range of high quality resources and staff had defined areas to ensure children could access a range of play experiences.

The provider had better defined the playrooms for children aged two years to those not yet attending primary school. The younger section had their own playroom with age and stage appropriate activities. The playroom had defined areas and high quality resources that children could access easily. For children in the upper section, the playroom was laid out in a way that promoted independence and children could work in small groups and access a range of activities.

There was a smaller room where children could take part in quiet activities and read stories. Children also had access to a dining room for snacks and lunches, this was also a multi-use room for small groups and babies could sleep in the bedroom outwith the playroom. Some parents liked that children had a quiet space to sleep and their children benefited from this.

All children had regular access to the enclosed garden area which had a range of play equipment. The wider garden also had space where children could run around and engage in large physical activity. Parents were happy with the wide access children had to outdoor play.

Staff used the garden every day and made use of local walks and amenities. We found that children were having a positive experience within the environment. Staff made very good use of space; children had access to a wide range of resources which were rotated regularly to ensure quality of experience. Resources were stored in a way that children could self-select and this encouraged independence.

Thirteen parents strongly agreed and one parent agreed that the service had a suitable range of equipment, toys and materials for the children.

### Areas for improvement

The service self assessment stated that staff will continue to maintain links with and develop new ways to engage with the local community. Staff will also replace and update resources as required.

Staff could consider the timetable of activities as when the downstairs area is at full capacity it can be busy for the children. Staff could consider using the dining room and the outdoor area to ensure the quality of experience for children at all times.

### 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 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

### Service Strengths

We looked at the safer recruitment of staff under this statement and found that the service had very good safer recruitment practice. We concluded this after we looked over policies and procedures relating to safer recruitment of staff and sampled staff files.

The provider had a safer recruitment of staff policy which included the aims and objectives of the provider. The provider detailed within the policy that they would request two references for all new staff, one of which would be from the previous employer. The provider would also request a letter from the new employee's doctor and carry out a Protecting Vulnerable Groups (PVG) check. The policy also required new employees to produce a copy of training certificates and qualifications along with identification. Staff were also required to register with the appropriate regulatory bodies.

We saw that the provider had followed best practice in safer recruitment. Files sampled included all relevant information and all checks had been carried out prior to staff starting at the service. This practice ensured the safety and wellbeing of service users.

### Areas for improvement

The service self assessment stated that the provider will keep up to date with best practice regarding the safe and robust recruitment of staff.

The manager told us that she checked the Scottish Social Services Council (SSSC) registration of new staff before they started in the service. The manager should ensure that this information is clearly documented within staff files.

### Grade

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

We found that the service had very good practice in this area. We concluded this after we looked at training records, minutes of meetings, appraisal information and SSSC registration. We also spoke with the provider, manager and staff and looked at relevant policies and records.

The manager and all staff members held appropriate qualifications. The service also supported students. The manager and staff were registered with the SSSC. The SSSC is responsible for registering people who work in social services and also regulates their education and training. This ensured that staff had the right skills and training to carry out their roles within the service.

The service had very good retention of staff; most staff working within the service had been working there for a number of years. This had a positive impact and staff were continuing to work well as a team and provide a positive environment for children and families.

Staff told us that the new manager had been a positive impact on the service. The manager and staff were working together to improve the service and take ideas and suggestions forward and involve families in the process.

We saw nice, kind and caring staff. We saw positive interaction between staff and children throughout the visit. Parents told us within our questionnaires that staff treated children fairly and with respect. There continued to be a positive ethos within the service, staff were continuing to get to know children and families and use the information from parents to care for children. This showed us that staff were responsive to children's individual needs.

There had been opportunities for staff to meet with the manager to discuss any issues or concerns. The manager had also carried out some informal monitoring of playrooms. The manager was continuing to get to know staff well before carrying out appraisals which were planned for late October 2015. Staff were committed to their continuing professional development (CPD) and were continuing to seek training opportunities particularly in Curriculum for Excellence and Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families.

Staff had regular opportunities to meet as a team and to meet as smaller room teams. The manager was available to support staff on the floor. This ensured positive communication between the team.

In the returned questionnaires, 14 parents strongly agreed and two parents agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development.

### Areas for improvement

The service self assessment stated that staff training for all staff was ongoing.

The manager had a planned programme for appraisal to be completed with all staff. She had carried out interim 1:1 meetings and staff told us they met with the manager regularly. The manager should ensure she keeps a log of discussions with staff to ensure that she has clear records of discussions.

The manager had identified, along with staff, that there was a training need for staff to attend further training on Getting it right for every child (GIRFEC). This was planned for the end of October. The manager should ensure that she assesses the impact of the training to ensure positive outcomes for children.

The manager had a system for monitoring staff training; this could be a more robust needs analysis of training to ensure that there is a clear training plan in place for each staff member.

**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 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

#### Service Strengths

We looked at leadership values within the service and how this was promoted and how it impacted on positive outcomes for children. We concluded that the service performance was very good under this statement.

We saw that the staff team had clear roles and responsibilities within the service. Senior staff had clearly defined roles and this ensured that families were supported. The manager was working well to support staff to continue with their continuing professional development and take leadership roles within the service.

Staff told us there had been very good access to training and development. Where staff had attended specific training they would share their knowledge and skills with the rest of the team and use the training to improve outcomes for children.

Staff were taking forward specific roles in the service such as Eco-Schools, planning, parents' committee and Bookbug. Two staff were attending training on Building the Ambition and they were working with the rest of the staff to share their knowledge and skills. We saw that staff were given autonomy within the playrooms to take forward new ideas and skills to improve the programme for the children. Staff were actively encouraged to take on these roles by the management team.

The keyworker role within the service ensured that staff were working closely with parents to ensure there were strong links between parents and staff to support the child throughout their time at nursery. Parents commented on the positive relationships they had with staff and this ensured good open channels of communication. Keyworkers took responsibility for all aspects of their group and ensured they were tracking children's learning and meeting children's individual care needs.

### Areas for improvement

The service self assessment stated that staff will continue to revisit and reinforce their policies, vision, values and aims.

The manager should continue to develop leadership values within the staff team. Staff were keen to develop their skills and take forward new ideas.

### 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 found that the service continued to have very good quality assurance systems and processes. We concluded this after we spoke with management and staff, considered information that parents and children shared with us and the service, reviewed the information that was provided within the self assessment for this inspection and reviewed relevant policies and procedures.

We saw that outcomes for children were very good in this service. The manager and staff had implemented a planned programme of development and improvement across the service and they ensured that parents' and children's views were used to improve the service.

The service had an improvement plan with a clear vision and values and aims. Staff were working towards this plan and shared this information with parents. The manager was working with staff to ensure that the plan included all stakeholders and they had a shared vision of improvement. We saw that staff were evaluating their work and shared a standards and quality plan with parents to show how they had implemented improvements in the service and how these were impacting on the quality of children's experiences. The manager kept up to date with legislation and current best practice through membership of national forums.

The service ensured that parents and children were actively involved in the service development through engaging with them through regular events such as fun days and festival celebrations. Parents could also become involved in the parents' committee where parents were actively encouraged to share their views. The service was continually adapting and changing to ensure parents could become involved in the service improvement.

The service had changed the roles of senior staff within the service to define the roles and give clear responsibilities. This ensured that staff were supported and that it was clear who dealt with which area of the service. This helped to support staff and families using the service.

Fifteen parents strongly agreed and one parent agreed that overall they are happy with the quality of care their child received in this service.

### Areas for improvement

The service self assessment stated that staff will further develop systems of self-evaluation involving service users and staff.

As a matter of best practice, the manager should consider further developing a system of auditing to ensure she has clear audits across the service.

### 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

There are no outstanding recommendations.

## 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	
7 Oct 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
12 Oct 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
14 Dec 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
10 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and Leadership	4 - Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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