

## **Bridgeton Family Learning Centre**

### **Day Care of Children**

106/108 Orr Street  
Bridgeton  
Glasgow  
G40 2QF

Telephone: 0141 554 3719

Type of inspection: Unannounced  
Inspection completed on: 4 April 2017

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Care service number:**  
CS2003014815

## About the service

Bridgeton Family Learning Centre is registered to provide day care to a maximum of 98 children in the following age ranges:

Twenty one children aged 0-2 years

Twenty six children aged 2-3 years

Fifty one children aged 3 years to not yet attending primary school.

The service operates between 8am to 6pm, Monday to Friday, 52 weeks per year. The service provider is Glasgow City Council.

The service aims to "establish a safe, secure and happy learning environment where achievement is recognised and celebrated at all levels."

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

There were 35 children present during our inspection on Tuesday 4 April 2017. We spent time observing and talking to them as they played. Children were happy and relaxed in their nursery environment. We gave feedback to the manager of the centre and a representative from Glasgow City Council on the day of the inspection.

For this inspection we received questionnaire responses from 13 parents/carers whose children attended the service. All 13 respondents strongly agreed that they were happy with the overall quality of the service. Some had written additional comments about the positive impact the service had on their child and particularly about the quality of the staff interactions, these included:

'I could not fault the staff at my son's nursery in any way. They are all fantastic and give a 5 star service.'

'The staff are great with the kids also very understanding, very well mannered and always find time to speak with parents. I also enjoyed making hair bows and selling them to raise funds for the nursery. My daughter went private for 3 days to another nursery because BFLC were full, but couldn't wait to get back because she's got a great relationship with her teachers. I have 4 older children and they have been to different nurseries but I would like to let you know these teachers, head teacher are just the best of the bunch, we are so lucky my daughter got a place at BFLC.'

'We as parents and also my son are very happy with the service.'

'I have had 2 children in this nursery and am very very pleased with the care they receive. My daughter has since started school but my 2 year old still attends. He is happy and settled and the staff are always lovely, friendly and helpful. I couldn't fault the nursery in any way. Very happy Mummy!'

'I have 2 children in this nursery, they are both happy and cared for by staff and both have loads of friends. My oldest son has been able to talk and confide in staff members which I am happy that he can trust them. All staff and management do a fantastic job. If my children are happy I can go to work and be happy knowing they are safe and learning and having fun.'

'Amazing nursery and my child is very happy at it, she has come on so much. Very happy with the service.'

'All staff are great at Bridgeton Family Learning Centre.'

'Staff always friendly and very helpful and understanding. Overall I am very happy with the care and education my son is receiving.'

'We had the pleasure of both our children attending Bridgeton FLC so have been using the service for over 5 years now. The head and the staff do a fantastic job of looking after the children and keeping us involved in all aspects of my child's learning. I feel confident that my child is safe and happy within the nursery and will be sad when my child leaves in June for starting school.'

'As a grandmother and kinship carer, I cannot express strongly enough about the help and support I receive from the staff. The manager and her staff has supported my grand child and myself in everyway. I could not have managed to care for my grand child without their support.'

'Communication with staff helps to reassure me that my child is in safe hands. I very much appreciate the service offered to me and my child at Bridgeton FLC.'

'My son has attended Bridgeton Family Learning Centre since the age of two. He has come on great in his development and I feel this is down to the time and effort that the staff have put into helping him. He is a happy, confident boy now and has good relationships with all of the staff and is always speaking about how much fun he has at nursery and what he has been learning about.'

## Self assessment

The service was not asked to submit a self assessment.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

Children who attend Bridgeton Family Learning Centre were well cared for and nurtured by skilled and experienced staff members. Staff knew children and their families well and were responsive to their individual needs.

Children's personal plans highlighted children's needs and how staff planned to meet their needs. The newly introduced format for planning for children's individual needs linked to GIRFEC (Getting it right for every child) enabled staff to monitor and track children's health, wellbeing, progress and achievements across all of the health and well-being indicators. We saw evidence that the updating and reviewing of personal plans took place regularly and that parents and carers were involved in the review. All 13 respondents who returned Care Inspectorate questionnaires strongly agreed or agreed that staff had worked with them or their child to develop an individual education and support programme and that staff regularly assessed their child's learning and development and used this to plan their next steps.

Staff were knowledgeable about individual children's health and medical needs. Effective systems were in place to ensure that children who required medication received it safely and sensitively.

Babies who attended the service were nurtured by caring staff who ensured that routines were followed as per parents/carers wishes. Effective communication took place between staff and parents/carers which enabled staff to follow routines and promote the health and safety of babies. During our visit we observed staff feeding and comforting babies in a calm and caring way. High quality resources and systems were in place to allow for babies to sleep safely. Staff were familiar with safe sleeping practices and ensured that babies were routinely monitored when sleeping.

We looked at child protection procedures and practices and were satisfied with the procedures and practices in place to ensure children were protected. The service followed a clear child protection policy which staff were familiar with. Staff were confident in their roles with regards to protecting and safeguarding children and knew who the child protection coordinator was.

On the day of our inspection new flooring was being fitted in the upstairs playrooms. This work had been planned and coordinated to take place during the Easter holidays when fewer children were attending, enabling the works to be carried out whilst causing minimum disruption to children.

Children had plenty of space to play and explore. All children could be taken outside to play thus benefitting from fresh air and physical activity. We noted during our inspection visits that improvements had been made to the outdoor play area and that additional outdoor resources had been purchased. This improved the quality of the outdoor learning opportunities for children using the service.

Recent investment in high quality resources and the development of the sensory room meant that children could access and play with quality resources which were of interest to them and which challenged their learning and play experiences. We noted that resources throughout the centre were safe and of high quality. We observed children throughout the centre positively engaged in a wide variety of stimulating activities which they could choose and self select independently.

## What the service could do better

We discussed at length the nutritional value of the lunch offered to children on the day of our inspection with the manager and the representative of Glasgow City Council. Whilst children had the option to choose the lunch we found that the quality of the choice was poor. The manager agreed with this and stated that she had already reported this and was in discussion with the catering provider. (See recommendation 1 below).

Staff prepared formula milk for babies, following the instructions given by parents/carers and manufacturers instructions. We observed formula milk to be stored in a general cupboard amongst other stationery items. Staff should ensure that formula milk is stored safely and hygienically to support the health and safety of babies using the service.

As previously stated Bridgeton Family Learning Centre is part of Glasgow City Council's refurbishment programme. The manager discussed with us the challenges around the recurring maintenance issues, particularly in relation to the children's toilets and changing facilities. We noted that these issues had been reported to property management services and that continuous temporary repairs had been carried out. We observed children's toilets and changing facilities to be in a poor state of repair with evidence of water leaking from the roof, dirty and broken blinds and dirty ledges and surfaces. In addition to this we noted the unnecessary storage of mops, brushes and shovels. The provider must ensure that priority is given to the refurbishment and cleanliness of the children's toilets and changing facilities. (See requirement 1 below.)

## Requirements

### Number of requirements: 1

1. The systems to minimise the spread of infection must be improved, particularly in relation to the condition of the toilet and nappy changing facilities.

This is in order to comply with SSI 2011/210, Regulation 4(1)(a) - a requirement relating to making proper provision for the health, welfare and safety of service users. Please refer to best practice guidance Infection Control in Childcare Settings.

Timescale for implementation should be by 31 August 2017.

## Recommendations

### Number of recommendations: 1

1. The provider and manager should work with the catering provider to ensure that children are always offered a nutritional meal. The catering provider should review best practice guidance 'Setting The Table' to ensure that children's nutritional needs are being met.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3 - Health and Wellbeing.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
11 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
24 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 May 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
7 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
5 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	1 - Unsatisfactory
11 Oct 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Sep 2009	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	6 - Excellent



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