

Kirktonholme @ East Kilbride Day Care of Children

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Type of inspection: Unannounced
Inspection completed on: 5 December 2017

Service provided by:
Kelly Care Limited trading as
Kirktonholme Nursery

Service provider number:
SP2003001303

Care service number:
CS2003006729

About the service

Kirktonholme @ East Kilbride is provided by Kelly Care Limited trading as Kirktonholme Nursery. The service is in partnership with South Lanarkshire Council.

The early learning and childcare centre is located in East Kilbride and operates from a converted bakery close to shops and local amenities. The service currently operates Monday to Friday, 07:45 - 18:00, throughout the year, to provide a flexible service to working parents.

The centre provides full-time and part-time day care to a maximum of 188 children from birth to children aged five years and over. There were 154 children present on the day of the inspection.

Out of school care provision operates term time and during school holidays. The service has three buses which are used to transport children to and from school and when on outings. Playrooms used by nursery children have direct access to outdoor play areas and gardens.

The service's vision, values and aims were recently reviewed and stated:

- To always show innovation in our practice
- To build excellent relationships with our families
- To form meaningful relationships and attachments with our children
- To have a highly skilled and knowledgeable team of practitioners
- To show compassion and sensitivity to others
- To work collaboratively as one team.

We wrote this report following an unannounced inspection that was carried out by two early years inspectors. We gave feedback to the area manager, manager and deputies following the inspection which took place on Tuesday 5 December 2017.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The wellbeing indicators that are essential for children to flourish are: safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI).

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

What people told us

We spoke to 20 children who confidently told us about their learning experiences and friendships they had made. We saw that children and babies had settled very well in each of the playrooms and had clearly developed a strong bond with key staff.

Older children appeared happy and enjoyed chatting with friends before going to school. We considered the view of older children and discussed our findings with the manager in relation to the flow of the day and breakfast provision. Older children's comments included:

'I like to read "Fire in wild wood". This is all about baby dragons.'

'I have breakfast in my house but I wake up quite late and have lots to do.'

'It's quicker to keep your jacket on.'

We issued 80 care standards questionnaires. Thirty-six parents and carers completed and returned them to us before our inspection. When asked about the overall quality of care their child received in the centre, 27 parents and carers strongly agreed and nine agreed they were happy.

We received a large number of written comments which were overall very positive. Parents and carers praised the positive relationships and care and support their child received from the friendly and approachable staff and management team.

We have included a sample of comments received from parents and carers.

'Both of my children started going to nursery before their first birthdays. They settled well and both love the nursery. They have very good relationships with all of the staff. I love the fact that the children get to choose topics they want to learn about and we are all informed about them and get to see and hear what they have learned. They have great outdoor play areas too which my children love. I think it is a fantastic nursery.'

'My child uses after and before school care, he hasn't settled well at school and we almost didn't add after school care in to the mix. We spoke at length with staff and shared school feedback. They inspired confidence in us that they could create a plan to help. It has been amazing, the staff has been amazing. Afterschool care, celebrates the good days, cheers him up and boosts his confidence on bad days and he leaves with protest every day. He has buddies and a lovely relationship with staff. They have been effective and amazing.'

Seven parents highlighted areas that they felt could be improved including communication, security and hygiene and infection controls. The manager explained that a recent survey had been issued to seek parents and carers' views and feedback relating to these specific areas. She valued responses received and was currently assessing and auditing responses to support future improvement.

Self assessment

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

What the service does well

The management and staff team at Kirktonholme @ East Kilbride were knowledgeable, skilled and fully committed to providing a child-centred holistic approach in line with the principles of Getting it right for every child (GIRFEC). This was evident in the calm and welcoming ethos observed throughout the nursery.

The manager explained that following recent room changes, the new staff teams had focused on developing positive relationships with each other, children and their families. Children and families had benefited from having an identified key worker, which enabled strong attachments to be formed. Staff worked well as a team and had focused on each child's successes and achievements to build confidence, self-esteem and independence skills. We observed staff were very responsive, caring and nurturing when meeting the personal care and emotional needs of children.

Transition plans, personal plans, additional support plans and online learning journals had continued to be developed with team leaders taking an active role in monitoring outcomes for children. We acknowledged that recording systems were progressing as staff gained confidence in recording, assessing and tracking children's developmental progress, learning achievements and next steps.

We noted that staff effectively communicated with parents and carers. This had helped staff to tailor the planned care and support to meet each child's health, wellbeing and safety needs in line with the SHANARRI health and wellbeing indicators.

The manager explained that staff teams were on a learning curve and had taken a 'step back' to assess what children needed and wanted within each of the playrooms. We saw that staff had started to make a positive impact on children's experiences and the learning environment. We saw children had space and opportunities to explore a range of sensory, heuristic and natural resources to support their individual learning styles (schema) and interests.

Older children had very good opportunities to participate in child led experiences which extended their interests and learning indoors and outdoors. We saw children were learning strategies to keep safe during risky play experiences and enjoyed using 'loose parts play materials' which supported their creativity, problem solving and imaginative play using a variety of everyday objects.

Children in the out of school care enjoyed drama and singing, they told us they were planning and organising their Christmas show. Children had opportunities to take a leading role and were very confident in directing and taking forward their ideas. Staff supported children when needed and provided appropriate praise and encouragement to build their self-esteem.

Children had very good opportunities to learn about healthy, active lifestyles within the nursery and out of school care. Healthy snacks and lunches were provided which took account of children's health needs, culture and preferences. We found lunches to be a happy, pleasant experience with staff supporting children, when needed, to develop their independence and social skills.

The recent refurbishment programme had improved the overall appearance of the premises and playrooms. Effective systems were in place to ensure a safe, hygienic environment was maintained in line with best practice guidance and legislation.

What the service could do better

We acknowledged that the new staff teams were developing their skills and knowledge. The manager shared her intentions to access Pre-Birth to Three and Building the Ambition training to further support staff practice and understanding of child led and free flow play.

We observed that the majority of children attending the out of school care provision in the morning preferred to sit with their jackets and bags on. Children told us that this saved them time, as they could be first on the bus and could sit beside their friends. We noted that children were not offered breakfast or fruit and if they were thirsty they tended to drink water from their own water bottles.

Following discussion, the manager agreed to further assess the flow of the morning session to enable staff to organise snacks and drinks and provide appropriate time and support for children to relax within the service and prepare for school.

We saw staff carried out 15 minute monitoring checks to ensure the safety of babies sleeping outdoors in their prams. Following discussion, the manager agreed to raise staff awareness of the Scottish Cot Death Trust guidance to further support their practice.

Individual boxes were purchased to ensure long-term medication was stored appropriately. A clear policy and procedures were in place to support staff practice. However, we noted recording and monitoring systems were not effective. This was a recommendation identified in the last two inspection reports. This recommendation is continued. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To meet the health, wellbeing and safety needs of children who may require medication during their placement, the provider should ensure administration and storage of medication procedures are known to all staff and implemented and monitored in line with current best practice guidance: Management of medication in daycare of children and childminding services. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

Complaints

Please see our website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
29 Jan 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Jan 2012	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
13 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
18 Dec 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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