

Riverside EE & CC Day Care of Children

C/o St Martins Primary School
Place of Bonhill
Renton
Dumbarton
G82 4QB

Telephone: 01389 711327

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

Service provided by:
West Dunbartonshire Council

Service provider number:
SP2003003383

Care service number:
CS2003014745

About the service

Riverside Early Education and Childcare Centre is run by West Dunbartonshire Council, Early Childhood Services. The service is accommodated within St. Martin's Primary School. The service is registered to provide a care service to a maximum of 81 children:

- 15 children aged 2 years to under 3 years
- 66 children aged 3 years to under primary school age.

Additional conditions unique to the service:

From 14 August until 22 December 2017:

To provide a care service to a maximum of 79 children:

- 13 children aged 0 years to under 3 years of whom 6 children aged 0-2, and 7 children aged 2-3
- 66 children aged 3 years to under primary school age.

Examples of the service's aims are as follows:

- to provide a safe and happy environment where children are stimulated by a broad, balanced and coherent curriculum
- to attend to the individual needs of each child so that he/she will develop physically, intellectually, socially and emotionally to his/her full potential
- to make parents feel welcome and encourage them to become actively involved in the Centre.

The full aims and objectives statement can be accessed from the service.

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 observed the children enjoying their play. We noticed that the children were settled and took part in most activities on offer. We saw older children playing in the outdoor area. The children told us they were having a "car wash". We saw children collecting water and using brushes to clean their cars and bikes. Younger children had fun walking and exploring the school grounds. The children particularly enjoyed jumping in puddles.

We saw older children skilfully using construction resources in the playroom and learning to dance with the sports development worker in the gym hall.

Some of the older children were learning about space. Staff had helped children to make a space station. Children told us about the different planets they had been learning about, they were also learning about patterns had fun making different patterns with pretend space rocks. We noticed staff observed the children closely to help extend the activity and promote safety.

One child was having great fun playing with a wind up mouse. Staff used this prop well to encourage the child to join in with a game.

We saw younger children actively engaged in a Book Bug session. Children had fun when staff used material for children to hide under and to bounce different characters up and down. We heard children laughing and asking for different songs. Staff encouraged and included all the children.

Parents we consulted, through our questionnaires, indicated their overall satisfaction of the service provided and on different aspects of the service including management, staff, activities, care and support and relationships. Parents commented:

- ".....I have been so impressed by the support and commitment to GIRFEC by this nursery. The staff go out of their way to assist offering full days, making sure my child did not miss Forest school, ...offering out of hours support. It is evident that the nurturing and care is primary at this establishment. Well done".
- "The nursery has really helped my child in their development in all different ways. I couldn't have asked for a better nursery".
- "Could not fault it at all, I was given extra care and support. Nothing was a bother and felt as if they really listened to me".
- "My child has a great relationship with his keyworker and the other members of staff. My child has come on so much since starting nursery".

Parents we spoke with during the inspection told us they were very happy with the service provided. They spoke about "helpful staff and management". One parent spoke about being involved with the parents' committee and how management and staff valued parents' suggestions. One parent told us "the office door is always open if we need to speak to the head".

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 discussed quality assurance processes. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children co-operated well with staff and with each other. Staff were respectful and caring in their approach. We saw smiling staff use praise well, they acknowledged children's interest and celebrated their achievements. This respectful care helped to develop children's confidence and self-esteem.

Staff knew the children and their families well and used this knowledge to sensitively care for the children. Staff worked well with parents and used handover times to talk about how best to care for the children and to share information. Parents confirmed they felt included in the service and their children were respected and well cared for by the nurturing staff team.

The head of centre had introduced changes to the daily routine. This improvement had created more opportunities for children's free flow play. This resulted in children being more engaged in their choice of play activities. We discussed how further improvements could be made by staff having more flexibility to move between areas to further support children's needs and interests. The head of centre described a positive approach towards using good practice documents to assist in the continued development of this.

The head of centre had recently created individual plans for children who needed some additional support. She was aware that this information now needed to be shared with parents and staff and had plans in place for this.

The head of centre and staff had developed some helpful records to track children's learning. However, there was scope for continued development of children's personal plans and how observations of children were recorded, used to establish next steps and shared with parents and children. See recommendation 1.

Arrangements for safeguarding were well organised. Staff had attended child protection training and were vigilant to the safety and welfare of all children.

Management agreed to make sure a log of all medicine in the building is now maintained and each child's medication arrangements are reviewed in line with the provider's procedure.

We discussed infection control arrangements and made some suggestions for improvements. Management agreed to access the most up to date infection control good practice guidance for the staff team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should make sure each child's personal plan includes up to date purposeful observations and details of how the development needs of the child are being supported, assessed and reviewed.

National Care Standards early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

Grade: 3 – adequate

Quality of environment

Findings from the inspection

Since the last inspection the provider had cleaned the windows and fitted new blinds. Paintwork had been cleaned and some skirting boards repaired. The outdoor area had been reorganised, toys had been cleaned and the mud kitchen improved. Most of the improvements to accommodate the younger children had been implemented and the remaining issues were being addressed. However, we found some significant water damage to some ceilings, a large crack in one wall, some holes in other walls and broken radiator guards. The head of centre told us she had reported all of these issues however there was no written confirmation that these matters had been checked for safety. See recommendation 1.

On the week of inspection staff had put a new system in place to allow older children to choose when they wanted to play outside. Staff caring for younger children regularly used the local community and the school grounds for interesting outdoor experiences. We discussed some ways of further reducing barriers for children accessing outdoors. For example by providing more all-weather suits, boots and buggy covers and as previously discussed, staff being able to move around areas in response to children's interests.

Staff had worked hard and started to develop further the learning environment through out the service. For example, we saw children in the new block play area problem solving and skilfully creating bridges. Staff sensitively supported children to extend this activity.

New areas for younger children were well-resourced and created an interesting environment for children to explore. We asked staff to use good practice documents to guide them in creating more floor space without too much furniture to hinder younger children.

Management had identified the need to improve risk assessments and discussed seeking advice from local authority staff. We highlighted some security issues. For example, there were doors leading to areas of the school that the service were unable to secure. This could create potential safety risks for children. The buzzer at the secure front door did not always work properly. This could result in parents being unable to alert staff to their presence at the door. See recommendation 2.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The head of service should seek confirmation that areas waiting to be repaired do not pose a risk to the safety of the children and staff.

National Care Standards early education and childcare up to the age of 16 years. Standard 2: A safe environment.

2. The provider should make sure risk assessments are in place for security of the premises. The risk assessments should fully identify any potential risks and detail how these will be addressed.

National Care Standards early education and childcare up to the age of 16 years. Standard 2: A safe environment.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The nurturing staff team had created a friendly and pleasant environment for children and their families. They demonstrated respect for each other, and were good role models for children. Staff sensitively reminded children about sharing and being kind to each other.

We observed staff using the PATHS programme to support children's emotional awareness and self-control. During our observations children were learning about compliments and staff respectfully helped children to give each other compliments. This helped children to feel valued and respected.

Staff had taken part in some training opportunities. Staff spoke about the impact of some of their training on the outcomes for the children in their care. For example, pre-birth to three training had been found to be helpful in the development of experiences and activities for younger children. Staff spoke about the improvements they had made as a result of training that had further supported children to develop numeracy skills. Staff should continue with plans to access additional training to support improved outcomes for children.

All of the staff we spoke with were keen to be involved in team meetings as they found these helped them keep up to date with any changes and feel include in the staff team. The head of centre agreed to continue to look at ways of more effectively communicating the outcome of team meetings to any staff unable to attend.

The head of centre and staff spoke about staff visiting other childcare services to share good practice and have professional dialogue with other childcare practitioners. The head of centre discussed the benefits of this continuing and plans for providing staff with regular opportunities for this professional dialogue. The head of centre should also continue with plans to discuss best practice guidance with staff and how this can be taken forward to improve outcomes for the children in their care.

We discussed our Hub and how the head of centre and staff could access this range of resources aimed at supporting improvements.

One parent commented:

- "Excellent team always welcoming and friendly".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The new head of centre had made some important improvements in the short time she had been in post and discussed a very positive approach towards using the inspection process in the continued development of the service.

Parents we spoke with told us they were clear about who the head of centre and depute head of centre were and were confident about speaking to them if they had concerns. A complaints procedure was in place. This provided opportunity for parents to raise any issues they may have.

The head of centre had reviewed and updated the improvement plan to create a more manageable improvement agenda for the staff team. She was aware of the need to consult with staff and parents about the plan and the draft improvement plan had been discussed with staff and their views included.

Plans were in place for the management team to take part in training in order to roll out the new professional development programme to the staff team. This will provide staff with further support and guidance.

Staff discussed a number of changes that had taken place in the service and whilst at times this had been challenging, they were positive about the changes and about making improvements. We discussed with the head of centre that staff would have benefitted from more communication and individual meetings with her to clarify expectations. Our inspection highlighted that this had been a missed opportunity for clarifying issues and for developing early relationships. See recommendation 1. It is acknowledged that the head of centre told us she had plans in place to improve communication with staff and had intended to meet with staff individually before the end of the year.

It is acknowledged that the head of centre agreed with the areas for improvement identified by this inspection and that she was already aware of most of them through her monitoring systems. We asked the head of centre to include monitoring outcomes for children during story time at the end of the session. We have reworded the recommendation we made at the last inspection. See recommendation 2.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The head of service should continue with plans to improve communication with staff.

National Care Standards Early Education and Childcare up to the age of 16 years, Standards 13 and 14: Improving the Service; and Well Managed Service.

2. The head of centre should continue to implement systems for monitoring the quality of the service. She should involve all staff in evaluation and discussion of the work of the service and outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16 years, Standards 13 and 14: Improving the Service; and Well Managed Service.

Grade: 3 – adequate

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

Staff should make sure each child's personal plan includes up to date purposeful observations and details of how the development needs of the child are being supported, assessed and reviewed.

National Care Standards early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

This inspection highlighted there remains scope for continued development, as a result of this we have made the recommendation again in this report. Please see recommendation 1 under quality of care and support.

Recommendation 2

Staff should continue to look at ways to involve children in making choices about their own activities. They should make sure children have time to become engaged in their play and look at ways to reduce interruptions.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing. Building the Ambition <http://www.gov.scot/Resource/0045/00458455.pdf>

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

The recommendation had been partially addressed. The head of centre had changed the structure of the sessions and started to reduce interruptions for children. A very recent change had been put in place that allowed children to choose when they wanted to play outside. The head of centre acknowledged that there was scope for continued improvement and discussed a very positive approach towards continued development.

Recommendation 3

The head of centre and staff should review and update all of the children's medication arrangements. Staff should familiarise themselves with the provider's medication policy. This will help to make sure staff work in line with this important information.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing.

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

This recommendation had been met. We have made a further suggestion for improvement of medication recording under quality of care and support in this report.

Recommendation 4

The provider should send us confirmation of the timescales for the planned programme of improvements.

National Care Standards early education and childcare up to the age of 16 years. Standard 2: A safe environment.

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 5

The head of centre and staff should use good practice to guide them in the continued development of the learning environment, both indoor and outdoors.

Building the Ambition. My World Outdoors hub. careinspectorate.com <http://www.gov.scot/Resource/0045/00458455.pdf>

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

This recommendation had been partially met. The head of centre and staff had started to make improvements. The head of centre acknowledged that there was scope for continued improvement and discussed a very positive approach towards continued development.

Recommendation 6

The provider should make sure risk assessments are in place for security of the premises. The risk assessments should fully identify any potential risks and detail how these will be addressed.

National Care Standards early education and childcare up to the age of 16 years. Standard 2: A safe environment.

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

This recommendation was not met. We have made the recommendation again in this report under quality of the environment.

Recommendation 7

The management team should develop further systems to effectively monitor the quality of the service as a whole. Staff should be fully involved in evaluation and discussion of the work of the service and outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16 years, Standards 13 and 14: Improving the Service; and Well Managed Service.

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

This recommendation had been partially met. The head of centre had identified some areas for improvement and acknowledged that there was scope for continued development. We have reworded the recommendation under quality of management and leadership.

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	
6 Mar 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
2 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	5 - Very good
		Management and leadership	4 - Good
7 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	4 - Good
17 Nov 2010	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good

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