

Bellwood Nursery **Day Care of Children**

35 Bell Quadrant
Carfin
Motherwell
ML1 4GR

Telephone: 01698 230455

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

Service provided by:
Amcol Scotland Ltd

Service provider number:
SP2003000911

Care service number:
CS2013322180

About the service

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 31 January 2014.

Bellwood Nursery is a childcare service provided by Amcol Scotland Ltd. The service offers pre-school and out of school care. It is registered to provide a care service to a maximum of 143 children aged from birth to primary school age as follows:

Playrooms 1 and 2: 33 children from birth to under 2 years with a maximum of 12 in the centre playroom and 21 in the main playroom.

Playrooms 3: 30 children aged 2 years to under 3 years

Playroom 4: 40 children aged from 3 years to those not yet attending school

Playroom 5: 40 children attending primary school. (During the summer holiday period preceding the August school intake, the service can provide care to a maximum of 8 children at any one time who are registered to begin school in the August term.)

Bellwood Nursery operates from large, modern, purpose - built accommodation in Carfin, Motherwell. It offers full-time and part-time places, and operates throughout the year.

The building is easily accessible for the local community. There is plenty on-site parking making it convenient for those families arriving by car. Entry to the building is via a secure entry system into a spacious reception area, through which children are escorted by parents to their own self-contained child care room.

The stated aims of the service include:

"We aim to create a safe, stimulating environment where each child feels cared for and valued.

We aim to use a child-led approach which focuses on each child as an individual to encourage motivation and enthusiasm for learning."

A full statement of aims and objectives is available from the service.

At this inspection we focused on two aspects within Care and Support. These were:

- how the service was meeting children's individual needs (personal planning)
- how the service kept children safe (child protection)

We also looked at one aspect in each of the other quality themes of environment, staffing and management and leadership. These were:

- how the nursery environment supports the quality of children's experiences
- the impact of staff training and personal development on continuous improvement across the service
- implementing the nursery improvement plan which arises from self-evaluation.

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 (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

We found that children across all age groups were very happy in the setting and comfortable with staff.

Babies were very well cared for in a safe, calm and peaceful setting. Their physical and emotional care needs were very well supported by consistent and caring staff. Staff were observant and responsive to their individual needs and preferred routines. Babies clearly benefitted from sufficient space and adult support to help them explore their environment safely and practise their skills for sitting, standing and walking. Sensory areas and treasure baskets were interesting for children in this age group.

In the rooms catering for toddlers to 3 year olds, children experienced opportunities to further develop their interests in music, rhymes, action songs and books. Staff supported their introductions to new activities and experiences using water, sand, paint and play dough. As they progressed through the different rooms, children were encouraged to develop positive relationships with others and to engage in activities of their choice. One 2-year old showed the inspector a 'lift and look' display on the wall. She took pride in correctly identifying the animals hiding underneath through their types of skin. Another enjoyed playing a game of guessing and standing on the correct colour buttons on a rug, before going on to match coloured blocks in the same way.

In the pre-school and school-age rooms children were able to tell us about their activities and their learning. We saw many examples of how children's views and interests influenced their learning. Floor books and learning stories were used very effectively for consultation, child-led planning and taking forward the interests of all children.

Some of the children's comments included:

" We are having our dinner. It's sausages and vegetables today. Vegetables are good for you and I have got carrots and sweetcorn and peas"

"The firemen came to see us at nursery... they put out big fires with their hoses. You phone a special number...999 ...if you need help"

"This is our library and we can choose books to take home with us."

"I like coming to the out of school club. I can play football and table tennis and all sorts of different games."

"Would you like to see our guinea pigs. We went to the pet shop to choose them and learn how to look after them"

Across the setting, children and staff had formed caring and respectful relationships. Children all had a sense of belonging and ownership of what went on in the setting. They were engaged and purposeful in their play. They demonstrated kindness, respect and consideration towards each other and had opportunities to be 'buddies' to each other.

We sent 20 care standards questionnaires to the service and asked them to distribute these to parents. We received 12 completed questionnaires before this inspection. We spoke to 12 parents during our visit.

In questionnaires, 100% of parents agreed or strongly agreed that they were overall happy with the quality of care and support their children received in the service.

Parents gave very positive feedback about the service including the following comments:

"Fantastic staff who care about my child and his welfare and development. They actively involve our family in planning his development needs/care plan and make every effort to provide the best care. The nursery is excellent and I am confident that he is well looked after while I am at work. He is extremely happy and looks forward to his nursery visits and is content and comfortable when we collect him. Couldn't ask for more! Would and do highly recommend to others.."

"My children attend the afterschool service and they love coming to Bellwood. The staff are friendly and welcoming to both me and my children. I am very happy with the high standard of child care my children receive...Lovely atmosphere...everyone is very friendly."

"I travel a considerable distance to bring my child here. I took time to research a lot of nurseries. I have been delighted with this nursery. My child loves coming."

"We are always fully informed about children's time in nursery, daily feedback, newsletters, room displays and social media."

Self assessment

We received a completed self assessment document from the provider before this inspection. This contained relevant information for each quality theme that we inspect.

They provided information about the areas of work they consider they do well, what they have improved and their plans for further development. They also told us how they gather the views of parents, children and staff to help them make improvements.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Across the service, the parents we spoke with confirmed their high level of confidence, describing the care as, 'simply fantastic', 'excellent' and 'an exceptional childcare facility.' They particularly praised the ethos of the service, quoting the high degree of involvement and listening to children.

We found happy, confident, motivated children, who were fully engaged with a wide-range of resources and activities which promoted interests and their curiosity. We saw many examples of a caring, nurturing approach based on the needs and interests of individual children. In the 3-5 room, for example, consultation and child-led planning were evident in the nursery floor books. Children's individual learning experiences and outcomes were shown in their learning stories. Care plans were in place for all children and regularly reviewed with parents. This comprehensive approach showed how individual personal needs were met, learning interests noted, progress tracked and next steps identified.

Parents of children with additional support needs praised the service they received. One parent commented,

" Everyone is so helpful and supportive. They care for me as well as they do my child. I feel comfortable going into the office for advice or even a chat and a cup of coffee. I do feel they are like family and want to support us in any way they can. I see my child respond and interact with the girls very positively."

Outcomes were excellent for children developing their interests, for example, some children were satisfying their curiosity and learning through various linked activities, including creative painting/making dinosaur tracks; searching for dinosaur bones in the sand; exploring the melting dinosaur ice cubes and playing imaginatively in a dinosaur play area/setting.

Having choices to play indoors or outdoors for most of the time promoted decision-making skills and children's rights to be healthy, active and achieving. They developed a wide range of physical skills and abilities. Using 'loose parts' resources provided practical opportunities for children to work together to create, construct, problem solve and make decisions.

At all levels, staff were clear about child protection procedures in the nursery and defined their duty and responsibilities to protect children in their care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The nursery building was purpose-built and designed to accommodate children of all ages in self contained areas. We found the premises to be safe, secure, well-managed and well-presented. The spacious reception area provided access to all childcare rooms and the location of the office and parents room contributed to the very welcoming ethos that parents told us about. Resources across the nursery were of high quality and well-considered for safety, suitability and play value. Procedures for risk assessments, maintenance, cleanliness and infection control were in line with good practice.

Staff had created comfortable and stimulating environments designed to provide children with a wide variety of activities and learning opportunities. The baby room for example was comfortable and homely with soft furnishings, comfy chairs and sensory areas. There was plenty space for children to sit with staff and receive 1:1 attention, to eat and sleep safely. We saw children practise their physical skills, learning to sit, crawl and pull up to standing in a safe and encouraging environment. As children progressed through the older age rooms, consideration was given to children's increasing physical abilities, developing social awareness and desire to learn and develop their skills.

Children's personal interests were reflected throughout the nursery, in a wide variety of ways, using for example art displays, photographs, individual achievements in nursery and from home. Through spending quality time with children, staff made good observations and could support their play and learning responsively, helping them to develop their ideas and interests.

There were good opportunities for children to come together in the large nursery garden as well as through occasional visits between rooms. This was used effectively for siblings to have some time together and also promoted a sense of ownership and belonging for children attending.

Across the setting, children exercised free choice for indoor/outdoor play for most of their session and most spent significant time playing outdoors. Parents and carers were encouraged to spend some time in nursery through pre-arranged stay and play sessions. They also helped to support some visits outwith nursery for example to the local pet shop or a trip to the museum.

Some parents told us that they would like to see more opportunities for trips outwith the nursery setting.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Parents had confidence in the staff team to protect their children and to promote their overall care and wellbeing. They confirmed that staff took account of their children's individual personalities and interests. They praised the work of staff, describing them as, "friendly but always professional", "approachable and helpful" One comment included,

"Fantastic staff who care about my child, his welfare and development. They actively involve our family in planning his development needs/care plan and make every effort to provide the best care."

We found that staff were very involved in self-evaluation processes including audits from Child at the Centre 2 and North Lanarkshire's good practice document entitled, Effective Early Learning and Development. They used these documents effectively to evaluate their practice and identify their areas for further improvement.

Staff had been given very good access to training, using private providers and in-house methods. They regularly refreshed child protection training and our discussions with them evidenced their awareness of policy and procedures and the GIRFEC, (getting it right for every child) agenda. This led to staff having a wide perspective of matters, which could impact on children's safety and wellbeing. Sufficient staff had first aid and food hygiene training and other training was varied, up to date and relevant to practice, for example, Building the Ambition, Forest Kindergarten, Floorbooks and Human brains are built on connection.

We could see that the quality of staff training contributed to a skilled and experienced staff team working effectively and responsibly to achieve best outcomes for children and families.

Staff created opportunities for developing home links and boosting children's self-confidence. For example, 'WOW' displays in nursery were used to recognise and celebrate children's achievements at home.

The nursery's keyworker systems helped staff to form close relationships with the children and families using the service. They shared observations and discussions at all levels, assisting staff to note any concerns at an early stage and to work alongside families, to agree and implement best supports for their child. We noted effective systems for professional dialogue within the staff team and for referral to other agencies where necessary to help ensure that professional help and support was put into place at the earliest possible stage, when necessary.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Improvement through consultation and self evaluation was excellent.

From the beginning, this service had worked through the principles of self-evaluation and improvement, continually asking themselves the questions, How are we doing? / How do we know? / What are we going to do next? Accordingly, self-assessment was embedded in practice and clearly understood by staff, whose views and opinions were valued, respected by management. Evaluations from all stakeholders were clearly recorded in floor-books and progress and next steps were comprehensive, clear and concise. Accordingly, this created strong principles and values of inclusion across the setting.

Staff willingly contributed their ideas for improvement and took responsibilities to develop quality. As a result of their commitment and vested interest in their personal development, we found that they demonstrated confidence in their work with children and parents. In the nursery and the out of school care, we found that staff used observations, discussions and mind-mapping with children to help them plan stimulating activities, which reflected children's needs and interests. Their experiences and outcomes were recorded and evaluated routinely and effectively in their learning storey books.

Several methods were used for sharing information and gathering the views of families, including newsletters, social media and displays. In the reception area of the nursery the processes of self evaluation and stages of development and improvement were clearly displayed for parents information. Parents /Carers could therefore clearly see how their views were taken into account. Examples of this included 'Stay and Play' sessions; Forest Kindergarten workshops; Rhyme Books and Information on Loose Parts.

The improvement plan clearly showed priorities for further development and progress made, namely:

- introducing a forest kindergarten approach to outdoor learning
- Staff to gain knowledge on how to carry out audits from EEDL effectively
- Staff to develop knowledge of Building the Curriculum (2-5)

Overall, senior management, along with staff, effectively evaluated the impact of the improvement plan on the quality of outcomes for children. The combined efforts of staff, children and parents led to the very positive ethos of the service, which was evident in our observations and in the feedback we gathered from children and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

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

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
29 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.