

Abbey Nursery Houston Day Care of Children

South Street
Houston
PA6 7ET

Telephone: 01505 612369

Type of inspection: Unannounced
Inspection completed on: 9 November 2017

Service provided by:
Children's Hour Limited

Service provider number:
SP2009010598

Care service number:
CS2009232874

About the service

Abbey Nursery Huston registered with the Care Inspectorate in April 2011. It provides a care service to a maximum of 92 children:

- 0 to under 2 years - 24 children
- 2 years to under 3 years - 20 children
- 3 years to under 5 years - 48 children.

The care service operates between 7:30am to 6pm, Monday to Friday. Children are able to attend on a full and part-time basis.

The service provider is Children's Hour Limited.

The nursery is located within the Houston area of Renfrewshire. The accommodation is on one level. The children have the use of three large, bright playrooms and a secure, partially covered, outdoor play space.

The children also have the use of a local scout hall. This is where they can take part in fun activities delivered by a local sport's coach and nursery staff.

The vision and aims of the nursery include: 'to promote the highest quality childcare in a professional and caring environment. Offering flexible childcare arrangements and promoting a family ethos where children are supported by staff as they play and learn together.'

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 the 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.

We are carrying out a pilot using the Short Observational Framework for Inspection (SOFI 2) tool. The tool supports inspectors to carry out focussed observations of children's experiences while at nursery. We carried out a SOFI 2 observation as part of this inspection which has informed our findings. The findings are threaded throughout the report.

What people told us

We inspected the nursery over two days. On the first day of our inspection, there were 76 children aged under one to five years attending the service. On the second day there were 67 children attending the service. Staff were very responsive to children's needs. We observed kind caring and nurturing interactions between staff and children. This helped the children have a sense of belonging and build secure attachments.

All the children, across the nursery, enjoyed their play and had lots of fun. We watched the children as they enjoyed singing, reading stories, drama, playing in the in-door sand pit, with construction, and exploring their environment. Outdoors, children played in the mud kitchen, on swings, on the climbing frame, balanced on the chalked line tightrope. Children enjoyed role play as they played in the shed making pretend porridge. They skipped, laughed, smiled and chatted to each other. During our inspection children visited the scout hall and were learning to play golf with the sports coach. Or danced and moved to the sticky kids music with the staff. The children had weekly visits from a music and drama teacher.

The children laughed, giggled and had fun as they eagerly engaged with the puppet, parachute, learned about rhythm, listened to music and followed instructions.

Children's comments included:

'Like playdough, painting, tig and playing on the smart board'.

'Dinosaurs roar. I need to get more dinosaurs.'

Children's comments when coming back inside and smelling the food being prepared for lunch. 'I love lunch.', 'I like broccoli.', 'I like carrots.'

'I've made porridge for you.', 'We'll make porridge for you too.', 'Thank you.' Children playing together in the shed.

'That's my racing car.' Child with a push along walker.

We received views from 18 people using the service. We spoke with four people during our visit and 14 people gave their views in our care standards questionnaires. All the comments were positive and the parents spoke very highly of the management, staff and the nursery.

Parents' comments included:

'Our daughter's time at Abbey Nursery has been a positive, encouraging and happy experience for her. The staff have been exceptional throughout.'

'We are extremely happy with the nursery. Our son has become more confident and outgoing since he started the nursery. We are confident he is getting the best care possible and can't fault it.'

'My son has thrived at Abbey... He has really enjoyed the varied activities connected to his learning and the staff have been great in dealing with his needs...'

'Moved up rooms. Spent a month settling in. Had her lunch there. This made a big difference as she was not apprehensive. Did golf yesterday, she really enjoyed it. Very settled. Really good outdoors. Xxx thrives in it. Children are given a choice (of activities). Very happy.'

'Fantastic manager, helpful and approachable. Love the nursery... Staff are so supportive. Daughter thrives in nursery. She is confident with all the staff and I feel comfortable leaving her. They really do care and I feel staff know about each child... Xxx loves the sports coach and forest walks... Great environment for her to have. Allows me to work without worrying. Staff pay so much attention to the children. Best start she could possibly have.'

Self assessment

We did not ask the provider to complete a self assessment in advance of the inspection. We discussed, during the inspection, how the management and staff planned to continue to improve the nursery. We looked at their improvement plan and quality assurance documentation. This confirmed that they had a clear vision for how they would continue to support and care for the children and families using the nursery.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

Management and staff had a good understanding of the importance of safeguarding children. Staff received regular child protection training to help them keep children safe and protect them from harm. This approach ensured that children were valued, safe, and secure.

We found that children, across the nursery, received excellent care and support from staff who were warm, caring, and compassionate. Staff provided child-centred care that recognised the individual needs of children and their families. Staff listened to the children and treated them with respect, dignity, and thoughtfulness. Children were encouraged to make decisions about their day-to-day experiences. Independence was encouraged and their choices respected. Staff praised the children, recognised, and celebrated the children's achievements. We observed children having lots of fun as they played with friends and took part in a wide range of activities that interested, challenged, and excited them. Children were very respectful and polite to each other and shared resources.

Staff worked very well with parents to support their children. Children had their own care plan and learning journals. These reflected the children's interests, personal needs, and the next steps required to support them. Staff regularly reviewed and updated these with input from parents. Promotion of children's rights and the well-being indicators were embedded into the day-to-day interactions between the staff and children.

We sampled three files relating to the recruitment of staff and were satisfied that, safer recruitment practices had been implanted.

We found that staff and management worked well together and had developed an excellent team ethos. Staff were committed to their own continuous professional development to improve their knowledge and skills. This included regular research time and training. A mentoring programme was in place. A number of staff shared with enthusiasm the positive impact this had on outcomes for children. For example, a member of staff had undertaken training to support a child with diabetes. All staff had roles and responsibilities that helped enhance their skills and support the work of the nursery. For example, a member of staff had developed an excellent transition programme to support children going to school. Staff applied what they had learned to improve the care and welfare of the children and their families.

What the service could do better

The manager should ensure that the accident reports are dated by the parents. She should also ensure that written permissions and risk assessment are in place to support the service's emergency procedures.

The provider should develop a policy for the recording and safe disposal of PVG (Protection of Vulnerable Groups) documentation.

The manager should check the Scottish Social Service Council register as part of her recruitment procedure when short listing people for interview. A record of these checks should be kept.

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	
26 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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