

Papillon Private Nursery Day Care of Children

Maxim 2, Maxim Office Park
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Eurocentral
Motherwell
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Telephone: 01698 733337

Type of inspection: Unannounced
Inspection completed on: 3 May 2017

Service provided by:
Papillon Private Nursery Ltd

Service provider number:
SP2006008312

Care service number:
CS2006119661

About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Papillon Private Nursery is registered to provide care for a maximum of 131 children during school term time. This includes a maximum of 42 children aged from six weeks to under two years, 41 children aged from 2 years to under 3 years, and 48 children aged from 3 years to those not yet attending school. During school holidays and in-service days, the service can be provided to a maximum of 27 children aged from 6 weeks to under 2 years, 41 children aged from 2 years to under 3 years, 48 children aged from 3 years to those not attending primary school, and 20 children aged from 5-12 years. The service is available Monday to Friday between 7.30am and 6.30pm throughout the year. The out of school care service was not in operation during the inspection visits. Therefore this aspect of the service could not be inspected.

The service is in partnership with North Lanarkshire Council to provide pre-school education for children aged from three years. It is provided from a business park in Eurocentral. The building has been converted to specifications detailed by the provider, and has security measures in place. An outdoor play area for children, and parking for parents/carers are also available

We check services are meeting the principles of Getting it Right for Every Child (also known as 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. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as the SHANARRI indicators.

What people told us

We observed children in all playrooms and found children to be happy and settled. Older children were learning about how 'people who help us' telling us if they needed help they would phone nine/nine/nine. Babies and toddlers explored their environment, joining in with simple songs and stories offering opportunity for early literacy experiences. We spoke with three parents during the inspection and received twenty-five Care Standards questionnaires from parents using the service. Overall, all parents/carers were happy with the care and support provided. Parents/carers indicated that staff regularly assessed their child's development, and that they were kept informed. They were confident that the environment was safe and secure, and trusted that staff would keep their child free from harm. Comments included:

"It's a friendly, welcoming environment and I feel very confident that X is in good hands when in the nursery"

"We are delighted with the range of activities, learning experiences and personalised care that our daughter receives at Papillon. It is truly a first class service that is delivered by all staff from the receptionist - to the cook - to the girls working in the room and to Katrina and her management team."

"Papillon is an outstanding nursery. The staff are supportive of both child and parents. Papillon has exceeded my expectations of what a nursery can offer."

"The staff in this nursery have an amazing ability to make my daughter feel special, almost like she is the only child there. Whenever I have a question or concern, they are quick to provide with an answer or point me to someone who can."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Staff knew children well and worked in partnership with parents/carers. This ensured continuity in care routines and support for developmental progress. Personal plans and online journals set agreed targets with parents/carers. This meant staff had current information to plan care, recognising each child as an individual. Staff told us they used online journals to monitor and track children's progress. Learning topics were chosen by the children using a voting system supporting children's involvement in decision making. Most children could talk to us about what they were learning. Strong relationships between staff and children had been established. This had created a climate where children were confident in taking part in new challenges. Some children shared previous learning with us, demonstrating their involvement in leading their own learning experiences. Staff listened to and asked children questions about their interests, respecting and responding to their ideas. They asked open-ended questions to extend children in their thinking and learning. This resulted in staff planning meaningful learning opportunities that had arisen through children's interests and everyday conversations.

During the inspection, we observed children over all stages experimenting and enjoying meaningful play. Staff supported children to go at their own pace. Children were recognising their names, becoming aware of letter sounds and exploring print. This stimulated children's enjoyment and enthusiasm for learning, developing confidence and skills in a challenging, learning environment. Children benefitted from having a keyworker providing a secure base from which the children could explore the setting, other children and other adults. All children had opportunity for outdoor activity including walks within the local area.

Discussions with the recently appointed manager demonstrated a clear vision for continuous improvement. She had built positive relationships with the staff team and staff we spoke to confirmed they were encouraged to contribute to this vision. We saw positive changes had been made by reviewing planning formats and developing staff working groups to take lead roles in the operational improvement plan. Although in the early stages, this approach was beginning to further empower staff to develop and effectively use their own leadership skills. Regular audits and monitoring of each playroom was carried out by senior staff, recognising what worked well and what could be improved on. Management were available for staff, parents and children. They regularly visited playrooms, carrying out informal monitoring, providing feedback and taking action as needed. There were opportunities for staff to share learning and best practice contributing to team work. Lines of communication and team working were good and management and staff were well organised clear in their roles and responsibilities.

What the service could do better

Staff within the ladybird room should reflect and take action as needed to ensure children's engagement in purposeful play is maintained throughout the session, to ensure there is no missed opportunities for learning. They should also evaluate, taking any action as needed, how the noise level can on, occasion, impact on experiences offered. Consideration should be given as to how children, when developmentally ready, can be more involved in planning next steps for learning.

Recording of evaluations would benefit from a stronger focus on what the impact is on outcomes for children. We asked the manager to review the format of the operational improvement plan to clearly identify the impact of improvement for children and their families as part of ongoing development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
15 Apr 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Sep 2011	Re-grade	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Nov 2009	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
14 Jan 2009		Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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