

Newmains Family Learning Centre

Day Care of Children

Newmains Primary School
School Road
Newmains
Wishaw
ML2 9BE

Telephone: 01698 274979

Type of inspection: Unannounced
Inspection completed on: 16 February 2017

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Care service number:
CS2003015398

About the service

Newmains Family Learning Centre is provided by North Lanarkshire Council. The service operates from former school accommodation and has an outdoor play area adjacent to the nursery. It operates throughout the year, Monday to Friday from 8.00am to 6.00pm.

The service is managed by the Head of Centre, qualified early learning and childcare practitioners are employed and also a teacher specialising in early education. The service is registered to provide care for a maximum of 64 children per session, from babies to those not yet attending primary school. This includes six children under two years of age, ten children between 2 and 3 years of age and 48 children from 3 years to school age.

The service aims included:

"Newmains Family Learning Centre will, in partnership with the local authority, parents/carers and the wider community deliver a broad, balanced, stimulating and challenging curriculum, which will expose our children to learning experiences which will help them become successful learners, confident individuals, effective contributors and responsible citizens."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

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

What people told us

We issued 25 Care Standards Questionnaires to the service to distribute to parents prior to the inspection taking place. We received 16 completed questionnaires. All responses from parents were positive.

Written comments included:

"As a kinship carer for my granddaughter I was very impressed when senior staff visited me at home to meet my granddaughter."

"Newmains Family Learning Centre should be commended on the exemplary care it provides to both its children and families. It is disappointing though the children and members of staff at this centre should have to work in such a deteriorated building. I should mention that the staff at the centre appear to never disappoint the children in their resourcefulness and my child's development has never been compromised."

"The centre has wonderful staff that are easy to approach and are very supportive and reassuring. That is what I value most from a place my child spends time, develops and is nurtured."

"Having used Newmains Family Learning Centre for both my children over the years I have plenty of experience in this nursery. My children have loved, and still continue to do, coming to nursery. The staff are amazing, the facilities are great. It has a very welcoming atmosphere for both children and families."

"This nursery has been fantastic for my son. The staff are always there to meet his every need and update me every day. My son has very complex needs and at first I felt very anxious about sending him to nursery but from the very first day we were made very welcome and put very much at ease."

"The staff is very friendly and makes my daughter feel very welcome every day. I'm very pleased and happy with the service."

"As a mother of a child recently diagnosed with autism this nursery have 100% done all they can and more for my child and are a step ahead with all his needs."

"Opted for e mails when registering but this has not happened."

"My child was able to take part in activities during the summer holidays which kept him in touch with the staff at the nursery and kept the familiarity."

Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvement and development.

The self assessment identified some key areas that the provider believed could be improved and showed how the service intended to do this.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	6 - Excellent
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The standard of care and support provided to children and young people in the service was exemplary.

Staff had a sound understanding of how to protect and safeguard children.

An effective child protection policy was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection.

Staff provided a nurturing, caring environment for children and families. They worked hard to engage well with children and families and were particularly responsive to their individual needs and requirements during the induction and transition processes. Home visits for families with children aged under 3 years helped parents, staff and children to get to know each other.

We saw that families were warmly welcomed by staff at the beginning of each session and information about the child's day was shared with parents/carers when they collected them. Building trusting relationships with the whole family made it more likely that children would settle and feel safe and secure in the nursery environment.

Observations of practice highlighted that children were treated with respect by staff: staff listened attentively to their ideas and comforted them when needed.

Consultation with parents was excellent. They were included in the life of the centre, being involved in Parents Champion Group meetings. They were invited to take part in service training with staff and the Five to Thrive approach, using improvement methodology to improve attachment and relationships with families and improve outcomes for children.

Staff used 'How good is our early learning and childcare', a self evaluation framework, to inform their improvement journey.

From sampling the different elements of children's personal plans we could see that staff used national curricular guidance to think about how best to support children's learning and development. Staff were sensitive to children's individual circumstances and, where needed, had worked closely with other agencies as well as involving parents when drawing up a programme of support for their child. Parents commended this approach and we particularly liked that there were named staff to promote the nurturing model and to support children with additional needs. Staff had training to assist them in these roles and told us that they shared training and strategies with colleagues in their team so that there was a consistent approach to supporting children to achieve their full potential. This ensured children were healthy, nurtured and included.

There was a strong sense of community across the nursery with shared values among staff and families.

Families could access a parents' room and the service ran various groups to empower parents and give them confidence in supporting children's care, learning and development.

Parents told us that they liked the stay and play sessions, nursery blog, the achievements wall displaying their children's certificates and the buddy system.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The standard of environment provided to children was very good.

Older children were cared for in two open plan playrooms with toilet facilities adjacent to the rooms. Children aged under 2 years were cared for in the baby room and children aged 2 to 3 years also enjoyed their own playroom. The playrooms were bright, clean and well maintained.

The senior management team and staff were familiar with relevant infection control guidance and implemented this in practice.

The environment was safe and secure, welcoming and stimulating.

We noted that a recommendation recorded at the last inspection in relation to risk assessment/safety of windows had not yet been addressed by the provider. We have therefore included this recommendation in this report. (See Recommendation 1).

There was parking adjacent to the service for parents/carers dropping off and collecting their children. Clear procedures were in place for children entering and leaving the service. A security system was in place and a record of any visitors was maintained. The door entrance was closely monitored by staff. These measures meant that only those who should be in the service could gain entry.

Staff had put in place effective measures to keep children safe and protected in the service and on the way to and during outdoor play in the forest kindergarten. Children's and staff attendance was recorded, as were any accidents and incidents. Staff completed and reviewed a range of risk assessments for activities, areas of the building and outdoor play. Janitorial and cleaning staff were responsible for overseeing the safety of the centre and maintaining cleanliness and hygiene.

There was a strong focus on outdoor learning.

Children enjoyed a range of activities in the outdoor play area, including the Play on Pedals initiative and Forest Kindergarten in local woodland.

We saw younger children participating in a trip to the local supermarket, children playing in the outdoor area and children visiting a local woodland setting. The forest kindergarten initiative was well established in the service allowing children to have the freedom to play and discover, learn how to take and manage risk safely and become familiar with the local environment. Parents told us that this initiative had impacted very positively on their children's learning and development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should carry out a further risk assessment to determine the safety of windows, and to make any improvements necessary to ensure the continued safety of children.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 2, A safe environment.

Grade: 5 – very good

Quality of staffing

Findings from the inspection

Quality of staffing in the service was excellent.

Particular strengths were; the enthusiastic, motivated and committed senior management team and strong staff team who worked hard to achieve positive outcomes for children, staff practice and training.

Examples of excellent practice were the continuous professional development (CPD) for staff which reflected their own personal interests, the service priorities and the individual needs

of children in their care as well as recent training which included Five to Thrive, Solihull Approach, Building the Ambition, Video Enhanced Reflective Practice. It was evident that this had positively impacted on outcomes for children.

Staff were very knowledgeable about children, encouraging them to share achievements from home and providing a wide range of opportunities for them to evaluate their experiences in the service. Staff had created an enabling environment and experiences and activities that were challenging but achievable for children. They used their skills to support children to actively lead their play, explore and investigate. Staff were skilled and intuitive when engaging with children. Their use of questioning techniques encouraged children to think and explore their environment and use resources in innovative, imaginative ways. We saw staff engaging with parents/carers in a caring and respectful manner.

There was an overall sense of clear direction in the service. Staff told us they had good support from management, felt valued and were treated fairly in a positive organisational environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of management and leadership

Findings from the inspection

Quality of management and leadership was very good.

Self evaluation in the service was rigorous and enabled management and staff to critically reflect on practice. Detailed audits, records of playroom monitoring, observations, staff meetings, self evaluation, peer review and researching best practice were in place. This encouraged and supported staff involvement, staff leadership opportunities and emphasised the importance of continued professional development for all staff to ensure positive outcomes for children and keeping up-to-date with current legislation and guidance.

The service was implementing the principles from current documentations such as 'Building the Ambition' and the self evaluation document 'How Good Is Our Early Learning and Childcare.' This had created an emphasis on responsive planning and evaluation of children's experiences.

Parents' and children's views were regularly sought using various formats and their responses respected and included in the ongoing improvement and self evaluation of the service. The service encouraged parental involvement in Parent Champions Meetings. Parents participated in discussion about the service improvement plan and decision making processes.

The improvement plan priorities for the service were clear. Information on its progression and the involvement of parents, children and staff were clear and included everyone who was involved in the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider should carry out a further risk assessment to determine the safety of windows, and to make any improvements necessary to ensure the continued safety of children.
National Care Standards for Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.

This recommendation was made on 1 October 2015.

Action taken on previous recommendation

This recommendation was outstanding and is recorded again in this report.

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	
15 Jun 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
17 May 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
29 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 Aug 2008	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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