

Rosemount Lifelong Learning Day Care of Children

The Millburn Centre
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Type of inspection: Unannounced
Inspection completed on: 29 November 2017

Service provided by:
Rosemount Lifelong Learning

Service provider number:
SP2003001270

Care service number:
CS2003005909

About the service

Rosemount Lifelong Learning is a community based charity which is managed by a board of directors. The service is based at the Millburn Centre in the Royston area of Glasgow. It is registered to provide a care service to a maximum of 43 children between the ages of six months to those not yet attending primary school. The nursery is in partnership with Glasgow City Council to provide pre school education.

The service had recently involved staff, children and families in reviewing and updating the service's vision, value and aims. The agreed vision of the service was to:

Provide a safe, happy, friendly environment, where children feel included, nurtured and are achieving to their full potential. We have a mutual trust and respect for one another where diversity is celebrated. Together with our families we create opportunities for all children to become successful learners, confident individuals, responsible citizens and effective contributors.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people – and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are – safe, healthy, achieving, nurtured, active, respected, responsible and included – often referred to as 'SHANARRI'. The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

What people told us

For this inspection we issued the service with 15 care standards questionnaires to issue to families using the service. Eight were returned, all respondents told us that they were happy with the quality of care their child received at the service. Some of their comments included:

'The staff at Rosemount are very professional and provide a fantastic environment for the children. I am particularly impressed with the literacy programme and feel that my daughter is well prepared for primary school. My only concern is that despite being asked for my local authority childcare voucher, this saving is not passed to the parent.'

'I am really happy with the service my child was given from the day she started until present when she prepares for school. The nursery has played a very big part in making my daughter the clever confident girl she has become.'

'Staff are extremely knowledgeable to deal with any issues and give me lots of advice and support. My son loves nursery.'

'Having moved my son from another care provider, along with my partner, have been blown away by the differences we have seen between the two. Rosemount is an amazing facility with fantastic, experienced, understanding, approachable and friendly staff. I love that the children have a say in what they will be learning about. The trips they take help to educate on transport and social skills. I would not hesitate to recommend Rosemount to friends and family.'

On the day of our inspection visit there were 25 children attending. We spoke to children in small groups and individually. Children were very happy in the service and confidently told us about the time they spent at nursery. Some of their comments included:

'The elf in our room has been very naughty, he moved the chairs.'

'I had breakfast with Santa.'

'This is the parachute, I love playing with the parachute.'

'My Mummy gave me a very cosy jacket.'

'It's beautiful!' (The Nursery)

'We love the ladies.'

'After quiet time we are going back outside to the big bit.'

'When we go to the library, we choose a book, then we take it back.'

Self assessment

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

What the service does well

Children are cared for in a nurturing environment. We observed secure relationships between staff and children. Staff responded to children using calm, consistent and respectful approaches. Staff knew children and families very well; an effective keyworker system supported the consistent approach to caring for children.

Children's personal plans clearly showed children's individual needs and how staff were supporting children to reach their potential. We could see good evidence that parents were regularly involved in reviewing and updating children's personal plans.

Throughout our inspection visit, we observed all children having the opportunity to play outdoors. Children in the 3-5 room were very excited to be outdoors and told us that they loved playing outdoors every day. Staff who had recently been involved in outdoor play training and loose parts training described the positive impact the training had on the quality of the experiences they offered children outdoors.

Children had very good opportunities to play and learn safely outdoors. All respondents who returned Care Standards Questionnaires prior to our inspection told us that they strongly agreed or agreed that their child regularly got fresh air and energetic physical play.

On the day of our inspection, some children required medication. We looked at the records and consent that staff had obtained prior to administering medication. We found that an effective system was in place to store, record and administer medication to children. We observed medication being administered in a safe and respectful way.

Recent changes to the management team had taken place. The part-time manager was now being supported by a newly appointed internal deputy manager as well as other managers within the wider organisation and chief executive officer of Rosemount Lifelong Learning. Staff and management were positive about the recent changes. Staff told us that they felt supported by the part-time manager and other senior managers.

A major strength of the service was the long-standing staff team who knew each other very well and worked together in a respectful and caring manner. This contributed to the effective teamwork we observed. Overall, staff were reflective in their practice. Informally they discussed what worked well and what could be better.

The management and staff team were clear about their improvement priorities. The service's improvement plan recorded priorities, planned actions and measured success. Improvement plan priorities were clearly displayed in the foyer; this informed parents of the direction of travel the service was on to improve outcomes for children and families using the service.

What the service could do better

Children's learning journals showed parents the types of learning experiences that their children were involved in at nursery. We discussed with the manager and chief executive officer how these could be improved to show more clearly how children were progressing and what staff were doing to support children to reach their potential.

All staff who returned staff care standards questionnaires told us that they did not have the opportunity to meet with colleagues to discuss their work. The manager informed us that whole staff team meetings did not take place regularly. We asked the manager and chief executive officer to explore the possibility of introducing whole staff team meetings.

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	
30 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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