

Care service inspection report

Rainbow Dreams Day Nursery

Day Care of Children

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Broomhill

Glasgow

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Telephone: 0141 337 6160

Type of inspection: Unannounced

Inspection completed on: 28 October 2014



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Service provided by:

Rainbow Dreams Day Nursery Limited

Service provider number:

SP2012011836

Care service number:

CS2012308315

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at enquiries@careinspectorate.com

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	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

Rainbow Dreams Day Nursery offers children a happy and comfortable environment where they can play, socialise and share new experiences. Children are offered a range of play opportunities and parents told us they felt that the nursery provided a good service. The staff team were kind whilst supporting the children in their care. Staff and management have built positive relationships with the children and their families attending the service.

What the service could do better

We have made six recommendations during this inspection. We have asked the service to submit an action plan to the Care Inspectorate. This will show the action the service will take and the timescale for achieving improvements. Please see the body of this report for further details.

What the service has done since the last inspection

Since its previous inspection on 28th November 2013 Rainbow Dreams Day Nursery have achieved their bronze eco award, alongside this they have developed their outdoor play area by addition of a nature area and some new play equipment. The nursery has gained Child Smile status and now promote children's toothbrushing within the nursery.

Conclusion

Rainbow Dreams Day Nursery provides a flexible service for children aged 0-12 years throughout the year. Staff have formed good relationships with the children and their families. Families told us they valued the service for themselves and their children.

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

This service registered with the Care Inspectorate on 29th November 2012.

Requirements and Recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Rainbow Dreams Day Nursery is registered to provide daycare to a maximum of 30 children aged 2 years to those not yet attending primary school with a maximum of 15 children aged 2 years to under 3 years.

The nursery operates between 8am and 6pm, Monday to Friday. Children can attend on a full or part-time basis.

Rainbow Dreams nursery operates from a scout hall in the Broomhill area of Glasgow. The service is close to local amenities and bus routes. The building has a secure door entry system. The accommodation consists of an entrance area, a large bright hall, children's toilets, nappy changing facilities and kitchen. The children have access to the enclosed, outdoor play area. Staff facilities include toilet, staff room/office.

The provider is Rainbow Dreams Day Nursery Ltd.

Rainbow Dreams Day Nursery states it aims to:

- Deliver a day care service of the highest standards that will develop and improve each child's quality of life.
- Provide a secure, caring and stimulating environment where children are treated as individuals and feel respected, valued and confident.

A full statement of service's mission statement and aims were available to people who use the service.

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 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - 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 or by calling us on 0845 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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by two Care Inspectors. The inspection took place on Tuesday 28th October 2014 between 8:50am and 17:15pm. We gave feedback to the service on Tuesday 28th October 2014. As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the service to complete and submit to us.

We sent out twenty care standard questionnaires to the service and asked them to give them to the parents or carers of the children who used the service. Prior to our inspection, nine completed care standard questionnaires were returned to us. During this inspection process, we looked around the areas accessed by staff and children and we gathered evidence from various sources, including the following:

We spoke with:

- The manager
- The owner
- Four members of staff
- Four parents
- Twelve children who were present during inspection

We looked at:

- Supporting evidence from self assessment
- Returned care standard questionnaires
- Newsletters
- Accident and incident records
- Administration and storage of medication records
- Lunch menus
- Children's information records
- Children's personal plans
- Children's Floorbooks
- Children's suggestions
- Parental comments
- Policies and Procedures File

- Risk assessments
- Staff meeting minutes
- Staff training records
- Monitoring and self-evaluation records
- Service Improvement plan
- Display boards.

We also completed observations of practice and relationships between staff, children and parents.

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.firelawscotland.org

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

Five recommendations were made at the previous inspection which was conducted on 28th November 2013.

Quality theme 1 statement 3

1. The staff should review the lunch time experience to enable children, dependant on their age and ability, to have more involvement for example; setting the table, clearing away their dishes, pouring their own milk or water and helping to serve the food. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

Service Action: The Service submitted an action plan to Care Inspectorate on the 12th January 2014. They told us that they had reviewed and updated their lunchtime routine procedures to ensure the children were involved and that their independence was developed. At our inspection visit to the service on 28th October 2014 we saw the children set their own place mats for lunch. They choose their own cup and cutlery. The service had provided small jugs of water and milk that the children could help serve themselves with. Throughout lunchtime we observed the children interacting with each other and staff whilst enjoying eating their lunch.

Outcome: Recommendation met.

2. The manager should set up a policy and system to ensure that packed lunches are stored in line with current food handling and storage guidance. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

Service Action: The Service submitted an action plan to Care Inspectorate on the 12th January 2014. They told us that all packed lunches that are sent in from home would be removed from the children's bags as soon as they arrive in the nursery and stored in the kitchen fridge. The nursery also told us they had updated their snack and infection prevention policies. At our inspection visit to the service on 28th October 2014 we saw that the nursery used the fridge to store children's lunches brought in from home. We also saw that environmental health had visited the nursery and issued a pass certificate for their kitchen in April 2014.

Outcome: Recommendation met.

3. The provider should replace the current blankets and sheets to ensure that they fit the mats and the blanket adequately covers the children. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

Service Action: The Service submitted an action plan to Care Inspectorate on the 12th January 2014. They told us that they would purchase new sheets and blankets which would cover the whole length of the mat and also blankets which fully cover the children. They also told us that they would continue to ensure that each child had their own bedding which would be laundered after each use. At our inspection visit to the service on 28th October 2014 we saw that the nursery had purchased new sheets and blankets which were large enough to cover the sleep mats and the children.

Outcome: Recommendation met.

Quality theme 2 statement 2

1. The provider needs to ensure that they continue to increase the range of play equipment and materials available to the children for example arts and crafts, sand home corner materials. The provider should continue to develop the outdoor area.

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

Service Action: The Service submitted an action plan to Care Inspectorate on the 12th January 2014. They told us that they had purchased additional arts and craft materials, new books and role play equipment. They also told us that they had created a schedule for purchasing new equipment and that they would ensure that sand, water and creative play was available every day for the children. At our inspection visit to the service on 28th October 2014 we saw examples of children's mind mapping that had been undertaken to establish children's interests. This information was then used to identify new resources which were purchased. The nursery had also undertaken recent improvements to the outdoor play area.

Outcome: Recommendation met.

Quality theme 3 statement 3

1. The provider should arrange pre-birth to three training in order to enhance staffs knowledge when working with the under three's. National Care Standards for Early Education and Childcare up to the age of 16: Standard 4 - Engaging with Children.

Service Action: The Service submitted an action plan to Care Inspectorate on the 12th January 2014. They told us that staff will undertake training out with the nursery to increase their knowledge and understanding of Pre Birth to Three. At our inspection visit to the service on 28th October 2014 we saw that the nursery had not been able to access Pre Birth to Three training. The manager told us that they were seeking a place on the next available training course. They also advised us that staff had undertaken self-study using Pre Birth to Three and that the staff had undertaken a range of alternative training courses which were available to them including Getting it Right for Every Child.

Outcome: Recommendation met.

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.

The Care Inspectorate received a completed self assessment document from the service provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under. The provider identified what they thought they did well, some areas for development and any changes they had planned. The provider told us how the people who used the service had taken part in the self-assessment process.

Taking the views of people using the care service into account

During our inspection, we spoke to approximately twelve children who were present during our inspection. The children were quite young but they were able to tell us that they liked playing outdoors and that they enjoyed their lunch. Throughout the inspection we observed the children at play and their interactions with staff members. The children were seen to be settled and at ease with staff who were caring for them.

Taking carers' views into account

We spoke with four parents/carers during our inspection visit. They told us that they were happy with the care that their child received in Rainbow Dreams Day Nursery. Comments included "Staff are approachable and friendly, I like them the way they are" and "I am impressed with the range of food."

We sent out twenty care standard questionnaires and asked the nursery to give them to parents and families who use their service. Prior to inspection nine were returned to us. All of the returned questionnaires agreed that overall they are happy with the quality of care their child receives in the service. Parents wrote and told us "All staff are very nice and approachable" and "Kids always seem to be having fun and in the garden." and "Lovely nursery with kind staff."

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 found the service's performance for this quality statement to be 4 - Good. We reached this decision after we spoke with families, children, staff and read what people had written. We looked at the written records for the service and observed the children during our inspection.

We saw that families and the children were welcomed on arrival and the staff had time to listen and chat with the children and their families at both arrival and departure times. This provided opportunities for parents to discuss and be involved in their child's ongoing care needs.

The majority of parents who completed our care standard questionnaires told us that they had received clear information about the service before using it. Parents placed importance on this they told us they had lots of opportunity to participate in the daily life in the nursery. A parent commented "I speak to the staff daily when I pick up my child this provides me with the chance to find out what is happening on a regular basis".

The management team and staff used a variety of methods to consult with the families. These methods included regular newsletters which routinely asked parents to share their views, informal discussions with parents, notice boards and other information such as photographs. There is also a suggestion box sited in the entrance and a consultation wall within the playroom to enable families to leave feedback.

The service provided a handbook to all families when they join the nursery. The handbook contained relevant information for parents and families including details of how they can become involved in the nursery. For example they had an open door policy for parents to drop into the nursery to discuss their child at anytime. This allowed all parents opportunities to have a say in the operation of the service.

Where parents requested the nursery completed individual daily communication books. This provided opportunities for parents to read about their child's day in the nursery including what their child had eaten, nappies and sleep routine. This was shared with parents when they came to collect their child.

We found that the choices of the children had influenced the planning of activities. Children had been involved in planning their topics and associated activities. For example, 'Floor Books' illustrated the children's investigation of a number of topics and how their questions and suggestions had influenced exploration of their topics.

Throughout the inspection visit, we observed staff chatting with children. Children were seen to be relaxed and comfortable, responding and interacting with staff and with other children. We saw that children had choices during the inspection and could choose from a wide variety of age appropriate activities and play equipment. They could choose to play alone or together with others in small groups.

Areas for improvement

The service identified in their self assessment:

That they were continuing working towards improving parental involvement with ideas like Summer fayers, trips etc.

We discussed with the manager that consultation with parents, families and the children had been limited. The manager recognised this and told us that this was an area of work that the nursery was continuing to improve. We discussed further developing methods for consulting with parents and children to assess and improve the quality of care and support (recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Rainbow Dreams Day Nursery should continue to develop further methods of encouraging parents and children to participate in and express their views on the quality of the service provided. The information should be used to make ongoing improvements. National Care Standards for Early Education and Childcare up to age 16. Standard 13: Improving the Service.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

As part of this inspection, we have focused on how this service has promoted children's health and wellbeing through infection prevention measures.

We found the service's performance for this quality statement to be 4 - Good. We reached this decision after we spoke with families, children, staff and read what people had written. We looked at the written records for the children and observed the children during our inspection.

Children had the opportunity for physical and energetic play contributing to their healthy development. We looked at photographs of the children involved in a range of physical and energetic play both indoors and outdoors.

During the inspection visit, we observed staff and could clearly see the use of praise and encouragement was daily practice. Children were guided to build friendships with each other and were observed to be confident at play, making choices and decisions. Staff were seen to be approachable and caring towards the children. Children communicated with staff confidently, enjoying the conversations and sharing their stories and views.

Children's achievements were recognised and celebrated in nursery. We saw a display on a noticeboard within the nursery. We saw pictures of the children taking part in a range of activities. We felt that this allowed the children to feel included and valued.

We found that the nursery's daily routines provided children with security and continuity of care. There were opportunities for the children to sleep or rest when needed.

Staff had undertaken child protection training. We spoke to staff and saw they had a good working knowledge of child protection procedures.

A range of information was gathered to form children's personal plans. This information was used by staff to meet the children's individual care needs. We found staff knew children well. They spoke confidently to us of each child's individual needs.

Lunch time routines were well organised and children were seen to be provided with appropriate levels of support during meal times. Meals were freshly cooked. We found that the staff involved in serving the children's food had access to individual children's allergy information. We viewed the children's meal plan and found that it was well-balanced with options available if a child had an alternative dietary

need. Children were provided with fruit regularly and could have milk or water at lunch time. Children had access to drinking water throughout the day.

Staff ensured that the children had opportunities to learn about and practice healthy lifestyles. For example, the children took part in Childsmile, the national tooth-brushing programme for nurseries and schools. Healthy eating projects had been undertaken with the children and staff encouraged children to follow good hand washing routines. Children told us some examples of when they washed their hands were before eating or when they came in from outdoors.

During the inspection, the children were viewed to be busy, engaged and relaxed within the nursery. Staff were interacting with the children and were responsive to requests for assistance. We saw this in a range of practice observed during the inspection visit when children were taking part, co-operating with others and were listening well. Children were involved throughout asking questions in relation to the activities. For example, we saw children using a sorting game to identify size, colour, numbers, etc. Children were seen to be encouraged to be independent and given opportunities to be responsible for basic tasks. For example putting on their jacket to go outdoors and setting their placemats at the lunch table.

Areas for improvement

During inspection, we found that the nursery's medication policy including storage systems for the administration of medicines required to be updated. For example, we found that the nursery did not clearly record the reason for administering medication. We discussed the current health guidance on the management of medication in daycare and childminding services with the manager and owner. We have asked the manager to review their medication policy and procedures (recommendation 1).

During our inspection, we sampled children's personal plans. We noted that the nursery had gathered appropriate information for children attending, including daily routines, family, likes, dislikes, toys and activities. We looked at how the nursery used this information to gain knowledge on the children and their needs. The nursery told us they used this information to plan how they would meet the needs of the children. We also saw that the nursery had carried out competent observations of children's developmental achievements and used this to plan the children's next steps. However we found that the nursery had not fully involved the children's parents in planned reviews of their children's personal plans. We advised the manager that a planned review should be undertaken at least once every six months or earlier if there is a significant change to a service users needs (recommendation 2).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Rainbow Dreams Day Nursery should update administration, recording and storage of medication policy in accordance with the best practice guidance document Management of Medication in Daycare and Childminding Services. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Well Being
2. The manager should ensure that children's personal plans which are in place for each child in their care, show after consultation with each service users parents how the children's health, welfare and safety needs are to be met. The personal plans must be reviewed at least once every six months. This is in order to comply with SSI 210, The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Regulation 5 - Personal Plans. Timescale - within 28 days of the date the child starts using the service. National Care Standards for Early Education and Childcare up to the age of 16: Standard 6 Support and Development.

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

We did not inspect against this statement, but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

Please see Quality statement 1.1

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

As part of this inspection, we have focused on how this service has promoted children's health and well-being through infection prevention measures.

We found the service's performance for this quality statement to be 4 - Good. We reached this decision after we inspected the indoor and outdoor environment and looked at the service's written records. We also spoke with staff, families and children.

Rainbow Dreams Day Nursery operated in one large playroom which they had sub-divided into separate play zones. The nursery also had direct access to a fully enclosed garden area. We found the accommodation to be clean, bright and welcoming. We found the toilets were clean with liquid soap available for the children. There were a range of safety precautions in place. For example, a suitable door entry system ensured that only authorised persons gained access to the nursery. We were asked to sign in and out of the building. Parents signed children in

and out of the service. This ensured no unauthorised entry to the building and children could not leave the building unnoticed.

We found a balanced range of resources were available in the playroom. Storage of toys and resources had been considered and boxes were labeled with some photographs of contents attached so that children could identify the contents. During our inspection, children were seen to access toys and resources independently.

Building maintenance records told us work was carried out when required. We saw that the nursery had relevant insurances in place and these were on display for parents to view.

Throughout the nursery, children had ample space to play both indoors and outdoors. We saw the children access the outdoor play area. Session planners told us that the children had opportunities to explore the outdoor environment using a range of materials. Throughout our inspection we observed the children to be joining in and having fun. Children told us they enjoyed playing outdoors.

The manager and the staff had attended a range of useful training courses including first aid and food hygiene. We found that staff used this training, in conjunction with the services policies and procedures, to help promote children's safety.

We found that the service had policies and procedures in place to make sure that the environment was safe and the children were protected. For example, a combination of risk assessment, cleaning rotas and daily visual checks helped staff to ensure that the playroom and the outdoor areas were safe and suitable for the children using the service. Staff had attended child protection training and the service had a child protection policy in place.

Areas for improvement

During our inspection, we observed the children going outdoors to the enclosed garden area to play. We observed that the pathway leading from the building to the outdoor play area was slippery due to the fallen leaves on the path. We have asked the manager to ensure that staff check the area prior to the children leaving the building to ensure that all risks have been identified. The manager has told us she would do this.

Throughout our inspection, we carried out observations within the playroom, children's toilet area and nappy changing facilities that focused on how the nursery promoted children's health and well-being through infection prevention measures. We found that the nursery had considered how they could support the children's health and well-being. However, we observed several areas where the service could make improvements. For example, the nappy bin lid was broken, toilet roll holders in the children's toilets were missing and the toilet seat in the staff toilets was broken. We also discussed mural displays which had been used to brighten the area the toilet

walls with the manager. Due to the risk of the cross infection we have asked the manager to remove these and only have essential information in the toilet and baby change areas and that these should be of a wipeable surface (recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Rainbow Dreams Day Nursery should provide appropriate resources in line with current guidance Infection Prevention and Control in childcare settings. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Well Being.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

We did not inspect against this statement, but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

Please see Quality statement 1.1

Grade awarded for this statement: 4 - 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

As part of this inspection, we have focused on how this service has promoted children's health and wellbeing through infection prevention measures.

We found the service's performance for this quality statement to be 4 - Good. We reached this decision after we considered the positive feedback about the staff team. We read what people had written. We spoke with staff, families and the children who were present during the inspection.

Parents who returned our care standard questionnaires agreed/strongly agreed that their child appears happy and confident with the staff. A parent who returned our care standard questionnaire commented "Staff are very nice and approachable." Parents we spoke to on the day of inspection supported this view. A parent told us "Staff are friendly, I see the same staff each day allowing me to get to know the staff caring for my child."

Throughout our inspection, we observed friendly and approachable staff who were caring and supportive of the children in their care. We observed positive interaction as staff worked with the children. Staff responded to children's ideas and interests. We saw that staff offered children encouragement and praise.

During our inspection, we asked the children attending to tell us about the staff team. The children were all familiar with the staff working with them. They were happy to talk to us and told us that they thought "The teachers are nice." Children we observed were at ease with the staff. We saw that the children shared friendly relationships with them.

We found that nursery staff were appropriately registered with the Scottish Social Services Council and held professional qualifications or were working towards achieving them. They had participated in training and refresher courses relevant to their roles. We saw information on training courses that staff had attended. Staff recorded their training. We saw evidence that the staff had used training to improve their work with the children. For example a staff member we spoke with told us "I recently attended first aid training, this improved my confidence and my understanding of what I should do in the event of a child having an accident."

The manager told us that the children have consistent staff caring for them. We viewed staff rotas which supported this. On the day of the inspection, there were sufficient staff on duty to meet the adult child ratios prescribed within the National Care Standards for Early Education and Childcare up to age 16. Overall, we found staff to be committed to ensuring that children enjoyed a quality experience at the service.

The service told us in their self assessment that the staff are motivated and have regular meetings to evaluate and plan their work. On the day of inspection the staff told us they attend nursery staff meetings where they discuss and put forward their views. Staff told us they had opportunities to make suggestions and give their opinions.

Areas for improvement

During our feedback session, we suggested that the staff team should continue to develop their understanding of Building the Ambition National Practice Guidance on Early Learning and Childcare Children and Young People (Scotland) Act 2014 support practice.

As part of the infection control focus for this inspection we observed nappy changing practices. We saw that the nursery had developed a nappy changing procedure which had been issued to staff and was clearly on display within the nappy changing areas. However, the staff member we observed did not follow the nappy changing procedures. For example, they did not change their gloves or remove their apron at the appropriate time. We have asked the manager to improve staff nappy change practice inline with the nurseries nappy changing procedure (recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager must review staff nappy changing practice to ensure that all staff take appropriate measures to control the spread of infection. National Care Standards for Early Education and Childcare Up to the age of 16 - Standard 2: A safe environment.

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

We did not inspect against this statement, but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

Please see Quality statement 1.1

Grade awarded for this statement: 4 - 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 the services performance for this quality statement to be 4 - Good. We reached this decision after we spoke to the manager, staff, parents and children. We also looked at written records including service policies, questionnaires and quality assurance systems.

Parents who completed our care standards questionnaire told us overall, they were happy with the quality of care their children received in the service. This view was supported by a parent who wrote "My child is cared for extremely well in Rainbow Dreams Day nursery." During our inspection, the parents we spoke with generally expressed their confidence in the service provided and the management team.

Staff we spoke with during inspection told us that they had been involved in assessing and improving the quality of the service through regular discussion at staff meetings. This was supported by minutes of staff meetings we read which noted self-evaluation processes taking place. For example, staff meeting minutes told us

discussion had taken place on changes that had been made to outdoor play area staff had commented that they agreed that the changes were beneficial.

Staff told us they felt supported by the management. Examples given included the regular staff meetings. Staff appreciated the opportunities these meetings provided to raise issues pertinent to them and their practice with the manager.

To support their continuous development the nursery are members of Glasgow West Central Childcare Forum. The manager and owner attend meetings where they were provided with opportunities to discuss and share practice. In addition the manager told us that the nursery were able to access and apply for relevant training courses through the Glasgow West Central childcare forum.

In discussion during inspection, we found the manager knew the service well and was committed to ongoing improvement. We saw that some systems to support the quality of the service were in place. This included a service improvement plan. We saw the nursery had effectively used their improvement plan to show how they were identifying the nurseries improvement priorities and the methods they would use to achieve them. They had also considered the expected timescales, resources required and the impact and outcomes they hoped to achieve. The manager and staff we spoke with during inspection told us that they had been involved in developing and reviewing the improvement plan through staff meetings and regular discussion with the management team.

A Complaints procedure was in place and made available to parents. Parents we spoke with during our inspection told us that they were confident that the service would act on any concerns they had.

Annual performance appraisals take place for staff. These are used to direct the staffs personal development plans. We sampled these and saw that staff were routinely involved in completing pre-appraisal information on their own performance and development needs including identifying their strengths and areas for development. We also saw that the appraisals included a focus on how staff were meeting the service aims.

Parents and children were encouraged to give their views both verbally and in writing. Staff told us that they talk to the children on a daily basis asking for their views. Children's mind mapping supports the staff to evaluate and plan the service. Children we spoke to during our inspection told us that they can make suggestions and put ideas forward.

Management told us that children and parents were involved in evaluating the quality of the service through a range of ways including using the approaches that we have described in the strengths section of quality theme 1, statement 1.

Areas for improvement

During our inspection, we looked at the processes and procedures the nursery used to monitor the service. We discussed with the manager and the owner how further developing routine monitoring would identify areas of practice that could be improved on. The manager told us that they were in the process of reviewing monitoring procedures.

During our inspection, visit we saw that staff recorded accidents and incidents. However we found that they did not routinely use this information to review the cause of the accidents or incidents and they did not identify and implement improvements to prevent reoccurrence. We asked the manager to audit accidents and incidents and where necessary take appropriate steps to reduce future risks (recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Rainbow Dreams Day Nursery should audit accident and incident records and where necessary take action to reduce future risks. National Care Standards for Early Education and Childcare up to the age of 16 Standard 3 Health and Wellbeing.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
28 Nov 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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