

# Care service inspection report

Full inspection

## Little Steps Childcare Day Care of Children

Garrybank  
Bankfoot  
Perth



HAPPY TO TRANSLATE

Service provided by: Claire Bell trading as Little Steps Childcare

Service provider number: SP2009975690

Care service number: CS2009233142

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

## Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

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

### What the service does well

Management and staff worked together to provide children attending the service with very positive learning experiences. Staff knew the children and their families well and met the children's individual needs in a sensitive and supportive manner. Parents and children had excellent opportunities to be involved in evaluating the quality of the service provided

### What the service could do better

We made suggestions for improved practice in relation to safer recruitment and deployment of staff in the out of school care. The service should continue to self evaluate and make further improvements as identified within their self - assessment.

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

Since the last inspection and as a direct result of feedback from parents, the service has reviewed their catering arrangements for children's lunches. These are now cooked on the premises and are proving popular with the children.

## **Conclusion**

We found that the service was performing very well in the areas covered by this inspection. Management were receptive to ideas from parents, staff and children. We observed children to be engaged in a range of activities where they co-operated well with staff and each other. Parents who returned our questionnaire and those spoken with on the days of the visits confirmed that they had opportunities to be involved in the service.

# 1 About the service we inspected

Little Steps Childcare is a service operated by a private provider who works in partnership with Perth and Kinross Council to provide pre-school education. The nursery accommodation is a two storey building with a good sized outdoor play area in the Bankfoot area of Perth. The nursery is registered to care for a maximum of 55 children aged from birth to 12 years old

There are currently 86 children attending the service on a mixture of part-time and full-time places.

Through viewing the nursery aims and objectives it was noted that the service aimed to "treat children as individuals with their needs met and achievement recognised."

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of care and support - Grade 5 - Very Good**

**Quality of environment - Grade 5 - Very Good**

**Quality of staffing - Grade 5 - Very Good**

**Quality of management and leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by one Inspector. The inspection took place over two days Tuesday 3 & Wednesday 4 November 2015.

As part of the inspection, we took account of the completed annual return and self- assessment forms that we asked the provider to complete and submit to us.

We sent fifteen care standard questionnaires to the service to distribute to parents. Thirteen were completed and returned before the inspection. We had the opportunity to speak with a further eight parents during the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- Fifteen children
- Manager
- Service provider
- Eleven staff
- Eight parents

We looked at:

- Minutes of staff meetings
- Newsletters
- Policies and procedures

- The environment and equipment
- Children's personal plans
- Partnership with parents
- Staff training
- Staff recruitment

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the service had completed this and with relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, areas for development and any changes they planned.

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

Through discussion and observation of children present during the inspection visits, it was noted that they were happy and secure in the playroom environment. Children were confident and enthusiastic in their play and their interaction with staff and each other. Children were happy to chat with the Inspector and include her in their play.

## Taking carers' views into account

Thirteen parents returned our questionnaire and we had the opportunity to speak with a further eight parents/carers during the inspection. Both verbal and written feedback given to the Inspector was of a positive manner. All parents who returned our questionnaire and those spoken with "strongly agreed" that they were very happy with the quality of care their child received.

Here is a selection of the many parental comments included within our questionnaires.

"You can tell the staff are happy there and ultimately this is what produces such a lovely environment for our children."

"The staff and in particular the management team always take the time to make my child feel very welcome at nursery."

"Little Steps is a fun loving place for children."

"The nursery provides a fantastic service for each and every child."

"My child took ages to settle into nursery and the staff were great - I was allowed as much time as he needed. He now gets excited when we arrive at nursery."

"Little Steps provides very good learning experiences for my child in a supportive, warm and nurturing environment."

"Staff know my child well and they provide a setting my child is excited about coming to and therefore making very good progress."

"As a parent it is scary to leave your child with others; however at Little Steps I feel extremely secure knowing my daughter is safe and comfortable."

"I think the nursery have a very positive approach to managing behaviour which promotes positive behaviour and self-esteem."

"I think the nursery strongly values health and wellbeing and promote this in their snacks and strong outdoor ethos."

"I appreciate them involving the children in the environment and charitable activities."

### 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: 5 - Very 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

At this inspection, we found that the performance of the service was excellent for this statement.

We found the service provided excellent opportunities for parents to share their ideas and views about the quality of care and support offered. This was achieved through the use of questionnaires, verbal feedback, question of the month, parent meetings and newsletters. The service promoted an open door policy which encouraged parents to discuss any concerns and ideas for improvement. The Inspector viewed evidenced that confirmed that parental requests were acted on. One such request was that recently the service asked parents if they would like to be kept informed about the service through social media. Parents wanted a closed social media page. This has been developed with a detailed policy issued to staff and parents regarding the use of it. Feedback from this new venture was good with one parent telling the service "due to working away I love to see the fun my son is having on the updates on Facebook."

The service offered parents the opportunity to attend Parents Matter Meetings.

These provided parents with the chance to speak to the leadership team and room seniors about their child's care and support or any aspect of the service. During one meeting discussion took place regarding the Scottish Government initiative Getting it Right for Every Child (GIRFEC) and the eight wellbeing SHANARRI indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included.) Parents were asked to evaluate how they felt the nursery implemented these indicators. Feedback was very positive and displayed for all parents to view.

Open Nights again provided opportunities for parents to visit their child's playroom or any other playroom and speak with the staff. These meetings offered parents the chance to see how their child would progress through the nursery and the activities and learning opportunities available to them.

Children's views were gathered through discussions, floor books and mind mapping. Children in the Rainbow Room had a learning wall which highlights what they know about a topic, what they would like to know, what they have been doing and what they have learned. This helped children to feel included in decision making and that their ideas were valued and respected. During the inspection visit the children were happy to discuss their learning with the Inspector.

To further develop links between the home and nursery the service offered parents the opportunity to attend play and stay sessions. This provided parents with the opportunity to work with staff and observe how their child spends their time at nursery. Literacy and numeracy packs were available for children to take home which further developed the learning links between home and nursery. Older children had the opportunity to engage in a show and tell session. This involved a child taking a special box home and filling it with three toys of their choice. They then returned to nursery and shared with their friends the importance of these items. The outcome of this project was that children felt included, nurtured and responsible with their achievements acknowledged.

The service issued a questionnaire to parents which confirmed parents were very happy with the quality of care their child received. One parent wrote "I fully trust the staff to meet my child's needs"

## Areas for improvement

The service should continue to maintain the current excellent standard of this Quality Statement.

## Grade

6 - Excellent

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 2

"We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential."

### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement.

Management and staff were caring and committed to the health and wellbeing of the children attending the service. They worked in partnership with parents to ensure individual children's needs were being met.

A wide variety of documentation was used to enable the service to develop a personal plan for each child. This included an application form which contained emergency contact details for parents and child's doctor. Medical and dietary requirements were discussed and recorded prior to child starting at the service. Children's likes, dislikes, interests, friends and family were also recorded. Each child had a learning story which charted their progress and development. Parents had access to this profile at all times and were encouraged to comment. A written report was given to parents which detailed how their child was progressing in the service and included the next steps for their child's learning. Parents had the opportunity to comment on this report. One parent wrote "my child has developed so much since starting at nursery" with another stating "he has developed so well and his speech has come on loads." This information allowed staff to take account of children's preferences and interests when planning activities. A system was in place to update these details in line with new legislation.

Young children's individual care routines were displayed within the baby room which ensured continuity of care between home and nursery. Daily diaries and verbal communication ensures that children's changing needs are noted.

We undertook observations within the playroom during the visit.

These observations highlighted that there were opportunities for the children to play with their friends, independently or be part of a larger group. We noted that children could make choices in their play. Resources were displayed at children's level to help facilitate this.

Effective procedures were in place to assist staff to understand their responsibility in relation to protecting children. Staff confirmed that they had accessed child protection training. Management and staff had a good understanding of the document "Getting it Right for Every Child" (GIRFEC). As a result of this, they focused on what made a positive difference to children and their families and how they could implement improvements. Information relating to this was displayed for parents to view and included photographs explaining how the service applied the wellbeing indicators within the nursery programme.

To help keep the children active they had the use of an outdoor play area. This provided the opportunity for them to participate in energetic play and enjoy fresh air.

We found that the service had good systems in place to store and administer medication. We concluded this after we reviewed the medication policy, records of medication that had been administered and spoke with staff.

To help children moving from the Jungle Room (2-3) to the Rainbow Room (3 - 5) a buddy system was in operation. This involved an older child befriending a younger child to help they feel safe, included and responsible.

To assist children with the transition from nursery to school, the service had developed links with a local primary school. The nursery had access to the school gym to participate in shared activities with the nursery class. This had helped to develop friendships and familiarise children with school premises.

All thirteen parents who responded to our questionnaire "strongly agreed" that they were happy with the quality of care their child received. One parent told us "Little steps is amazing and our daughter is so happy there and has developed so much since starting" with another writing "I am confident that my child is receiving a high level of care."

### Areas for improvement

Through viewing a range of children's learning journeys it was noted by the Inspector that when children moved from one room to another that most of their learning journey documentation including progress reports was sent home.

The Inspector discussed with the management team the benefits of these remaining on file as a starting point for their next steps of learning and as a means of tracking children's progress over their time at the service. The management team agreed to review this practice.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 3

"The environment allows service users to have as positive a quality of life as possible."

#### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement.

There was a secure entry system at the entrance to the service. This was monitored by staff. This prevented any unauthorised people entering the nursery. Visitors were required to sign in/out at the school office so that the service had a clear record of who was in the building and the reason for their visit. This resulted in the children being protected in relation to security.

We observed that children were cared for in an environment which was warm, friendly, clean and safe. This was confirmed by the parents who completed our questionnaire. One parent told us "the nursery is always bright, clean and stimulating and the children's work is always clearly displayed" with another writing "staff are friendly, supportive and caring and your child is safe and secure."

The Inspector witnessed children being dropped off at the service and collected. During this time staff were available to greet the children and parents. This not only made the children and parents feel welcome it also provided the opportunity to share information relating to the child's care needs. Relationships were observed to be positive between staff, parents and children. This contributed to children feeling safe and secure, which in turn helped them to be relaxed and comfortable with the nursery setting.

The nursery operates from three main playrooms within the premises to care for children from birth to those not yet attending primary school, a cabin in the grounds is used to accommodate the out of school club. The accommodation is bright with staff making very good use of the space available. Children can freely explore their environment both inside and out. Risk assessment and safety checks were in place and we observed no issues around safety during the inspection visit. Children carried out their own risk assessments with written and pictorial paperwork used. This assisted the children to take responsibility for their environment and their own safety.

Older children had the opportunity to be a helper for the day. This included helping with snack, outdoor and playroom. The children chosen for these tasks had a special wristband which they were very proud to show. This process helped the children to understand about being healthy, safe, responsible and included.

Staff asked the children in all rooms what they enjoyed about nursery with the answers displayed. Children's comments included:

- "I play with the ball"
- "I play on the bikes"
- "I like playing in the water tray"
- "I like playing with the happy land toys"
- "The ladies read to me."
- "Making new friends"
- "Playing on the Wii"

Throughout the visit children were observed to fully engage in a wide range of activities and they interacted very positively with the staff and each other. Staff listened to the children and supported them in their learning.

To further promote the opportunities for children to be active weekly sessions of Enjoy a Ball, Drum's Alive and Leaps and Bounds gymnastics programme was in place.

During the inspection visits the Inspector spent time in the out of school club. Children attending this part of the service were happy to chat to the Inspector and told her how much they enjoyed coming to the club and the range of activities they could participate in.

Children benefitted from resources within the community such as library, mobile toy library and local farm to see the new born lambs. This helped children to understand the world around them.

### Areas for improvement

During the Inspection discussion took place regarding the deployment of staff in the out of school care cabin. The management team agreed to review this and take account of the points raised by the Inspector.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 5

"The accommodation and resources are suitable for the needs of the service users. "

### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement.

Of the thirteen parents who responded to our questionnaire eleven "strongly agreed" and two "agreed" that the service had a suitable range of equipment, toys and materials for the children. One parent told us "the time and effort the staff put into activities for the children goes above and beyond" with another writing "my child is well educated and learns songs and yoga as well as having a vast amount of play experiences."

Resources throughout the service were well organised to enable children to make choices. Many resources were stored in units at children's height to encourage this. Both pictures and words had been used to label the storage boxes so that children could see what was inside.

We observed that there was a very good range of activities and play materials to support and extend children's learning in all age groups. Younger children had the opportunity to participate in activities that developed their sensory and tactile functions. Older children had fun while experimenting with sand, water and technology. They could express themselves through the mediums of art, drama and dance. Children were encouraged by staff to be independent learners and make choices that challenged them.

Achievement walls were used for each playroom to acknowledge children's achievements at home and in nursery. Photographs and artwork was displayed which reflected children's learning and interests.

The service made good use of their rural setting to encourage the children to learn about nature and their environment.

## Areas for improvement

While viewing paperwork during the inspection it was noted that a blanket consent form was used for children transported in the nursery vehicles.

The Inspector discussed this with the manager and suggested the form be reviewed to inform parents which vehicles their child may be transported in and who the designated drivers were. Relevant documents should also be available for parents to view.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 2

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

### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement.

A detailed recruitment and selection policy was in place to ensure that the fitness of staff was checked prior to employment commencing. We checked the file of two members who had been employed since the last inspection. We found that their recruitment had been carried out in accordance with the procedure detailed in their policy. Appropriate checks had been carried out to ensure the new staff members were 'fit' to work with children. These checks including obtaining two references and ensuring they were members of the Protection of Vulnerable Groups Scheme (PVG) Scheme. Management also cross referenced their registration with the Scottish Social Services Council (SSSC).

Parents and children were involved in the recruitment process providing their views to the qualities needed to be a positive role model for children. Prospective candidates spend time working in the playroom to allow staff and management to undertake observations on their practice. After a new member of staff is employed a parent is invited to undertake an observation on them. One parent who did this commented to the service "I have previously participated in a staff observation and I think this is a great idea."

An induction programme had been developed and implemented for new staff which included copies of nursery policies and procedures.

The management team had developed job descriptions and contracts of employment for each role within the nursery. All staff had been given clear guidance on what their expected role within the nursery would be. This enabled both staff and management to have clear lines of accountability.

All staff employed within the service had or were working towards a childcare qualification. Staff were aware of the Scottish Social Councils Codes of Conduct. All staff except one newly appointed staff member were registered with the Scottish Social Services Council. The manager was aware that this member of staff had to be registered within six months of employment. The service had a whistle blowing procedure in place with staff encouraged to report poor practice.

Of the parents who responded to our questionnaire ten "strongly agreed" and three "agreed" that they were confident that staff had the skills and experience to care for their child and support their learning and development. One parent told us "the staff are always well presented, happy and behave in an exceptionally professional manner at all times" with another stating "I am really impressed with the quality of the staff and their genuine interest in the children."

### Areas for improvement

While viewing the recruitment files it was noted by the Inspector that references were not dated. This made it difficult to assess whether references had been received before staff commenced employment. The management agreed to review this for future recruitment. (See recommendation 1)

### Grade

5 - Very Good

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. All staff references should be dated to evidence when they were received.

National Care Standards for Early Education and Childcare up to age 16.  
Standard 12: Confidence in Staff



## Statement 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement.

Before children started at the nursery, parents were asked to complete a range of paperwork which provided information on their children including their likes, interests, family and preferences. Staff used this as a starting point for the child's learning. This process evidenced that staff respected parents as their child's prime carer and took on board their views.

Staff welcomed parents daily into the setting and provided opportunities to share information on their child's care. Parents confirmed to the Inspector that they felt staff were receptive to them and carried out changes to children's routine when requested. One parent stated "staff listened to my wishes as a parent and took account of my routine for my child" with another commenting "my child has such an amazing bond with the staff."

Throughout our visit we observed staff encouraging and supporting children in their play and learning. Staff were skilled at knowing when to encourage children in independent play, and when to step in to support and guide the children. We observed children having fun, with nurturing approaches displayed by staff. Staff communicated with the children in a caring and positive manner. Although some of the children had only been attending the service for a few weeks they were observed to be settled and familiar with the nursery routine. This evidenced the inclusive, nurturing and respectful relationships staff had developed with children.

Through our questionnaire twelve parents told us they "strongly agreed" and one said they "agreed" that staff treated their child fairly and with respect. One parent wrote "the staff are brilliant and my daughter lights up when she sees them."

Children's behaviour was very positive. Staff dealt with any issues effectively and thoughtfully. Staff got down to the children's level and gave explanations and support to resolve conflict. Staff shared their restorative approach to managing behaviour with parents. This inclusive and restorative approach to behaviour allowed children to take responsibility for their own behaviour.

Staff were respectful in their professional interactions with each other. Staff told the Inspector how they felt supported, valued and respected by the peers and management.

Staff had a shared understanding of the service aims and the vision of the nursery. Staff achievements were recognised and celebrated which supported the overall ethos of respect within the nursery.

### Areas for improvement

The management and staff should continue to build on the very good practice observed for this statement.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement.

Six staff questionnaires were returned to the Care Inspectorate before the inspection visit. The questionnaires provided very positive feedback from the staff. Staff told us they felt valued and believed they had been included in decision making and determining the future objectives of the nursery. One staff member wrote "management are always there asking and listening on how we can improve within the service and what we can do to improve the service."

Staff confirmed in discussion with the Inspector that they felt the management were supportive and approachable. They stated that they were encouraged to share their ideas and suggestions which they felt were valued.

Regular staff meetings provided opportunities for discussion and consultation in setting future objectives of the service. These meetings also encouraged staff to share ideas or concerns they had. Staff took part in a yearly appraisal. This process encouraged staff to review their current performance, reflect on what they could do better and request training which would benefit them and the nursery.

An improvement plan was in place which detailed priorities, standards and outcomes within the service. Staff were familiar with this document and were involved in developing, reviewing and implementing it.

Staff are fully involved in the self-evaluation process and use Child at the Centre 2 and the National Care Standards as tools to help them in this task.

Staff had undertaken training in relation to Getting it Right for Every Child (GIRFEC). The staff had used the knowledge and information gained from training to review and update their practice. This has had a positive impact on the outcomes for the children attending the service.

### Areas for improvement

The management should continue to monitor and improve on the very good practice observed for this statement.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

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

#### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement.

Both management and staff told us that staff had the opportunity to take on leadership roles within the nursery. This included fundraising events, monitoring, looking after a particular area of the nursery and Eco project. There was an expectation that staff would carry out research and access best practice guidance to support these roles. These added responsibilities encouraged staff to take ownership of these remits and develop their leadership skills. Through our staff questionnaire one team member told us "I feel I have been given great opportunities to develop my skills, knowledge and leadership capabilities."

Staff were responsible for keeping a written record of their training and the impact it had on their practice and the outcomes for children. Staff were expected to cascade any training to the staff team to share best practice and discuss how it could be used in their childcare setting.

Staff were actively encouraged and supported to access further training and professional development. We found that they had access a range of training opportunities both in-house and through Perth and Kinross Council.

The staff team had the opportunity to evaluate the management and leadership of the service through written and verbal feedback. This allowed the manager to reflect on her own leaderships skills.

### Areas for improvement

The management should continue to monitor and improve on the very good practice observed for this statement

### Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

## 4 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## 6 Complaints

The Care Inspectorate received a complaint relating to record keeping and communication which was upheld. The service has reviewed and updated their

procedures in light of the complaint. Further details can be found at the Care Inspectorate Website.

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings	
18 Nov 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
20 Apr 2010	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

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### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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

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هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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