

Lochview Nursery Day Care of Children

1 Johnston Road
Gartcosh
Glasgow
G69 8AZ

Telephone: 01236 874 081

Type of inspection: Unannounced
Inspection completed on: 25 January 2018

Service provided by:
Lochview Nursery Ltd

Service provider number:
SP2007009067

Care service number:
CS2007151098

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 service is registered to provide a care service to a maximum of 59 children at any one time, with the Baby Room having a maximum of 12 children aged from 3 months up to 2 years old, the Toddler Room having a maximum of 14 children aged from 2 years up to 3 years old or 13 children aged from 18 months up to 3 years of whom a maximum of 3 may not yet be 2 years old, the Pre-school Room having a maximum of 33 children aged from 3 years old to not yet attending primary school.

A variation has been granted for the service from 5 February 2018 until 2 March 2018 inclusive, to provide a care service to a maximum of 61 children at any one time as follows:

Baby Room: On Monday all day, Wednesday, Thursday and Friday mornings - 13 children aged from 3 months up to 2 years old.

Toddler Room: 14 children aged from 2 years up to 3 years old OR 13 children aged from 18 months up to 3 years of whom a maximum of 3 may not yet be 2 years old.

Pre-school Room: On Tuesday and Thursday all day, Monday and Friday mornings - 34 children aged from 3 years old to not yet attending primary school.

This element of the condition only applies to the children identified in the variation application dated 8 January 2018. Should any of the children leave the service or no longer require care before 2 March 2018, this element of the condition will cease with immediate effect.

We check services are meeting the principles of Getting it Right for Every Child, 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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We gathered the views of 19 parents of children using the service. They told us they were very happy with the service provided. They were all positive about the quality of staffing, environment and children's experiences. Areas that they identified for improvement such as a rest area for older children and improved communications. The service was aware of these and had taken action to address these.

The children we talked to and observed throughout the inspection were very comfortable, happy and having fun playing. The older children told us it was a good nursery with one child saying 'it was the best, you get to choose what you want to do.' The older children talked positively about their experiences and were keen to show the inspector the playroom and outside area.

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.

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

We found the service to be well managed and, as a result, the service was well informed about the service strengths and areas for further development. The management and staff were a well established team with a shared vision of providing a homely environment where children can play, have fun and learn new things. We found staff to be welcoming, having a good relationship with the children and families and to be well informed about the children's needs and how best to support them. The staff had attended various development opportunities to keep well informed and challenge themselves to learn and provide high quality care and support meeting children needs.

The service promoted a homely, family environment for children. The service worked extremely hard to create a child centred environment where children can feel safe and express their feelings. We found staff were skilled at listening and responding to children's needs, knew the children very well and were able to demonstrate how they identified and planned to support children's early learning and childcare needs. The service had worked hard to support children through changes in their lives, both in the service and at home, for example having very good links with the local primary school to support children when moving on to school. The service was experienced in working with outside support agencies such as speech and language therapists to support children's individual needs.

To support the homely environment the service encourage parents and families to get involved in the life of the service. Stay and play session had been a success to let parents share in children experiences at the service. Special events were organised such as children's performances which encouraged children to share their successes and achievements with their families.

We were satisfied that the service had systems in place to keep children safe and free from harm. The staff we talked to were well informed of child protection procedures and actions they would follow, if and when, they became aware of any concerns.

To further improve experiences for all the children, the service had made significant improvements both indoors and outdoors. Increased sheltered areas, installation of electricity had increased the amount of time children can play outdoors and participate in play experience to support and challenge their learning and development. The service had a strong ethos on outdoor play and the benefits for all age groups of children. We observed babies to four years old playing outside most of the day, exploring new things and challenging themselves and taking positive risks. The refurbished of the toilet and nappy changing facilities had been improved to meet good practice guidance.

What the service could do better

Through discussion with staff and management we agreed on areas where further improvements could be made to improve children's experiences. This included:

- support for staff writing evaluations of children learning to show progress
- support for staff to track and monitor children's progress
- sharing children's learning and experiences with parents.

To further enhance the quality experiences offered to children, staff should continue to develop how they promote early numeracy and literacy when planning to support and challenge children's early learning and childcare needs.

The service is well placed to continue to provide high quality childcare service and through rigorous self evaluation and the commitment of the staff and provider, we were confident that the areas we discussed for improvement will be considered and addressed.

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
8 Feb 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
1 Sep 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
30 Apr 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Apr 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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Care Inspectorate
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Dundee
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