

# Hyde 'N' Seek Nursery - Kinning Park Business Centre Day Care of Children

Kinning Park Business Centre  
544 Scotland Street West  
Glasgow  
G41 1BZ

Telephone: 0141 429 6238

Type of inspection: Unannounced  
Inspection completed on: 23 August 2017

**Service provided by:**  
Hyde 'N' Seek Ltd.

**Service provider number:**  
SP2003003510

**Care service number:**  
CS2004061244

## 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](http://www.careinspectorate.com)

The service provider Hyde 'N' Seek Ltd operates childcare services throughout Glasgow and North Lanarkshire.

The nursery operates from premises within the Kinning Park Business Centre in the Southside of Glasgow. The service can accommodate a maximum of 87 children aged from birth to those not yet attending primary school. Operating hours are Monday - Friday from 07:45 - 18:00hrs, 52 weeks per year. Children can attend on a full-time or part-time placement. The service works in partnership with Glasgow City Council to provide pre-school education.

The accommodation where children aged 3 - under 5 years are cared for consists of three separate rooms. There are a further two adjoining rooms where children aged 2 - under 3 years are cared for and another two adjoining rooms where children 0 - under 2 years are accommodated. There were appropriate toilet facilities, kitchen, office, staff accommodation and outdoor areas.

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.

We wrote this report following an unannounced inspection which took place on Tuesday 22 August 2017 and was concluded on an announced basis on Wednesday 23 August 2017. We gave feedback to the manager and senior practitioner at the end of the inspection.

## What people told us

Overall children who attended the nursery were observed to be happy, relaxed and comfortable in their surroundings. Children throughout the nursery were self assured and inquisitive. They explored their space with confidence and were keen to involve us in their play.

We had fifteen Care Standards Questionnaires completed and returned to us during our inspection. We also had feedback from 7 parents/carers by email. Overall all parents indicated they were very happy with the quality of care their child received. Some additional comments from parents included:

"They have been doing amazing home links this year which have been a great success. We have done the cooking home link and reading. This allows us to do something fun together as a family at home that links into her learning from nursery", "I have 2 children who attend the nursery, both in different rooms & the communication from both is fantastic! The home links especially are an amazing idea, they encourage the parents & children to complete activities at home together, we send photos to the nursery of the family completing the activity & the children get the chance to tell the class about their learning & experience", "The nursery involves the parents in their child's education at every step. We have brilliant homelinks to link their learning at nursery and at home. The kids respond well to them and they are fun to do.

There are regular parents evenings where we are able to discuss development goals. Regards their wellbeing, the nursery are excellent at keeping in touch with parents and letting us know how they are day to day. I receive pictures of my daughters doing activities, messages and even emails from the kids. I can always get in touch if I have any worries at all.

Nothing is too much trouble for the staff who go above and beyond to make sure the kids are happy and safe and that the parents are also reassured", "Through a recent survey that the nursery sent out I suggested that they use a different thermometer in order to give a more accurate reading and within a few days there was a post on the Facebook page to advise that a new digital thermometer had been purchased. This shows that they act on suggestions and concerns from parents quickly. I believe that my son is cared for to an extremely high standard by Hyde n Seek nursery and I know that he loves being there. The staff are fantastic and you can see that every single one of them have got a genuine passion for what they do and are invested in building the children's capabilities for the future", "We feel it has helped ensure cohesion between ourselves and the nursery and our daughter is thriving at Hyde n Seek Kinning Park Nursery, what a truly amazing team :)" and "My child was allocated his key worker..... and alongside team leader we discussed goals or areas of focus which was reviewed frequently and included -speech development, development of my child's social skills and then we would discuss both informally and at arranged meetings how he was getting on and what if anything had to change to improve my child's outcomes. His speech is improving and it must be said that the staff were informative and reassuring that his progress was within normal range". Some other parents commented on how the service had helped support their child's learning and development. They felt included and valued by the staff and management team.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own monitoring 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	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

Children were nurtured, valued and supported during their time at nursery. Staff were very responsive to children's needs and treated them as individuals. Parents felt very involved in the service, respected and that their ideas and suggestions had been listened to and implemented.

New personal plans had been introduced and they provided detailed areas of support for children. These were individualised with parental input. Planning experiences also took children's interests and support needs into account. This was very good as it meant that staff and parents worked together to promote the best possible outcomes for children.

They were keen to foster links in the local community both personal and environmental. Home link initiatives had been piloted using the documents Getting Ready to Read and My World Outdoors. Parents had expressed how these had been a positive experience for both themselves and their children. The service had worked with local care homes to extend children's experiences by working with older people to promote intergenerational learning.

We discussed how life span and life knowledge would provide a wide range of learning situations and how staff, children and families should explore how these will be tackled. Staff were able to identify how these particular experiences had already impacted on children's learning and development.

Staff were friendly, approachable and knowledgeable about children in their care. They work very well as a staff team and nurture their relationships with parents, children and their peers.

Staff took pride in their service and were able to engage in professional dialogue with us. They engaged in peer support and monitoring and were able to give reflective feedback on how to make improvements. They had identified how training and research had impacted on their practice. They were enthusiastic and keen to learn. Staff are committed to developing the service for the benefit of children and their families.

## What the service could do better

The staff peer review and monitoring should continue to be reviewed to establish a 'critical friend' with monitoring of reflective, meaningful and outcome focussed practice and records by staff. We discussed the service's new initiatives and how they would create an action plan with positive outcomes for children at the forefront.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
2 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jul 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
9 Jun 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
9 Jul 2008	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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