

Young Parents' Support Base Nursery Day Care of Children

Smithycroft Secondary School
282 Smithycroft Road
Glasgow
G33 2QU

Telephone: 0141 770 8452

Type of inspection: Unannounced
Inspection completed on: 29 March 2017

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Care service number:
CS2009228533

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was registered with the Care Inspectorate on 1 April 2011.

Young Parents' Support Base Nursery provides a care service to a maximum of 9 children from birth to three years of age. The service operates Monday to Friday between the hours of 8.30am and 6pm, 52 weeks of the year.

The service is provided by Glasgow City Council and operates from two refurbished classrooms within Smithycroft Secondary School, in the Riddrie area of Glasgow. The service also has an office and Parents Room. The service provides flexible nursery placements for young parents attending Smithycroft Secondary School.

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. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

What people told us

The children were observed to be happy, relaxed and comfortable in the surroundings. They responded positively to all staff.

We had five Care Standards Questionnaires completed and returned to us during our inspection. We also spoke with two parents. Three staff questionnaires were also returned. Overall parents were happy with their child's care. Comments from parents included:

"I think it's a really good service and it helped me a lot and made things easier for me", "My child is well looked after in the base. She is fed, winded, changed and encouraged to develop at a satisfactory pace". Parents we spoke with advised of how approachable the staff were and how they helped them support their children. They also commented on how they felt able to speak with staff about any concerns they have and that meetings were held regularly to share information.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the service. This was completed by the manager. The self-assessment gave examples of improvements they had implemented as well as areas for development. The management team spoke with us about their plans for these improvements.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	6 - Excellent
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Staff had created a nurturing and supportive atmosphere within the service. Children and parents were made to feel valued and important. Staff had built good relationships with parents and this contributed to the positive outcomes for families using the service. Due to the small numbers within the nursery, children benefited from quality time and individualised support by staff.

Children seemed very happy and comfortable within the service. They were settled and responsive to staff and visitors. Staff were responsive to children's individual needs and were able to provide us with examples of how they had worked together with parents in supporting children. Staff also encouraged parents to access local community resources to increase their social support network.

Personal plans were in place for every child. The information recorded within them was individualised and meaningful. There were clear next steps to taking children's learning and development forward. Parents were very involved in the plans for their children. The planning system had been recently reviewed and we discussed the new system with the staff to ensure that all relevant information was recorded.

We found the services performance very good for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The service was provided from playrooms within the school. They had a secure door entry system. Due to the young age of the children in the nursery staff were creative with the layouts of the playrooms which were tailored to meet the age and stages of children. There was space for non mobile children to explore the floor and appropriate resources safely. Children who were able to move about the rooms also had space to access resources independently and enjoy physical, role play, natural, sensory materials and quieter spaces.

The dedicated outdoor spaces had been tidied up and available for children to use. Although there was no direct access from the playrooms to outdoors, staff ensured that children had daily opportunities to access fresh air and exercise. They were also able to use the school grounds which allowed children to view local wild deer. Staff had made a learning story including photographs of the children near the deer and one of the older children was very excited to show us his book. The pace of the day for younger children centred around their own routines from home regarding eating and sleeping.

Risk assessments were in place and infection control procedures were followed. There was an issue with the playrooms becoming very warm. The service had put several actions in place to mitigate the temperature and were working with the local authority to get a more permanent solution (see recommendation 1).

We found the services performance good for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The temperature within the playrooms should continue to be monitored by the service and action taken when it exceeds the advisory levels.

National Care Standards 2 Early Education and Childcare up to the age of 16 - A Safe Environment

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were committed to furthering their own skills, knowledge and practice. They were able to access training specific to children and families they were supporting. We discussed how this had made a positive impact on engaging with parents. They had created an environment where parents felt comfortable and at ease.

Staff were able to discuss in detail the needs of children using their service and what they were doing to support them and their parents. For example staff supported all parents to access education and had been flexible with their provision to allow a parent to access further education. Through role modelling staff promoted parental responsibilities, encouraged confidence and self belief in parents. They advised of the importance in empowering parents to realise their potential.

Staff were very involved in the development of the service and included parents at every opportunity within the service, local community and at a strategic level. The staff team worked very well together and had a clear vision for improving and further developing the service.

We found the services performance excellent for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of management and leadership

Findings from the inspection

The service had a peripatetic manager in place. We discussed this with the provider as to date it had not been a productive area of responsibility. The provider has assured us that the manager's post will be looked at and the agreed resolution will be put in place within a reasonable timescale.

The service involved parents and staff in their self-evaluation. They valued and encouraged parental involvement. The services improvement plan was detailed and reflected the areas highlighted by staff as needing further development. This was good as it demonstrated a meaningful and worthwhile assessment of their service and a clear way of moving forward.

Appraisals and supervisions were completed throughout the year and staff were able to discuss further learning, training, professional and personal needs. Staff and parents meetings were held on a regular basis and minuted to show any areas of action were taken forward.

We found the services performance good for this theme.

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

Requirement 1

The provider must ensure that the temperature in the nursery is within the required levels at all times.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulations 4(1)(a) - a requirement relating to making proper provision for the health, welfare and safety of service users.

This requirement was made on 21 January 2016.

Action taken on previous requirement

The service has endeavoured to reduce the temperature within the playroom. They have put various actions in place which include black out blinds, insulation in the rooms below to mitigate any heat rising and safety locks on the windows to allow maximum ventilation without compromising safety. The manager and staff will continue to monitor the playroom temperature to ensure it does not impact negatively on children's welfare.

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider should risk assess and show a clear understanding of how the managers' attendance pattern will impact on the service and what they will put in place to minimise any negative impact.
National Care Standards for Early Education and Childcare up to the age of 16, Standard 14, Well-managed Service.

This recommendation was made on 21 January 2016.

Action taken on previous recommendation

This will now be considered as met. The provider has assured us of the upcoming management changes within the service.

Recommendation 2

The provider should ensure that the coordinator and staff have clear procedures and guidelines to follow when the manager is not on the premises. Parents/carers should also be made aware of these.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 14, Well-managed Service.

This recommendation was made on 21 January 2016.

Action taken on previous recommendation

This will now be considered as met. The provider has assured us of the upcoming management changes within the service.

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	
23 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	3 - Adequate
		Staffing	6 - Excellent
		Management and leadership	3 - Adequate
28 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
30 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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