

North Lanarkshire Council Creche Services

Day Care of Children

Community Learning & Development
Fourth Floor
Municipal Buildings
Kildonan Street
Coatbridge
ML5 3BT

Telephone: 01236 812222

Type of inspection: Unannounced
Inspection completed on: 1 December 2017

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Care service number:
CS2005089707

About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

This service is registered to provide care to children aged from birth to 16 years. The care service can operate between 09:00 and 21:00, Monday to Sunday, but should not exceed a maximum of seven hours in one session. The service will have exclusive use of rooms within:

- Chapelside Community Centre
- Garrelvale Community Centre
- Muirfield Community Education Centre
- Pivot Community Centre
- St David's Primary School
- Forgewood Community Centre
- Isa Money Community Centre
- Pat Cullian Centre
- John Paul II Primary School
- Old Monkland Primary School
- Orbiston Buisness Park

The service may provide the service from other venues, if so the service must notify the Care Inspectorate in writing and submit a risk assessment. The number of children that can be cared for in each venue will be dependant on the age range of children, the suitability of the premises and the available play space.

What people told us

We gathered the views of ten relatives of children using the service. They all strongly agreed that they were happy with the service provided and with the quality of staff providing the service. Parents told us staff were very supportive, staff ensured children have fun and that their children can't wait to go to the crèche and that they enjoy going.

We observed the children using the crèche service and found them to be confident, very familiar and settled in each of the venues visited. The older children were keen to involve the inspector in their play.

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	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The management had a very good understanding of the service strengths and areas for improvements and the improvement plan outlined the service plans to support further improvements, including training for staff, visiting other services, implementing SHANARRI and continuing to improve play spaces.

The service used various venues to provide the service, of the five venues visited we found all to be meeting standards and staff to be making best use of the space available to them. Each venue had been risk assessed and had safety measures in place. We found toilet and nappy changing facilities to be satisfactory. All venues had access to an outdoor play area, staff told us they regularly take children outside for periods of time during each session. We found all venues to be safe and secure.

We found all staff to be open, honest and well-informed about the service they provided. All staff were very knowledgeable about the children and families using the service. Staff were very responsive to parents requests for example the timings of children's sleeps or feeds and in following children's own daily routines, needs and preferences. In addition to ensure the service provides care and support meeting children's needs. Children's personal plans were written in conjunction with Community Language and Development Workers, working with the families and the Early Learning and Childcare service, if a child attends one.

Staff had undergone various training and used new learning to ensure they provided the best care and support to meet children needs. This included training on using different early years approaches and in delivering a care service that works with families with a wide range of needs.

The service provided healthy foods and drinks and encouraged parents to provide healthy choices when they brought in food and drinks. The service only provided milk or water to drink and fruit.

The service had reviewed the medication procedures to ensure it followed good practice guidance. The service rarely gave medication, as a result we viewed the forms to be completed if medication was to be given. Staff had undertaken some training in administering medication but they had plans for a full day training for example on using Epi-Pens and Inhalers.

The service had worked extremely hard to ensure they provided the best care and support for those using the service. Staff demonstrated their commitment to providing quality care and support and in their plans to continue to further develop the service they provided. The service is well placed to support the families using the service and to support families have a more positive start and reach their potential.

What the service could do better

The service should continue with service planned areas to further improve the service. In addition we have suggested the service considers the use of communication tools such as pictorial signage or translator tools to support staff communicate effectively with children and families.

The service should include more details of the outcome of any accidents or incidents such as, any marks left on the child or any follow-up required where English is not their first language.

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	
17 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
23 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
12 Jan 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
17 Dec 2009	Unannounced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate
19 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak

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