

The Kidz Stop Ltd Day Care of Children

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Bo'ness
EH51 0HE

Telephone: 01506 828007

Type of inspection: Unannounced
Inspection completed on: 15 February 2018

Service provided by:
The Kidz Stop Ltd

Service provider number:
SP2004004701

Care service number:
CS2003037432

About the service

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

The Kidz Stop Ltd is operated by a private provider. The service provides both a nursery and an out of school care service. The nursery accommodation is a large detached property with outdoor play areas in Bo'ness. The out of school care is close by within a local community centre. The service is registered to provide early learning and childcare to a maximum of 65 children aged from three months to those not yet attending primary school. The out of school care can accommodate a maximum of 50 children. There are currently 161 children registered with a mixture of attendance patterns.

We checked the service was 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 parents to work with the services that help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

On the day of the inspection in the nursery were 36 children present and 42 attending the out of school care. We spent time in the nursery playrooms where we observed children playing independently and in small groups. Children were engaged in a range of activities which were age and stage appropriate. Staff's approach to the children was nurturing and caring, offering support and encouragement when needed. Many of the children told us what their favourite activities were which included Lego, painting, construction and outdoor play.

We spent a short time in the out of school care where again the children were observed to be settled and enjoying a variety of activities. They confirmed that they enjoyed attending the service and that staff listened to them and took account of their ideas and suggestions.

We sent 38 care standard questionnaires to the service to distribute to parents/carers of children who use both the nursery and out of school care. Twenty two were returned before the inspection. We had the opportunity to speak with one parent during the inspection process. Feedback was of a positive nature with parents confirming they were happy with the quality of care their child received. Parental comments included:

"Everyone at Kidz Stop are great. The staff are friendly and caring."

"The manager does a great job of keeping parents informed about what is happening."

"The Kidz Stop is an excellent nursery not only in terms of the variety of equipment, quality of staffing and opportunities to learn. It is a real home from home for my children and they have come on leaps and bounds in the time they have attended."

"I am delighted with Kidz Stop. My child loves it and I feel he is developing so quickly."

"The staff are excellent and I feel I can approach any of them about the care of my child in an open and friendly manner."

"We are very happy with the care our child receives. The manager and her team are all very friendly and we feel they have a strong interest in helping our child grow and progress."

"My child enjoys going to Kidz Stop. The staff are friendly and accommodating and any issues we have had have been dealt with quickly."

"My child enjoys the meals provided."

"I have high regard for Kidz Stop and the care and support they have given my children is unquestionable. They also go beyond their duty and have given our family support."

Self assessment

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

What the service does well

Management and staff had created an inclusive, nurturing environment where children and their families felt welcome, listened to, valued and respected. It was clear from our observations that children had developed very positive relationships with staff and were confident and happy to approach them if they needed help. Staff knew children very well and talked confidently with us about their individual care, learning and support needs.

The staff team used consultation with children well to plan engaging and effective play opportunities which were based on their interests. This supported children to achieve their full potential and feel respected and included in the service.

The service used a wide range of documentation to provide them with information about the children prior to them starting. This paperwork was completed in partnership with parents and used by staff to develop a personal plan for every child. The service had embedded the wellbeing indicators from Getting it Right for Every Child into their everyday practice. We evidenced that the children received very good support for their health and wellbeing needs from management and staff. Children's progress and achievements were shared with parents regularly through verbal discussions and written reports. This ensured that parents felt included and respected in relation to their child's learning and development.

Staff were very knowledgeable about the service's child protection procedures and their individual roles and responsibilities. Regular training and discussions supported staff in keeping their knowledge up to date on safeguarding the children attending both the nursery and out of school care.

The service had systems in place to review aspects of practice and identify future developments. For example: through their improvement plan they highlighted that they would further develop their outdoor area. Each playroom had their own improvement plan displayed within their room detailing how they would achieve this. The staff within the 3 - 5 room involved the children through mind mapping. Children drew up a wish list which included a bigger sandpit, new bikes and a table. A stage had been developed which encouraged the children's creativity. The improvement plan had photographic evidence and comments from the children highlighting the positive changes. Staff had created a Loose Parts area where the children really enjoyed making bridges and ramps. Staff felt that these changes had a positive impact on the children's opportunities to engage in creativity play and outdoor learning.

Other playrooms also detailed and recorded the changes they had made to their outdoor area and the impact on the children. One room painted the plant pots to make them bright and colourful. Children then planted flowers and watched them grow. Another change made was providing the children with more natural resources. Children went to the local park to collect sticks, acorns and stones. Pots and pans were provided for the children to develop their imaginative skills. The service hoped to further develop this by introducing a mud kitchen in the near future.

What the service could do better

During the inspection we discussed how the recording of the children's next steps could be further developed to include details of what staff were going to do or provide to assist children to achieve this. (See recommendation 1)

The management should review and update parental consent for transporting children both from within the nursery and out of school care. This should include details of cars used, drivers and local taxi company. This information should be available for parents to view if they wish to do so. (See recommendation 2)

The management should further develop their monitoring procedures to include staff practice. This would help identify future staff training needs and improve the outcomes for children. (See recommendation 3)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Staff should further develop how they record and evaluate children's next steps for learning.

National Care Standards for Early Education and Childcare up to age 16 - Standard 3: Health and Wellbeing.

2. The service should review and update details for transporting children.

National Care Standards for Early Education and Childcare up to age 16 - Standard 3: Health and Wellbeing.

3. Management should further develop their monitoring procedures to include staff practice.

National Care Standards for Early Education and Childcare up to age 16 – Standard 13: Improving the Service.

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
18 Mar 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
7 Feb 2013	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
16 Jul 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
1 Jul 2009	Announced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Oct 2008	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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