

# First Class Early Learning and Childcare Day Care of Children

Cunningham Building  
Macaulay Drive  
Craigiebuckler  
Aberdeen  
AB15 8QH

Telephone: 01224 321199

Type of inspection: Unannounced  
Inspection completed on: 2 March 2017

**Service provided by:**  
Bright Horizons Family Solutions Ltd

**Service provider number:**  
SP2003000319

**Care service number:**  
CS2015334855

## About the service

First Class Early Learning and Childcare has been registered with the Care Inspectorate since 2015. The service is registered to provide a care service to a maximum of 72 children at any one time aged from birth to those not yet attending primary school full time with a maximum of 21 children not yet 2 years of age in the baby room. The service will operate between the times of 7:30am and 6:00pm. The nursery manager's contracted time will be supernumerary to staffing ratios.

The service is provided from a modern purpose built nursery in the Craigiebuckler area of Aberdeen. Children had access to two playrooms and a large garden area. The service is within easy access to the local schools and amenities such as the library, community centre and various parks.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

There were 47 children present during the inspection. The children were confident with staff and told us they enjoyed coming to the nursery. Children had a wide range of activities and were engrossed in their play. Some of the comments from children were:

- "We like coming to nursery its lots of fun. My favourite things is going walks to the library."
- "Sometimes we eat our snack outside which is fun."

Whilst sitting at the writing table children made the following comments:

- "I can write my name look it's there."
- "I'm just doing some writing, look I have spelled something can you see what it is?"

Three parents responded to the Care Standards Questionnaires (CSQs) which had been sent. They were all very positive about all aspects of the service and happy with the quality of care their child received.

We talked with seven parents during the inspection and all expressed their satisfaction with the service which was offered. They liked the environment and activities and felt their child was having a good experience while at the service.

Parents felt confident about the sharing of information and their child's welfare. Some of the comments from parents were:

- "There has been a bit of a turnover in staff, but we have been kept up-to-date through newsletters and verbal updates."
- "There used to be parent sessions to discuss ideas. There has not been one of these in a while but staff are communicating a lot with parents and we can make suggestions at anytime."

- "My child had a change of key worker which was well communicated and has made such a difference to my child."
- "There have been open days held which allow us as parents to come and see what our children have been doing at nursery. This has been really nice to see."

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the service. The service identified what they thought the service did well and gave examples of improvements they had made to the service. The self assessment clearly identified some key areas they believed could be improved and showed how the service intended to do this. For example the service highlighted that development was needed in the way they gained input from parents.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Children were provided with a caring and nurturing environment where staff were aware of children's individual needs and interests. Children had a detailed and accessible Individual Education Plan (IEP). These contained reports from professionals which staff used effectively to support and develop learning opportunities for children. Timelines of events were used to map involvement from external agencies like speech and language, and to log significant changes to children's circumstances. One area that could be developed further would be to focus and plan for children's next steps, to ensure they achieve their potential.

Staff comforted children when they were upset, such as the new children settling in who were finding the experience difficult. Staff dealt with this well to support all children in the room, ensuring that they were all being given attention and cared for. Staff also took the time to contact parents to update them on how their child was settling.

Planning for children was carried out using floor books to record activities. Floor books were well laid out with children being involved in their creation and having the opportunity to vote and choose future activities. Planning was evaluated by staff and observations of children were used to influence the next stage in activities.

Learning journeys were in place for each child and contained observations and next steps for children. Observations were meaningful and celebrated children's achievements. In the two to five room learning journeys were detailed, making good use of the SHANNARI wellbeing indicators to describe children's developments. This helped staff to meet the individual needs of children in their care. In the baby room learning journeys should be

fully completed as we found some sections were incomplete. This would allow staff to provide a detailed overview of children's developmental needs.

Staff encouraged children to be healthy through promoting good personal care. Children were encouraged to wash their hands before eating and after using the bathroom. During personal care like sleep and changing, staff spoke with children to make the experience nurturing and comfortable for them.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of environment

### Findings from the inspection

The environment provided for children was safe and secure with children able to access a wide range of resources. Some of the resources offered such as den building, building blocks and drawing equipment encouraged creative play. The environment was bright and welcoming, providing a stimulating environment for children. Thermometers were available, however they were not located in areas that would provide an accurate reading to ensure children were cared for in a comfortable environment. This was discussed with staff who acted on feedback from us to amend the location of thermometers.

In the outdoor area children were able to access an exciting environment with resources including a large digging area, weaving wall and nature corner. Children were observed enjoying the outdoor environment and having the ability to play on their own or with their friends. Children in the two to five room were able to access the outdoor area freely whenever they wanted to. This allowed children the freedom to be independent, be active and explore the environment around them.

Staff had encouraged input from the older children on the development of the garden area. We observed areas of the garden in use that were on the initial development plan for the garden. This evidenced that staff were acting on children's input and allowing them to be responsible and included in developing the environment. However, staff should now further develop the baby room garden to provide greater opportunities for younger children to learn and explore the environment. All ages of children should also have regular opportunities to explore the wider environment and community resources around the nursery.

Children were offered a healthy snack and lunch, which older children were encouraged to serve by themselves. This promoted independence in children and also encouraged them to be responsible and help others who were struggling. During snack and lunch time staff sat with children to support them when required and to provide a social experience for them. Staff led by example through washing their hands before mealtimes.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

Staff in the service were caring and nurturing offering a diverse range of activities for children in their care. There were new staff in the team and the team worked well together supporting one another to care for children. Staff were confident in their responsibilities towards child protection, were aware of possible signs of issues and how to respond. This allowed staff to keep children in their care safe from harm. Staff were familiar in the use of the 'Getting It Right For Every Child (GIRFEC)' approach and the 'Building The Ambition' document and were using these to reflect on the opportunities provided for children.

Staff had undertaken regular training provided both by external agencies and Bright Horizons. Staff commented on finding training accessible and important for developing learning opportunities for children. We observed training, such as floor book planning being implemented to help develop the way the service involved children in the planning process. These developments encouraged children to lead the planning and activities offered in the service, giving children the responsibility to expand their learning. Staff were evaluating training and the effects the training had on learning opportunities for children.

Staff commented on feeling supported through the opportunity to meet with the manager on a regular basis. This was achieved through regular appraisals with staff where they could discuss areas they would like to develop to improve opportunities for children. Staff also commented on enjoying the regular staff meetings that were held. Staff were involved in setting the agenda for meetings allowing them to discuss areas of interest. Trainee staff commented on benefiting from having a mentor in the team to support them as they gained their relevant qualification. Staff commented on this giving them confidence and allowing them to better understand the developmental needs of children. For example one of the new staff commented on reflecting on activities carried out with their mentor developing areas for improvement to enhance opportunities for children.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of management and leadership

### Findings from the inspection

The manager had been working with staff and parents to involve them in the development and direction of the service. The manager had set up a development plan based on previous audits carried out. This ensured there was a focused development plan that was realistic and accurate. Evidence of developments were recorded on post it notes, which were an effective way to record progress made. This method was effective as it allowed staff and parents to view the progress of the development plan as areas were acted on. For example an improvement made to the garden area was the development of free flow to allow children to access the garden when they wanted. This allowed children to be independent and access activities.

The manager had developed ideas like less formal one-to-one meetings with staff to build relationships with them. Staff commented on the positive support received from the manager during these meetings and in their day-to-day work. The manager spent a lot of time leading by example showcasing good practice to staff. Staff commented that they felt this allowed them to further develop their practice to provide better opportunities for children. The manager was very passionate about the development of the service to provide positive outcomes for children.

The manager attended regular meetings with other managers from Bright Horizon services in the area. This allowed the manager to share practice with others and reflect on practice in their own setting. We observed the manager implementing ideas taken from the managers' meeting to develop the confidence of their staff team. The manager commented that the development in confidence was allowing staff to explore learning opportunities in areas like outdoor play.

Parents commented on the approachability of the manager and how support was given to them and their child. The manager had an open door policy allowing parents to meet with them at any time during the session. This allowed parents to make suggestions and comments freely at a time suitable to them.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - 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 support staff to work with parents to develop personal plans for children which reflect their individual needs, stage of development and planned next steps.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 6: Support and Development.

**This recommendation was made on 8 January 2016.**

#### Action taken on previous recommendation

Met – Children's care plans were detailed and next steps were logged and used in planning for children.

#### Recommendation 2

The provider should review the current procedures for recording and administering medication.

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

**This recommendation was made on 8 January 2016.**

#### Action taken on previous recommendation

Met – The service had clear procedures in place and was following them accurately.

#### Recommendation 3

The manager and staff should ensure that all resources are safe and suitable for all children to ensure a good quality of experience and the safety of children.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 2: A Safe Environment and Standard 5: Quality of Experience.

**This recommendation was made on 8 January 2016.**

## Action taken on previous recommendation

Met - Resources were well-maintained and of a good quality.

### Recommendation 4

The provider and manager should continue to further develop systems to involve staff in determining the future direction of the service.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service.

**This recommendation was made on 8 January 2016.**

## Action taken on previous recommendation

Met - The manager used staff meetings and informal conversations with staff to ensure staff were involved in the service.

### Recommendation 5

The provider should ensure that effective quality assurance systems and procedures are carried out. All aspects of the service should be monitored effectively and robustly.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service.

**This recommendation was made on 8 January 2016.**

## Action taken on previous recommendation

Met - The manager was completing audits of the playrooms and service which were reflected in the services improvement plan.

## 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).

## Enforcement

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



## Inspection and grading history

Date	Type	Gradings	
12 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

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