

Flowerbank Early Childhood Centre Day Care of Children

North Hamilton Street
Kilmarnock
KA1 2QJ

Telephone: 01563 522722

Type of inspection: Unannounced
Inspection completed on: 8 March 2018

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Care service number:
CS2003038945

About the service

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

Flowerbank Early Childhood Centre is a day care service for children provided by East Ayrshire Council in the town of Kilmarnock. The service has sole use of the premises and outdoor play area. The service was registered to provide a care service to the maximum of:

12 children aged 0 to under 2 years

65 children aged two years to those not attending primary school age with no more than a maximum of 25 children age two to three years.

Included in the service's vision is for children to be:

"happy, confident, curious, independent, challenged, nurtured, caring, knowledgeable, resilient and motivated". A full copy of this can be accessed through the service.

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. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

Children presented as happy and settled in the environment. They were engaged in play experiences of their choice and were confident in sharing their play experiences with us. During our inspection, we spoke with approximately 15 children. They told us that they liked to "play in the kitchen, cook, run and climb". We spoke to 12 parents/carers and received 16 completed care standards questionnaires from parents/carers. Some parents raised concerns about the turnover of staff but, overall, parents indicated they were happy with the quality of care their child received. They spoke highly of staff and the support that they received from the service.

Some comments we received were:

"I have hugely appreciated the support myself and my child has received from Flowerbank. The support we have received has been outstanding"

"I feel there is a high turnover of staff"

"The support and care both my children and myself have received has been of the highest standard. I am extremely grateful to them all"

"I can't recommend Flowerbank nursery enough. they have provided me with support and understanding through the last four years. They are very understanding and discreet"

"Great professional and friendly environment. I feel comfortable bringing my child to Flowerbank nursery over any other childcare establishment in Kilmarnock"

"I am extremely overjoyed with the service provided for my son who has additional support needs. He is well supported and cared for, 10 out of 10 service."

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

What the service does well

On the day of inspection, we saw excellent interactions between staff and children. Staff spoke to children with respect, at child level and they showed keen interest in the children's views and opinions. We found that the children were happy, busy and engaged. They were able to access all areas of the nursery independently, supported by enthusiastic staff. We saw children having great fun with wooden blocks as they built a walkway to negotiate their way through the playroom which was 'filled with lava'.

We found that the nursery put children and their families' wellbeing at the heart of everything they did. They had successfully established a warm, nurturing and inclusive ethos within the nursery. We observed children and parents being welcomed into the nursery in a way that was sensitive to their individual needs. This contributed to them feeling safe, secure and respected.

Parents and partner agencies were actively engaged, when necessary, by the nursery to ensure all children benefited from the right support at the right time. We saw ample evidence that a clear picture of each child was being built. We found that staff had very good knowledge of children's specific needs. Personal plans were in place for each child and, where appropriate, health care plans or additional plans supported any additional support needs of children. We discussed how personal plans could be developed further.

We saw that parents were fully supported to access all that the nursery had to offer. For example, e-learning journals had been introduced to share children's progress online. Staff told us that they ran workshops to help parents access the journals. They also made arrangements for parents to view journals at nursery if they were unable to view them from home. This ensured that parents felt included in the nursery.

We found that management and staff continually sought appropriate training that positively affected outcomes for children. For example, eight members of staff had completed an online course about 'understanding autism'. Staff told us that, as a result, they had a greater understanding of the subject and how to support individual children. We saw evidence of this during our inspection.

Management had introduced methods to measure the impact of staff training on outcomes for children; they should continue to develop this.

What the service could do better

The management team told us they were aware of how they could improve personal plans to ensure a consistent approach. They should continue to develop these.

We looked at how the administration of medication is managed and found that this could be improved. Symptoms that would indicate the need to administer medicine were not sufficiently recorded and we found one medication that was out of date. Management should ensure that all relevant information is recorded and stored medication should be audited to ensure timeous replacement.

Our observations during inspection highlighted that some areas of infection control practice did not reflect current best practice. We shared our findings with the management team and have asked them to update their nappy changing and toileting procedures to reflect the current infection control guidance. The management team told us they would do this.

Management had identified 'champions' responsible for taking forward improvement in key areas of practice. They should continue with their plans to develop these leadership roles and monitor the impact on outcomes for children.

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
24 Mar 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership 5 - Very good
16 Jan 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
20 Aug 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Dec 2009	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Mar 2009	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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