

Hanover Street School Nursery Day Care of Children

Hanover Street School
Beach Boulevard
Aberdeen
AB24 5HN

Telephone: 01224 569880

Type of inspection: Unannounced
Inspection completed on: 15 March 2017

Service provided by:
Aberdeen City Council

Service provider number:
SP2003000349

Care service number:
CS2003014434

About the service

Hanover School Nursery was registered on 1 April 2002 and is registered to provide a care service to a maximum of 40 children aged three years to those not yet attending primary school. The service will comply with the following staffing:

- Age of children Ratio - Adults to Children aged three years and over, 1:8.
- Where children aged three and over attend facilities providing day care for a session which is less than a continuous period of four hours in any day, the adult:child ratio may be 1:10, providing individual children do not attend more than one session per day.

The nursery is located within a primary school situated in Aberdeen City Centre. The children occupy one large room. There were two separate foyer areas of the nursery where the children hung up their jackets and shoes. These areas also included notice boards for information for the parents.

The aims of the nursery were to provide a safe, warm and happy environment that is challenging and stimulating.

The Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

We observed the children and saw that they were receiving a positive experience during their time at nursery.

Six parents returned completed questionnaires to us before the inspection. We also spoke to 12 parents as they dropped off and collected their children. All told us that their children settled in well to the nursery and enjoyed coming. Comments from parents included:

"Very pleased."

"Very happy with everything they do."

"Great, in preschool year getting on fine. On parent council so know what's happening but feel they communicate with all parents well."

"Teachers are very co-operative."

"Happy with everything. Really good induction information, everything you needed to know."

Comments from children included:

"I like playing with my friends."

"I'm washing my hands."

"I like sticks."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements in their service. The self-assessment clearly identified some key areas for improvement and how the service intended to take these forward. The provider told us how the people who used the care service were involved in the self-assessment process and how their feedback directed the development of the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

During the inspection we observed good interaction between staff and children. This helped to form attachments between child and carer.

To help keep children safe, the service had reviewed their medication policy since the last inspection. Medication was stored, administered and recorded correctly. Parents had completed consent forms before staff administered medication and this was reviewed by senior management regularly. Staff were knowledgeable and competent in providing medication to children in their care.

Many children had English as an additional language. The children benefited from playing with a pupil support assistant who worked with the children once a week to support their language skills. She provided books to the children read in their own language. This helped the children to feel included and settled within the group.

To help support children's learning the nursery children were supported by primary 4 children in a reading buddies scheme.

To support children's health and wellbeing, meals were healthy and followed the NHS 'Setting the Table' guidelines. Snack was free flow and did not interrupt children's play. Children chose their name card when they wanted snack. Children were given the opportunity to be independent by helping to prepare snack, plate up their food and pour their own drinks. Staff interacted with children during snack to make this a good quality social experience promoting language development.

The children had access to fresh air and fun, energetic play contributing to keeping them active. For example, the children played on a play frame, trikes and the sand pit in the garden.

Progress had been made to the children's care plans. However, the plans for children with additional support needs were not detailed enough to ensure their needs were being met. They did not reflect what staff had told us about their specific needs. **See recommendation 1.**

On the day of inspection there was not always a staff member present to welcome children and parents into the nursery. A welcoming staff member who is able to greet children as they arrive would help children to settle better into the session and form even more positive relationships between staff and both children and parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider and manager need to ensure that all the support needs of the children are provided for. To achieve this they should:

- a) Ensure that personal plans detail all identified needs of each child and how these will be supported by the service.
- b) Involve parents and other professionals, if appropriate, in the development and review of the personal plan.
- c) Ensure that personal plans are effectively reviewed at least once every six months.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing; Standard 6: Support and Development; and Standard 14: Well-managed Service

Grade: 4 - good

Quality of environment

Findings from the inspection

The children were cared for in a safe and secure environment. The walls were bright and colourful and displayed children's artwork.

Children had access to a wide range of resources that were age and stage appropriate. The nursery featured a story corner with interactive computer, water area, craft table, role play, construction and mark making table.

Links to literacy and numeracy were used to extend the children's learning and help them to achieve. For example, indoors the children were encouraged to find their name card during snack. Outdoors, magnetic alphabet letters were used and a pictorial child friendly number line was displayed on the garden fence.

We observed good infection control, the tables were wiped and hands were washed before snack to limit spread of infection.

Since the last inspection the nursery had risk assessments in place for all areas the children accessed in order to identify any potential risks to help keep children safe. Child sized mops had been purchased and we saw children using these to clean up water spills which encouraged them to be responsible and independent.

The staff checked the outdoor area daily for litter and a fence was put up to help with this. Litter in the garden was not an issue during the inspection. The outdoor area was safe and clean. The mud kitchen was in process of being developed and will be of benefit to children when up and running.

There was a quiet room the children could use which could be further developed. For example, made into a sensory room to assist children with support needs to have a quiet and relaxing area. The nursery session was very controlled and adult-led. Children were put into groups for the use of gym time, zumba exercise and outdoor play. A more flexible approach could have been taken to allow the children more choice over their play during the day. On arrival children had free choice from the table top activities however activities were already set out. More choice could be made from the shelves nearby allowing children more independence over their learning.

Craft activities were adult-led with a staff member gluing the paper and the children sticking the paper on. This did not support children to make their own choices or to be responsible for their learning and development. Children gluing themselves develops fine motor skills and develops self-help skills. Children's artwork on the walls were adult-led and did not reflect children's own creativity or respect their achievements. **See recommendation 1.**

The children need more access to outdoor play instead of having structured outdoor time in a set group, the staff had already been discussing this. Some children did not want to participate in outdoor time for the set time they were outside. **See recommendation 2.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Children to have opportunities to be responsible for their learning, to be supported to make choices, express their creativity and influence the activities.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience

2. The children should have regular access to outdoor learning experiences. Staff would benefit from reading 'My World Outdoors'.

http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-

[_early_years_good_practice_2016.pdf](#)

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

There was good interaction between staff and children on a one to one basis. Staff handled some challenging behaviour well and had implemented and evaluated strategies to overcome this.

There was a new staff team and they were developing their roles and relationships well. Staff photos and details were displayed on the wall within the nursery for parents to see.

All staff had been recruited safely and registered with SSSC since the last inspection. The staff were well skilled and enthusiastic, and children were nurtured in their care. They were also promoting positive behaviour.

Feedback from parents was positive and the parents were really happy with staff.

Regular team meetings took place and staff were consulted and participated in making decisions and putting forward their ideas. The staff were interested in developing the service further. For example, trying out "wee green spaces" with the children. An outdoor area near the beach had been identified by staff as a safe outdoor place to take the children to regularly to enhance their outdoor learning.

Staff had started to review children's learning profiles to ensure that they were more individual and meaningful to the child. This was an area that needed to be improved. Staff had discussed the use of floorbook planning and were to trial this in the upcoming weeks.

All staff were trained and knowledgeable in relation to child protection and were aware that chronologies were everyone's responsibility. However, staff need more detailed GIRFEC (getting it right for every child) training to effectively meet the needs of the children. **See recommendation 1.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff to undertake an in-depth GIRFEC training course to effectively meet the needs of the children.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 6: Support and Development

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found the quality of management and leadership to be of a good standard. Management encouraged the development of their team and supported them in keeping children in their care safe. The manager had taken appropriate action since the last inspection to improve outcomes for children within the nursery.

Staff advised that they felt valued and supported by the management team.

A survey had been given to the parents, this had been collated and the outcome was really positive. We could see parent's interest boards were displayed on walls in the foyer.

The nursery staff involved parents through 'monthly munchy' gatherings. This was an informal way for parents and senior management to come together and discuss aspects of the nursery. A different care standard was discussed each time. This helped parents and families of the children feel included within the community as many families were new to the area.

We saw evidence of training records, minutes of meetings and improvement plans. The improvement plan had identified areas to be developed for example, staff monitoring.

Staff took part in a formal appraisal system and regular review meetings. These provided opportunities to highlight strengths and identify areas for development.

Quality assurance systems could be developed to be more meaningful and effective. The management team did not keep records of staff monitoring. Staff monitoring was an area they had identified that needed to be developed the nursery staff need to self evaluate their service against frameworks such as 'Building the Ambition' or 'How Good Is Our Early Learning and Childcare', to identify different ways to improve and monitor service . **See recommendation 1.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should continue with plans to develop more rigorous procedures for monitoring the work of the service and the full staff team.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 13: Improving the

Service, and Standard 14: Well-managed Service

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must make sure medication is appropriately stored, administered and recorded. The provider must ensure that parents complete consent forms detailing all arrangements regarding their child's medication, before staff administer medication.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a) - Welfare of users.

This requirement was made on 6 November 2014.

Action taken on previous requirement

During inspection we found medication was stored, administered and recorded correctly. Parents had completed consent forms before staff administered medicine. This process was reviewed by senior management.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The management team should continue with plans to carry out a review and update of the medication policy and procedures in line with Care Inspectorate's health guidance on 'The Management of Medication in Daycare and Childminding Services'. This can be found on our website.

National Care Standards Early Education and Childcare up to the age of 16 years - Standard 3: Health and Wellbeing

This recommendation was made on 6 November 2014.

Action taken on previous recommendation

There was a new medication policy and it was regularly updated by management.

Recommendation 2

The management team should continue with plans to develop further children's personal plans. Information regarding the personal preferences of each child should be included along with staff observations about each child and details about each child's next steps in development and learning. The six-monthly review dates should be recorded and any updated information agreed with parents should be included.

National Care Standards Early Education and Childcare up to the age of 16 years - Standard 3: Health and Wellbeing

This recommendation was made on 6 November 2014.

Action taken on previous recommendation

Staff observations of children were not meaningful to provide effective next steps to support further learning and development.

Recommendation 3

Staff should carry out and record risk assessments for all areas accessed by the children, in order to identify any potential risks and detail how these will be addressed.

National Care Standards Early Education and Childcare up to the age of 16 years - Standard 2: A Safe Environment

This recommendation was made on 6 November 2014.

Action taken on previous recommendation

Management had carried out risk assessments for areas accessed by the children.

Recommendation 4

The management team should make sure clear arrangements are put in place for checking and recording the safety of the outdoor area each day, before the children access this area.

National Care Standards Early Education and Childcare up to the age of 16 years -

Standard 2: A Safe Environment

This recommendation was made on 6 November 2014.

Action taken on previous recommendation

The staff check the outdoor area daily.

Recommendation 5

The management team should continue with plans to develop more rigorous procedures for monitoring the work of the service and the full staff team.

National Care Standards Early Education and Childcare up to the age of 16 years - Standard 13: Improving the Service, and Standard 14: Well-managed Service

This recommendation was made on 6 November 2014.

Action taken on previous recommendation

During inspection we did not see evidence of staff monitoring. The management had undertaken staff observations but these were not recorded. This was an area they had identified as needed working on.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
6 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	4 - Good
10 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed

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