

# Yokerburn Early Years Centre

## Day Care of Children

200 Hawick Street  
Yoker  
Glasgow  
G13 4HG

Telephone: 0141 952 9962

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

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Care service number:**  
CS2003017155

## About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Yokerburn Early Years Centre is registered to provide a care service to a maximum of 117 children from birth to those not yet attending primary school.

0-2 years = 9 children

2-3 years = 20 children

3-5 years = 88.

The care service will operate Monday to Friday from 8:00am to 6:00pm.

The nursery was situated in the Yoker area of Glasgow within the grounds of the Clyde Campus. The accommodation consisted of an entrance area, four bright playrooms, children's toilets, nappy changing area, laundry and kitchen. The service had its own secure door entry system. There was a secure outdoor play area and the service also had access to an upstairs room which children could use to develop their physical skills through movement and energetic play.

The nursery aimed "to build positive relationships with all children and families, to create and maintain a positive ethos and to nurture the confidence and self esteem of each child. A full statement of the service's values, aims and objectives was available to people who used the service.

Yokerburn Early Years Centre was a result of a variation application from Glasgow City Council in respect of Thirlstane Day Nursery which was merging with Kelso Nursery School and being relocated to the new Clyde Campus.

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. We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by 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 affect children, young people and their families.

## What people told us

We issued 20 care standard questionnaires and asked the provider to distribute them to people who use the service. We received four completed questionnaires and spoke with eight parents/carers and 10 children on the day of our inspection. We also spoke by telephone to two parents. Nearly all the comments made were positive. An example of them were:

- I feel the staff should be commended for their hard work this year especially with the two moves to different nursery buildings. There has been minimal disruption.
- The staff in this nursery go above and beyond to ensure our child is happy and healthy
- Our child loves going to nursery

- We have been helped with our child's eating and staff would always keep us informed
- The enrolment process was not clear
- absolutely fantastic nursery
- communication is very clear
- They've helped me with weaning my child onto solid food
- A beautiful building, always clean and tidy
- My child was off for a few weeks and the way her keyworker welcomed her back made her laugh and feel special
- It's a great nursery. love the building and the staff are great
- The manager is brilliant, she knows all the children
- This service has supported me so much, couldn't do it without them
- Great nursery, they've handled the change very well
- My child's behaviour has got better
- I have felt very supported by this nursery
- Although they've moved my child still has his pals

Some of the children told us:

- This is the room I'm in now because I'm a big boy
- This is going to be our gym hall
- I can go outside too
- I can play games on the computer
- I can count how many sleeps until I go and stay with my granny
- I eat all my dinner and like carrots
- I know I need to wear a helmet when I ride my bike
- I built this tower with my friend we helped each other
- I like coming to my nursery

## Self assessment

Services of this type were not asked to submit a self assessment for this year.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

Within this theme we focussed on the procedures in place for safeguarding children and the ways in which information was gathered and used to develop children personal plans.

Staff were aware of their role in protecting children and were familiar with the child protection procedures. All staff had attended child protection training. We discussed with the manager the importance of keeping child protection chronologies up to date and the benefits of completing a weekly audit of child protection matters and associated paperwork. The absence monitoring policy for all children is currently being updated. See recommendation 1.

We saw that staff and parents took time to share information at the beginning and end of the session. Some amendments had been made to daily routines which allowed all the children to join in a welcome time activity. Staff felt this was benefiting the children by helping them to settle into their new surroundings and get to know each other and the staff who cared for them.

Children were learning to become independent in dressing and undressing themselves and were developing their awareness of personal hygiene. The children were supportive of each other whether working in small groups or individually by helping a friend with an activity.

The service has just recently introduced a new format for children's personal care plans which linked to the SHANARRI wellbeing indicators, safe, healthy, achieving, nurtured, active, respected, responsible. We saw some very good examples of positive outcomes for children. This included how well the children had handled the move to their new nursery and all that had been involved in the transition. The care and education they were receiving was making a difference to them. We saw confident and happy children who were expressing their views and making good choices about their play and how best to negotiate and communicate with their peers. The format for recording and evaluating children's progress is being reviewed to better reflect how the wellbeing indicators are helpful in monitoring children's progress along with identifying next steps and the strategies staff used to support children's learning. Parents views should also be sought and recorded during this process.

Children under three were appropriately supported in making play choices. Staff were fun, warm and caring and provided children with lots of reassurance and encouragement which clearly contributed to the confident way in which children took ownership of their space.

We discussed the need to review medication every 28 days and ensure all paperwork was current and storage was in line with good practice. The service has a copy of our medication guidance for daycare services.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The provider should complete a weekly audit of all matters pertaining to child protection. This should include associated paperwork, procedures and the prompt sharing of information with partner agencies.

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

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

Management and staff were working hard to facilitate a smooth and successful transition for all the children into their new nursery. A range of approaches such as assisting children to understand their routines and the use of different areas were carefully considered by staff. An example of this was the lunchtime routine. Children took great delight in checking out the separate area used for lunchtime. This comfortable, light, airy space added to the relaxed atmosphere. We could see that the children were proud of their dining area and happily took on responsibilities such as serving lunch to their peers, pouring their own drinks and happily chatting to their friends. There was an air of excitement which illustrated the value to this part of the day.

Management along with staff were keenly aware of the importance of the environment and how it impacted on the health and wellbeing of the children. Staff continued to carefully monitor and use the information they had gained from observations to facilitate and create an environment that was not over stimulating for the children. Staff supported the children to take ownership and contribute to creating a quality learning environment.

On the whole children were becoming familiar with the layout of the playrooms and for most they did feel secure and safe. For some children noise levels were at times distracting. We did see some examples of children using their initiative to create their own space to enjoy quieter activities. Staff observed how children were using the play areas and used this information to make adjustments to both the layout and the open and free flow nature of the larger playroom.

For children under three, sleep/rest areas were still being refined to ensure the comfort of the children and to minimise any interruptions to their sleep whilst ensuring their safety at all times.

Although children were enjoying regular periods of outdoor play these were restricted. Management explained adjustments to door sensors along with the need to take a measured approach to the number of children initially using the outdoors had delayed children being free to choose to move between indoors and outdoors. We discussed with management the plans to provide staff with opportunities and support to take forward initiatives to ensure the provision of active play opportunities for all the children both indoors and outdoors.

Along with staff, as the children and their families become familiar with the use and layout of the building risk assessments need to be reviewed regularly. This is to ensure the safety of the children and to make sure the environment is being used to its full potential to allow for quality learning experiences for all the children. Risk assessments for areas that lead off from the main corridor, including the lift need to be included.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff worked alongside a range of specialised services such as visiting speech and language, occupational health professionals and social services. Staff were confident and knew the value of their input in achieving the best outcomes for the children. They understood the importance of their role in extending children's learning through positive, warm and caring interaction.

Within the staff team there was a complimentary range of experience and skills. We saw and were told by staff that they were supportive of each other and by management.

There were systems in place to ensure continuity and progression in children's learning as they moved into different rooms within the nursery. We found that some of the transition information was not current and needed to be updated to ensure children's next steps were meaningful and relevant.

All staff held a childcare qualification and some were working towards or had achieved higher level qualifications. We discussed with the manager further opportunities to be made available to staff in respect of training for working with children under three, outdoor learning and the opportunity to implement skills and knowledge gained from nurture group training.

Staffing levels have been compromised due to staff absences. Management have been working alongside staff to ensure staff ratios were maintained and where necessary supply staff have been used. The manager advised us that steps are being taken by the provider to address this.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of management and leadership

### Findings from the inspection

Management and staff were aware of the importance of working in partnership with parents and how that leads to improved outcomes for the children. There was very good evidence of how the children and their families had been involved in the preparation for the move to the new campus. Examples of this were the design of the outdoor area, the nursery logo and settling in routines. Management and staff also had a breadth of experience in working with parents whether that be through parent's groups, joint training events and health promoting initiatives. Plans are in place for starting a parents' group in the coming months.

We found that the management and staff team were committed to the improvement of the service and were actively involved in monitoring and developing it.

The hard work, commitment and leadership shown by management throughout the relocation process cannot be underestimated. The manager has demonstrated not only organisational skills but the ability to lead and bring together two distinct and established services to create a shared vision which has valued the input of all staff, children and their families.

A range of policies and procedures were available to all people who use the service. These are currently being reviewed and updated to reflect the amalgamation of both services.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## 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

The manager should ensure the safety of children in the outdoor play area. Consideration should be given to effective risk assessments and deployment of staff to meet the health, wellbeing and safety needs of individual children.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing and Standard 14 - Quality of management and leadership

**This recommendation was made on 15 January 2016.**

### Action taken on previous recommendation

Risk assessments were in place although we have noted within quality theme 2 (Environment) that risk assessments needed to be updated as the people who use the service settle into their new environment.

### Recommendation 2

The manager should implement and monitor safe sleeping practices in line with current best practice guidance available from the Scottish Cot Death Trust.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing and Standard 14 - Quality of management and leadership

**This recommendation was made on 15 January 2016.**

### Action taken on previous recommendation

The service had a copy of good practice guidance and are currently still reviewing the area used for children when they are sleeping. A record of children's sleeping patterns was kept.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
19 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Jan 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

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