

# 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: 7 February 2018

**Service provided by:**  
Aberdeen City Council

**Service provider number:**  
SP2003000349

**Care service number:**  
CS2003014434

## About the service

Hanover Street School Nursery is registered to provide daycare to a maximum of 40 children aged three to those not attending primary school. The service operates during term time.

The provider is Aberdeen City Council. The service is based in Hanover Street school, Beach Boulevard, Aberdeen.

The aims of the service are currently being revised.

## What people told us

On the day of our inspection, approximately 34 children used the service. We observed children enjoying their play and they enjoyed being there. Most happily talked to us and allowed us to take part in their play.

We gathered the view of four parents/carers of children using the service. One family returned a care standard questionnaire to us and six parents took part in the inspection. All parents told us they were happy with the service provided and that their children enjoyed attending the service.

Parental comments included:

"The staff are approachable, the service is fine, and I'm happy".

"The staff are close to the children and are very kind".

"My child enjoys it and is happy to play".

"We are always made to feel welcome and told of anything that is going on. It's a pleasure to go there everyday".

"The staff are very friendly, I am kept updated".

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their improvement strategies and quality assurance paperwork. These demonstrated their priorities planned for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Particular strengths were the care and support provided.

Children were involved in making decisions in the service about where they played indoors, and who they played with. They were able to give their views. They were encouraged to play and were supported to express themselves in a variety of different ways. As a result children experienced appropriate interactions in a warm, safe environment.

Staff knew the children; they used lots of communication and interacted appropriately. They were responsive to their needs and this meant that children were comfortable in their care.

Children had opportunities to learn about healthy lifestyles. They were learning about healthy eating at snack time. They enjoyed the snack provided and had opportunity to eat food from various cultures. Staff were on hand to help the children, chat with them and ensure these times were a pleasant experience. We discussed with staff how children could be more involved in these experiences.

Children's achievements were recognised and celebrated. Resources were easily seen and children were familiar with the play areas, resources and toys. Staff plan to progress this.

Staff kept parents informed about children's progress and provided opportunities to involve them. Parents were welcomed into the service and we discussed with staff that more opportunities should be provided to celebrate where the children come from.

Care plans were used by staff and have been updated. These linked to wellbeing indicators and guided the work of the staff. A key worker approach had been established.

Children were being cared for in a safe and secure environment. Staff understood their roles and responsibilities for keeping children safe. They had recently undertaken training on Child Protection and had a good understanding about the procedures to safeguard children.

Since the last inspection the grade for this theme has been maintained. Based on the findings of this inspection the grade for this theme is good.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

Particular strengths was the space available to the children, and how parents and visitors were welcomed into the environment.

The premises consisted of one large playroom, outdoor, kitchen, office, cloakroom, toilet, and changing facilities. The service is based on the first floor. Parents told us they felt welcomed into the environment and liked the resources and the experiences provided for their children. Parents were able to access the main playroom at any time.

Children were provided with knowledge, understanding, skill and confidence to cope with new and different challenges. Staff planned to improve the way children assess risk during play so that they had more opportunity to learn how to keep themselves safe.

There was a secured entry system and congestion was eased as parents and children arrived. Hygiene was of a good standard and lighting and heating was appropriate.

Children had opportunities to get to know their community and learn about the world around them. Children had some opportunities to be involved in the life of the school by joining in with festivals and events and the staff team plan to improve this.

Displays were easy to understand and information was visible for parents and staff. There was a bustling atmosphere. Each end of the playroom was named. This created some division and we advised that this procedure cease with immediate effect.

Children benefitted from staff guidance in helping them to learn how to keep themselves healthy. Children were encouraged to wash and dry their hands properly before eating, and after messy play or using the toilet. Most were confident in this routine.

There was an outdoor play area in the school playground and this area was used during the inspection. The children were appropriately clothed and really enjoyed the time spent outdoors. Outdoor play has been identified as an area to progress. Staff, children and parents have been part of the 'wee green spaces' initiative and plan to continue with this.

Since the last inspection the grade for this theme has improved. Based on the findings of this inspection the grade for this theme is good.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The staff team were fully supported on their journey to progress the service and this was a particular strength.

The staff were confident in their role and were aware of strengths and what needed to be improved. Staff worked as part of a larger team and there were opportunities for the staff to discuss the service they provided and how the children could be supported. They had reviewed some aspects of the service and encouraged feedback to support development and change.

Staff held various qualifications and most were open to initiatives and best practice. They behaved in a professional manner towards children and families. Staff were becoming more familiar with self-evaluation and regular opportunities to reflect on their practice had begun. The staff team were involved and consulted about the new improvement plan, and the updated vision and aims linked to wellbeing indicators.

The service placed a very strong ethos on the 'whole family'. The children were cared for well and staff had established positive relationships with the children and parents.

Although staff were confident in their role and were becoming more involved in evaluation of the service, there were missed opportunities to enable a more child led approach. The approach to maintaining some aspects of good practice was not yet robust. We found that:

- The daily routine was mainly adult led; children came together on more than one occasion during the session, meaning their play was frequently interrupted.
- Although staff had begun to consider how outdoors could be improved, staff were not stationed here as part of the routine, and children were not yet enabled or encouraged to play outdoors daily. This meant that outdoors was not fully utilised and children were not yet encouraged to play here for prolonged periods. Boundaries were placed on full access to the outdoor play space.
- Learning journals were used by staff to record each child's learning story. We provided ideas about how to streamline documentation, given the extended hours of care provided, duties implemented away from caring for the children and the working patterns of staff. The learning journals were mainly adult led. The journals we sampled did not yet show developmental targets, how children were involved, or their evaluation. Children did not yet have ownership of these and these were not individualised for each child.

During this period of transition, staff must reflect fully to improve outcomes for the children and provide a more effective, outcome focused model of care and support.. The staff must adopt a shared approach and take action to ensure specific aspects are improved. **(See requirement 1.)**

Based on the findings of this inspection the grade for this theme is adequate. The grade for this theme has not been maintained.

## Requirements

### Number of requirements: 1

1. The staff shall provide a service which promotes and respects independence of service users and affords them choice in the way in which the service is provided to them. To achieve this the staff must ensure a child led approach to the daily routine, outdoor play and learning journals.

This is in order to comply with The Public Services Reform (Social Services Inspections) (Scotland) Regulations 2011, Scottish Statutory Instrument No. 210, 3.

Timescale: by 31 July 2018.

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

The management team have made changes to facilitate change and maintain improvement and this was a particular strength.

For example:

- Staff training records are now kept and staff are encouraged to attend a range of training to support their needs.
- Staff are now more involved in preparing for annual professional review and development (PRD) meetings.
- Team meetings now occur ensuring consistency and development.

As a result of these changes the staff are more aware of their professional responsibilities in accordance with their role and management expectations of the whole staff team.

The management and staff team worked together to identify what is working well and what needs to improve. This enabled management to check understanding as well as to ensure that staff were following good practice guidelines. We found that management knew their staff well and were supporting them on their improvement journey. All staff had responsibility to progress the service.

Quality assurance and evaluation of the service since the last inspection has been led by the drive of the management team to continually improve how the service supports staff in providing a quality service to children and families. This is ongoing and continuous.

The grade for this theme has been maintained. Based on the findings of this inspection the grade for this theme is good.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

#### Recommendation 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.

**This recommendation was made on 4 May 2017.**

#### Action taken on previous recommendation

Personal plans are in use in accordance with our legislation therefore the recommendation is considered addressed.

#### Recommendation 2

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.

**This recommendation was made on 4 May 2017.**

#### Action taken on previous recommendation

Children did make some choices and could choose from a range of activities indoors therefore this recommendation is considered addressed.

## Recommendation 3

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](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.

**This recommendation was made on 4 May 2017.**

### Action taken on previous recommendation

Children did use outdoors and although this recommendation is considered addressed staff still have some work to do in relation to children's involvement.

## Recommendation 4

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.

**This recommendation was made on 4 May 2017.**

### Action taken on previous recommendation

Training has been attended therefore this recommendation is considered addressed.

## 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 for Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service, and Standard 14: Well-managed Service.

**This recommendation was made on 4 May 2017.**

### Action taken on previous recommendation

Quality assurance and evaluation is in place therefore this recommendation is considered addressed.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
15 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
6 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
10 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed

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