

Hanover Street School Nursery Day Care of Children

Hanover Street School
Beach Boulevard
Aberdeen
AB24 5HN

Telephone: 01224 569880

Type of inspection:

Unannounced

Completed on:

27 February 2019

Service provided by:

Aberdeen City Council

Service provider number:

SP2003000349

Service no:

CS2003014434

About the service

Hanover Street School Nursery is provided by Aberdeen City Council which is a local authority service. Children have use of one large playroom, integral toilets and access to a secure outdoor space in the playground. This service has been registered since 2002.

They state in their aims:

"We aspire to be a fun, happy, engaging and ambitious nursery". We found them to be meeting these aspirations.

The current registration states:

To provide a care service to a maximum of 40 children at any one time aged from 3 years up to those not yet attending primary school.

The service will comply with the following staffing:

Age of children Ratio - Adults to Children aged 3 years and over, 1:8. Where children aged 3 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.

We assessed the service using the Care Standards for Health and Social Care, My support, my life. We have referenced them in each quality theme within this report.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI.' Information relating to this can be found at:

<http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

What people told us

We wrote this report following an unannounced inspection which started on Wednesday 27 February 2019 at 8.30am and finished at 16.30pm after we had given verbal feedback to staff. One early years and childcare inspector carried out the inspection.

Before the inspection, we sent 20 parental questionnaires to the service to distribute to parents/carers on our behalf. At the time of the inspection, we had 11 returned which we used to inform our assessments.

Comments were mainly positive:

"Great nursery. Older son went was always welcomed. Always spoke with us. Just started my younger son, very polite."

"The nursery staff at Hanover have been amazing with (child). Her development has improved greatly and I feel it's mostly down to staff at Hanover Street Nursery School."

"Overall I am happy with the nursery staff. They are friendly and helping and I am happy that my child is in good hands."

"My daughter enjoys nursery very much. She has made lots of friends. She has learned a lot in the first year. I'm sure this year will continue to learn more. Staff is great. Professional open and you can see they have a good training for what they do."

One parent felt that the environment required attention, "The outside play ground is not well maintained. If needed, help with maintenance some parents can give a hand and a swing would be welcome as well". We raised this with the management team.

We also spoke with four parents during the day and asked them about their views of the service. All spoke highly of the quality of the care and support they and their child received at Hanover Street School Nursery. We could see from their responses that they valued the friendly and supportive staff who knew their child well and met their needs effectively.

We gathered the opinions of children using the service, both through observations and by chatting with them during play. We found most children were happy and settled into the routines of the day. They told us they liked the staff and knew they could find help from them if needed. When asked if they enjoyed playing with the toys and activities, they told us that there was lots of choice and they played with friends made at nursery.

Further feedback is included in the relevant sections of this report.

Self assessment

Services of this type were not asked to submit a self assessment document to us. We saw the improvement plan for the service which included the priorities for developing the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found the nursery was performing to a very good standard when we considered the care and support. During this inspection we considered how well children and their families were included as active participants, were listened to and offered choices.

We also considered whether the children received appropriate support and play activities for their age and stage of development. We looked at the following Health and Social Care Standards 1.15, 1.19, 1.31, 1.33, 1.35, 2.27, and 4.15.

Staff welcomed children and families into the playroom and took time to chat with them about significant issues which could impact upon their care of children. Staff used this information to support children and families consistently. The introduction of key workers had been welcomed by parents we spoke with. They found the improved contact to be helpful and that strong relationships had developed as a result. One comment from a parent was:

"They are my angels" after sharing the very positive impact of staff support on their child.

We sampled some children's records, including personal plans. It was clear that staff understood the importance of recording information relating to the health, safety and welfare of children. The format for these records had recently been improved, encouraging richer conversations with families and better understanding of children's needs. We spoke with staff about continuing to develop these plans in partnership with carers, such as childminders, to improve communication further.

Staff used developmental assessment tools to very good effect. This meant that staff understanding of children's needs was very good. Parents who responded to our questionnaires confirmed that staff regularly assessed their child's learning and development and used this to plan their next steps. Parents told us:

"My child has come on so much with their (staff) help"

We spoke with most staff about their various areas of responsibility. We found them to be professional and caring, leading to very good outcomes for children. We made observations of children both indoors and outside and saw that they were having fun and learning through play. Staff were skilled at offering interesting activities, such as the stage which children enjoyed performing on. We could see the confidence this instilled in the children involved and staff were on hand to extend their ideas.

Children enjoyed a baking activity which meant they had opportunities to measure, weigh and use kitchen implements. They told us they 'loved' their baking and that they could take cakes home. Snacks were provided, with children offered a balanced menu which followed the 'Setting the table' good practice guidelines. We asked that staff now consider the newly produced document, 'Food Matters' to build upon the good experiences for children and their nutrition.

There was a strong emphasis on the wellbeing indicators. (See introduction of this report for more details). Children understood most aspects, such as keeping safe and caring and respecting each other which led to friendships being formed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

During this inspection we considered how well children and their families were included as active participants, were listened to and offered choices. We also considered whether children experienced a high level of positive stimulation and how well children were encouraged to be curious and explore the world around them.

We found that the service was good in these areas. (Health and Social Care Standards 1.23, 1.25, 1.30, 1.31, 1.32, 2.17, 3.19 and 5.21).

We found that the staff had worked hard to provide a richer and more stimulating playroom and outdoor space for children. The outdoor area had been part of the nursery plan to improve the play experiences for children, meaning that there was a better flow and space for active and energetic play. As children could not go out to play when they wanted due to access limitations, we saw that staff were supportive of children's need for energetic play in the fresh air early in the session. We asked staff to ensure they continued to follow children's need to this type of play, such as those with limited access at home. Staff provided waterproof suits and wellingtons to ensure that the weather was not a barrier to outdoor play. Our observations showed that children were happy and engaged in the good range of built resources, such as the mud kitchen. They were able to plan, measure, pour and use their imagination to good effect providing good outcomes for children. Staff had plans to provide a water source which would be beneficial to children's learning and enjoyment of the outdoor area.

We found that staff had made good progress in including children in understanding and managing risk in the nursery. Children we spoke with told us what the rules were during outdoor play, showing that they were learning to be responsible and take care of each other. Staff should now continue to embed this positive approach and plan ahead to improve outcomes for children.

One parent, through our questionnaires, told us they 'disagreed' that staff asked their child's views about the activities and outings and used them to plan future activities. We raised this with the management team and asked that they include this in future planning.

The nursery room provided space for children to explore and try out new experiences. Staff we spoke with told us they were using their observations and knowledge of children to add to these. We saw that staff were using best practice guidance from the Care Inspectorate to good effect, such as 'Loose Parts Play-A toolkit', 'Our Creative Journey' and 'Animal Magic' amongst others. These are available from the online resource, The Hub.

We found that there could be improved resources within the 'home area' to ensure very young or unsettled children could experience nurturing and comforting play with materials and resources, such as cots and babies.

We reminded staff to ensure that they followed infection control procedures when using storing potties.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

During this inspection we considered how well children and their families were supported by staff who understand the importance of high quality play. We also considered whether children experienced a high level of positive stimulation and how well staff were skilled and trained to support children.

We found that the service was very good in these areas. (Health and Social Care Standards 1.9, 1.13, 1.29,2.8, 2.17, 3.7, 3.10,3.13. 3.14 and 3.20).

Following observations of staff working with children and families and discussing their practice with them, we found they were nurturing, conscientious and motivated to provide high quality care. We saw that staff knew children well which helped them to settle and become familiar with routines. Their support for families was highlighted by parents we spoke with during the inspection. We found examples of how staff had helped with difficulties, easing pressures and helping parents become more effective carers.

Communication between staff was both informal and formal, with minuted meetings held to discuss practice and development issues. Staff we spoke to told us they felt they had access to a good range of training. They had made positive use of professional reading and gave examples of how this had been used to good effect within the nursery. We spoke with the senior management team about considering having staff as 'champions' to further develop skills in specific topics, such as outdoor play.

All staff were appropriately registered with their professional register, the Scottish Social Services Council (SSSC). Staff we spoke with understood their responsibilities in maintaining their registration through ongoing training.

Staff we spoke with knew what their responsibilities were in protecting children from harm or abuse. They received refresher training on an annual basis and knew how to raise concerns with their child protection officer. Effective chronologies and records were maintained, where necessary.

We used feedback from questionnaires we sent to staff before the inspection. The responses confirmed that staff were given good support and direction from management. One confirmed that the team has strengthened due to effective collaboration which had led to improved motivation of all staff. They told us that staff training was available and relevant to their role in the nursery, meaning staff were able to maintain their professional registration expectations from the Scottish Social Service Council (SSSC). We discussed including exit interviews with staff to improve recruitment arrangements.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

During this inspection we considered how well the service managed the service, updated their training and made ongoing improvements through self assessment processes.

We found that the service was good in these areas. (Health and Social Care Standards 1.23, 2.17, 3.20, 4.5, 4.6, 4.8, 4.11, 4.19, 4.27).

We spoke with the head teacher and the depute who took overall responsibility for the nursery and its staff. She provided us with a well detailed school improvement plan which included key priorities for developing the nursery. They had started to make progress on these priorities which were discussed with staff to maintain momentum. She had included the nursery in monitoring quality and to support staff. We found that improvements to these processes had led to improvements, including very good staff support.

We found that there were very good opportunities for parents and carers to be involved in the life of the nursery. There was an open door policy which meant parents could visit to see their children's progress and update children's records. All parents who responded told us they were able to visit the nursery before using it.

Effective work had been ongoing to improve the recording of accidents and incidents and to ensure analysis of events is included in monitoring work.

The manager told us that work had started to familiarise staff with the new national standards which apply to the service. We found that most of the nursery staff had good awareness of them and how they could be used to assess the work of the service.

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

Requirement 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.

This requirement was made on 12 March 2018.

Action taken on previous requirement

The staff team, supported by the senior management team, have invested time into improving their work with children. Outcomes for children have improved. This includes staff training, supervision and ongoing monitoring of practice.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

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
7 Feb 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
15 Mar 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
6 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good 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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