

Coconut Corner Childcare Centre

Day Care of Children

36 Church Street
Baillieston
Glasgow
G69 7EX

Telephone: 0141 771 5542

Type of inspection: Unannounced
Inspection completed on: 7 November 2017

Service provided by:
The Management Committee Coconut
Corner Childcare Centre

Service provider number:
SP2008009749

Care service number:
CS2008175027

About the service

Coconut Corner Childcare Centre operates a nursery and out of school care service from church halls in Baillieston in the east end of Glasgow. The service operates Monday to Friday 52 weeks a year between the hours of 8am and 6pm.

The service is registered to provide day care for 66 children in the following age ranges:

0 to under 2 years - 6 children

2 years to those not yet attending primary school - 20 children

Primary school age - 40 children

The main aims of the service are to provide; "A good quality child care service in a safe and nurturing environment."

A full copy of the aims and objectives can be obtained from the service.

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

We inspected this service on Monday 6 and Tuesday 7 November 2017. We provided feedback to the manager and a member of the Management Committee on 7 November 2017.

What people told us

Children were settled and relaxed at nursery and OSC. They were confident and comfortable in their surroundings. Children of all ages responded well to staff. Younger children were happy and very inquisitive. They included us in their play and were happy to chat with us, letting us know what they did in nursery. Older children were engaged and keen to let us know how they felt about the service.

We had ten Care Standards Questionnaires completed and returned to us during our inspection. Three staff questionnaires were also returned. Parents were happy with their child's care. We also received two emails from parents. Some comments from parents/carers were:

"My daughter has come on leaps with coconut corner, she is with them during holidays and it is the best time of her year, they take her to adventures whether it be the park or in the nursery, it is always fun packed, and learning is a must", "My daughter loves nursery, she settled in brilliantly she gets on well with all the staff and she's made a lot of friends. When we drop her off she's always keen to run in and always appears happy when we collect her. She's a very active child so she particularly enjoys the forest school and football sessions", "I have always found it to be a relaxed and happy environment in which my children have thrived", "All staff are extremely friendly making me feel completely at ease about my children's care", "It would be very positive if the centre could receive more support to develop the outdoor area for playing and learning even more" and "The service offered by Coconut Childcare Centre is excellent".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at how they were assessing and making improvements to their service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We found that staff had created a nurturing and caring environment. Staff knew children well and were able to discuss with us how they had supported individual children. They had good relationships with staff. Although personal plans were in place for children they were not inline with legislative requirements (see requirement 1). The service had used online learning logs to record children's learning and development. Parents had access to their child's log and were able to exchange information with the staff. We spoke about how these could be further developed to share more about how they were supporting childrens individual learning.

We found that overall children had access to a variety of different experiences. We discussed how this could be further extended and linked to children's learning and development. At the last inspection the service was asked to review their planning records. Staff spoke positively of the changes that had been made so far. We found that the changes were still at the beginning stages and not yet embedded, therefore we will be repeating this recommendation (see recommendation 1). We also discussed the pace of the day for children and how this could be improved (see recommendation 2).

Younger children enjoyed the sensory experiences on offer within the baby room. The gloop had been well explored with traces of it all over the room. A most enjoyed activity. Older children in the nursery enjoyed being outdoors. They happily splashed in small puddles and join in 'What's the time Mr Wolf' with their friends. Some children in the out of school care (OSC) were very engaged in a new resource and spent time being creative. They also had access to the internet which did not have appropriate content controls. We discussed this with the manager who immediately removed the device (see recommendation 3).

Snacks and lunches for nursery children were found to be varied and healthy and children seemed to really enjoy them. Snacks for the OSC were not inline with healthy eating guidance and should be developed to the same healthy standard as the rest of the service. Staff advised of how they took children's allergy needs into account. Infection control procedures were in place and children followed the routine well.

We found the service's performance was adequate for this theme.

Requirements

Number of requirements: 1

1. The provider must ensure that personal plans are completed in line with legislative timescales and guidelines. They must be completed with parents or representatives and with children if appropriate, covering their safety, welfare and health needs.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 5.

Timescale for meeting this Requirement: 8 December 2017.

Recommendations

Number of recommendations: 3

1. Planning records should be reviewed to make sure they capture and track individual children's learning and development.

National Care Standards 5 Early Education and Learning up to the age of 16 - Quality of experience

2. The provider should review routines for staff to ensure children's needs are met effectively throughout the day. In order to achieve this, the service should consider:

- staggering routines to reduce the number of children needing direct care, for example, at lunchtime and getting ready to go outside
 - decreasing adult led routines
 - introducing a more flexible routine for children to make further choices about their own play and care needs
- This will ensure children are achieving and feel respected in the service.

National Care Standards: 5 Early Education and Childcare up to the age of 16 - Quality of Experience

3. Children should not have access to devices that connect to the internet without appropriate age restrictions on the content they are able to view.

National Care Standards: 2 Early Education and Childcare up to the age of 16 - A safe environment

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The service had a secure door front entry system in place. The nursery playrooms had recently been redecorated and were bright, fresh, welcoming and calming. Staff advised that they were in the process of improving the environment and replacing plastic resources with more natural items. Resources were displayed which allowed children to access them independently. We discussed schemas and the best practice documents as tools to assess and ensure that children benefit from an environment that is tailored to meet their learning and development needs (see recommendation 1). Staff were enthusiastic as to the changes they had planned and how they would impact on promoting positive outcomes for children.

Staff did not remove younger children when they fell asleep in the buggies. We discussed how this was not inline with safe sleeping guidelines. Staff were receptive to this information (see recommendation 2). The toilets within the 2-5 area had been refurbished to a good standard. They had created a pleasant environment. The service had recently had a deep clean with the manager advising that she had plans for this to take place on a regular basis to promote the control of infection.

The outside area was large with space for large group games, bikes and natural exploration. Children within the nursery and OSC had access to the space. We discussed how this could be improved particularly for older children within the OSC. (see recommendation 3).

We found the service's performance was good for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The provider should consider the variety of resources used within the nursery and OSC to promote childrens learning and development. Increased access should be given for exploratory, scientific, sensory and natural experiences and those that support schemas for younger children.

National Care Standards: 5 Early Education and Childcare up to the age of 16 - Quality of Experience

2. The provider should follow best practice guidelines regarding safe sleeping arrangements for children. This guidance is available at:

<http://www.scottishcotdeathtrust.org/skyblucms/resources/early-years-guide-31.08.15.pdf>

National Care Standards: 3 Early Education and Childcare up to the age of 16 - Health and Wellbeing

3. The provider should promote outdoor access, particularly for children within the OSC to encourage access to fresh air and exercise.

National Care Standards: 3 Early Education and Childcare up to the age of 16 - Health and Wellbeing

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were caring and considerate. They were keen to develop the service and were enthusiastic within their roles. They engaged in professional dialogue with us and were registered with the Scottish Social Services Council (SSSC).

We observed some quality and positive interactions between staff and children. They had formed had good relationships. Parents and the wider family were also encouraged by staff to be included in their childs experience of nursery and osc. Parents advised that they felt staff were kind and loving towards their children. This showed that parents and children were valued and respected by the service.

Since the last inspection of the staff there had been changes within the management and staff team. This had resulted in changes within the rooms and a review of how staff plan and record children's learning and development. Staff we spoke with were able to identify where there were gaps in knowledge and experience. They were keen to access further training and enhance the service they provided to children and families (see recommendation 1).

We found the services performance was adequate for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should facilitate and encourage all staff to reflect on their practice in relation to national guidance, in particular:

- Getting it Right for Every Child, specifically the wellbeing indicators (2010)

<http://www.gov.scot/Topics/People/Young-People/gettingitright/what-is-girfec/children-adult-services/practitioners-info-pack>

- Building the Ambition (2015)

<http://www.gov.scot/Resource/0045/00458455.pdf>

- Pre-Birth to Three (2010)

http://www.educationscotland.gov.uk/Images/PreBirthToThreeBooklet_tcm4-633448.pdf

- My World Outdoors (2016)

<http://www.hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

- Loose Parts Play (2016)

<http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>

These documents can be used as the starting point for evaluating practice and identifying areas for improvement, for example, the use of open-ended resources, different types of play and the benefits of risky play outdoors. This will help the service to provide richer play experiences for children.

National Care Standards: 13 Early Education and Childcare up to the age of 16 - Improving the Service

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

There had been several changes within the management structure and staff team since the last inspection. The new manager was a volunteer who was committed to enhancing how the service was provided as well as seeking opportunities for funding to allow them to improve not only the environment but also the resources available for children. They had plans to extend their forest nursery initiative.

At the last inspection there had been confusion as to the roles and responsibilities of the management committee and the influence they had over the day-to-day running of the service. We had asked the provider to develop clear policies and procedures. This had not been done and will be repeated (see requirement 1). We reviewed new staff files and found that safer recruitment procedures were not always followed consistently (see requirement 2).

The manager had identified training for staff and they were at the beginning of the process of attending training to improve their knowledge as well as gain leadership skills (see recommendations 1 and 2). We discussed with the manager how formally monitoring planning and staff practice would allow for more focussed improvements and clear pathways of development (see recommendation 3). Whilst people using the service had been informed of the faith-based practices implemented by staff, there was no mechanism to allow parents or children to opt out of the practice (see recommendation 4). The manager not only managed the nursery and osc service she also formed part of the management committee. This had an impact on the time available for her to manage the staff and service effectively (see recommendation 5).

We found the services performance was weak for this theme

Requirements

Number of requirements: 2

1. The provider must ensure that there are clearly defined roles and responsibilities for the management committee. That there are agreed protocols in place to ensure children and families have a consistent and appropriate service.

This is in order to comply with SSI 210 Regulation 4 (1) (a) Welfare of users: (a) providers shall make proper provision for the health and welfare of service users;

Timescale for completion: 8 December 2017

2. The provider must demonstrate that safer recruitment practice is in place. In this instance the provider must:

- Undertake and complete PVG checks including updated checks for all new staff prior to commencement in the service
- Where there are exceptional circumstances relating to PVG checks and recruitment matters these must be discussed and agreed with the Care Inspectorate
- The selection and recruitment policy must be updated to reflect this

This is to comply with SSI 2011/210 Regulation 9(1) -fitness of employees

Timescale for implementation: 30 March 2018

Recommendations

Number of recommendations: 5

1. Consideration should be given to staff accessing Steps into Leadership learning resource by the SSSC to improve and develop their existing skills.

National Care Standards Early Education and Childcare up to the age of 16, Standard 14: Well-managed Service

2. Staff should access training suitable for the age group they are supporting to enable them to plan more effectively for children as individuals.

National Care Standards: 14 Early Education and Childcare up to the age of 16 - Well-Managed Service

3. Monitoring for improvement within the service should take outcomes for children into consideration.

National Care Standards: 14 Early Education and Childcare up to the age of 16 - Well-Managed Service.

4. The provider should ensure that parents and children have the opportunity to opt out of faith-based practices.

National Care Standards: 5 Early Education and Childcare up to the age of 16 - Quality of experience.

5. The provider should ensure that the manager has the time, opportunity and resources needed to effectively manage this service.

National Care Standards 14 Early Education and Childcare up to the age of 16 - Well-Managed Service.

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider should ensure that parents and children are informed of any faith-based practices within the service and have the opportunity to opt out.

This is in order to comply with SSI 210 Regulation 4 (1) (a) Welfare of users: (a) providers shall make proper provision for the health and welfare of service users;

Timescale for completion: Within eight weeks on receipt of this report.

This requirement was made on 2 December 2016.

Action taken on previous requirement

Whilst people using the service had been informed of the faith-based practices implemented by staff, there was no mechanism to allow parents to opt out of the practices. We have made a recommendation concerning this part of the requirement.

Met - within timescales

Requirement 2

The provider must ensure that the toilets in the 2-5 area are suitable for use. The issues include but are not limited to:

- Unpleasant odour

- Fan in one of the toilet cubicles not working
- Toilet seats were scuffed and scratched
- Toilet roll holders were hanging off the walls
- Taps on the sinks were loose

This is in order to comply with SSI 210 Regulation 4 (1) (a) Welfare of users: (a) providers shall make proper provision for the health and welfare of service users;

Timescale for completion: Within eight weeks on receipt of this report.

This requirement was made on 2 December 2016.

Action taken on previous requirement

The toilets in the 2-5 children area had been refurbished and areas of concern were addressed.

Met - within timescales

Requirement 3

The provider must ensure that there are clearly defined roles and responsibilities for the management committee. That there are agreed protocols in place to ensure children and families have a consistent and appropriate service.

This is in order to comply with SSI 210 Regulation 4 (1) (a) Welfare of users: (a) providers shall make proper provision for the health and welfare of service users;

Timescale for completion: Within eight weeks on receipt of this report.

This requirement was made on 2 December 2016.

Action taken on previous requirement

This will be repeated.

Not met

Requirement 4

The provider must demonstrate that safer recruitment practice is in place. In this instance the provider must: Undertake and complete PVG checks including updated checks for all new staff prior to commencement in the service

Where there are exceptional circumstances relating to PVG checks and recruitment matters these must be discussed and agreed with the Care Inspectorate

The selection and recruitment policy must be updated to reflect this

This is to comply with SSI 2011/210 Regulation 9(1) -fitness of employees

Timescale for implementation: 25 August 2017

This requirement was made on 13 September 2017.

Action taken on previous requirement

This will be repeated.

Not met

Requirement 5

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must ensure that when caring for the children staff do not have access to their personal mobiles or use their mobile phones for on behalf of the service to take photographs of them.

This is to comply with SSI 2011/ 210 Regulation 4(1)(a) - a requirement for the welfare of service users.

Timescale for implementation: 21 August 2017

This requirement was made on 13 September 2017.

Action taken on previous requirement

The provider had purchased mobile phones for use by staff within the service. Staff were aware that no personal phones were to be used on behalf of the service.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Planning records should be reviewed to make sure they capture and track individual children's learning and development.

National Care Standards 5 Early Education and Learning up to the age of 16 - Quality of experience

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

This recommendation is not met and will be repeated.

Recommendation 2

The service should review the quality of the lunch time experience for children in the 2-5 room and take into consideration:

- length of time to receive food
- homely and comfortable space to eat
- role modelling by staff
- opportunities for further life skills

National Care Standards 5 Early Education and Learning up to the age of 16 - Quality of experience

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 3

Resources and the layout of the playrooms should reflect the children and their stage of learning, particularly within the 0-2 room.

National Care Standards 5 Early Education and Learning up to the age of 16 - Quality of experience

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 4

Older children should have daily access to outdoor space.

National Care Standards 5 Early Education and Learning up to the age of 16 - Quality of experience

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 5

Staff should access training suitable for the age group they are supporting to enable them to plan more effectively for children as individuals.

National Care Standards Early Education and Childcare up to the age of 16, Standard 14: Well-managed Service

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

This recommendation is not met and will be repeated.

Recommendation 6

Consideration should be given to staff accessing Steps into Leadership learning resource by the SSSC to improve and develop their existing skills.

National Care Standards Early Education and Childcare up to the age of 16, Standard 14: Well-managed Service

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

This recommendation is not met and will be repeated.

Recommendation 7

Monitoring for improvement within the service should take outcomes for children into consideration.

National Care Standards 14 Early Education and Childcare up to the age of 16 - Well-Managed Service.

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

This recommendation is not met and will be repeated.

Recommendation 8

The staff should ensure that they follow the procedure for hand washing as noted in the Animal Handling Policy. National Care Standards Early Education and Childcare, Standard 2: A safe environment.

This recommendation was made on 13 September 2017.

Action taken on previous recommendation

This recommendation has been met.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
31 Oct 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	4 - Good
3 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
23 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
13 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
30 Aug 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
29 Sep 2011	Unannounced	Care and support	1 - Unsatisfactory
		Environment	1 - Unsatisfactory
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory
8 Jun 2011	Unannounced	Care and support	1 - Unsatisfactory
		Environment	1 - Unsatisfactory
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
16 Dec 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
22 Jul 2010	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
5 May 2010	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak

Date	Type	Gradings	
		Management and leadership	2 - Weak
21 Jul 2009	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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