

# Stepping Stones For Families: Thistle Childcare Centre Day Care of Children

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Glasgow  
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Type of inspection: Unannounced  
Inspection completed on: 19 March 2018

**Service provided by:**  
Stepping Stones For Families

**Service provider number:**  
SP2003001274

**Care service number:**  
CS2007146780

## About the service

Stepping Stones for Families Thistle Childcare Centre registered with the Care Inspectorate on 1 April 2011.

The nursery is registered to provide a care service to a maximum of 30 children:

0 to under 2 years = 12

2 years to those not yet attending primary school = 18

The service operates Monday to Friday, 08:00 to 18:00, 52 weeks a year.

The provider is Stepping Stones for Families, a national voluntary organisation that operates projects in Glasgow and Ayrshire.

Thistle Childcare Centre is in partnership with Glasgow City Council to provide early learning and childcare places for children from three years of age.

The service is located in the Easterhouse area of Glasgow. The accommodation is on one level. There is a secured entrance area with cloakroom facilities, two playrooms, a kitchen, toilet facilities, office and staff room. There is a secured outdoor play area, which can be accessed directly from the two to five playroom.

One of the nursery aims states: 'The curriculum will be responsive to the needs and abilities of each and every child, taking into consideration their individualities, personalities and any other needs that they may have.'

A full statement of the service's aims is contained within the handbook and is available to people who use the service.

We check services are meeting the principles of Getting it right for every child (also known as 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 the 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

There were nine children under two years of age and 13 children aged two years to five years when we visited on Wednesday 14 March 2018. We observed kind and caring interactions between staff and children. Staff were responsive to the children's needs. And, this helped the children have a sense of belonging and build secure attachments. The children told us they liked coming to nursery. In particular, they enjoyed playing with their friends and being outdoors having fun, running, climbing, jumping and cycling. Children's comments included:

'Let's see the waterfall.' A child with his friends filling up a jug with water then pouring it from a high height.

'I'm going to do a big run.' A child playing outside.

'We're playing instruments.'

'I like coming to nursery.'

'I like playing football.'

'I share with all my friends.'

'I've got big muscles. When I grow big, I'm going to school.'

We received 11 views from people using the service. We spoke with six people during our visit and five people gave their views in our care standards questionnaires. Comments were positive and the parents spoke highly of the manager, staff and the nursery. Parents' comments included:

'Delighted, excellent [service]. Tell you about everything. XXX [child] loves it. Staff are great, excellent. Get full feedback, attentions to detail. Would act on a concern. I like that the older children bring on the younger children; sharing and interaction.'

'Really good. Clearly see he [son] loves it, plays with all his friends. Good relationships with the staff. They ask questions and go through the care plan. They listen to me and take everything on board. Children are out every day. Very happy, would recommend it.'

'He loves being outside. He's a very active wee boy. Get daily sheets, newsletters. (Settling in) let me get to know the staff. Care plan is revised. Staff are lovely. Very happy.'

'Fantastic. XXXX [child] is shy, has brought her out, come on leaps and bounds. Teachers are friendly. Ask how we are. Is there anything they can do. Kept informed of what she has done. [Children] go out, experience everything they should. Very happy.'

'Fantastic, flexible to working pattern. Staff friendly ... He [son] loves it, skips in, doesn't want to leave. It's a vocation to the staff.'

'Thistle is a fantastic nursery that offers a loving, nurturing and fun environment that meets all of my child's needs ...'

'Such a happy experience for my child. Knowing she is loved and having fun when I am at work is invaluable.'

'My child is happy within the nursery environment and is always happy to go. This gives me confidence that staff are doing a good job.'

'I would say the option of a hot lunch. I do understand the reasons why it does not happen, but maybe even a list of foods that are acceptable. Maybe consider hot foods again.'

## Self assessment

We did not ask the provider to complete a self assessment in advance of the inspection. We discussed, during the inspection, how the manager and staff planned to continue to improve the nursery. We looked at their improvement plan and quality assurance documentation. This confirmed that they had a clear vision for how they would continue to support and care for the children and families using the nursery.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

Management and staff had a good understanding of the importance of safeguarding children. Staff received child protection training to help them keep children safe and protect them from harm. The service was currently updating the child protection policy and procedures. This approach ensured that children were valued, safe and secure.

The wellbeing of the whole family was at the heart of this nursery. Staff and families had formed very good relationships. The family wellbeing worker supported parents to enhance the lives of the children and families. She did this by building relationships within the community including linking to support agencies such as Flat Pack Meals and Wee Play and providing Easter and summer play programmes.

A parent told us: 'The staff are amazing and make parents feel welcome within the establishment. Everyone works really hard and well together ... XXX [child] loves the nursery and I enjoy and feel confident leaving him here.'

As recommended in our last report, dated 9 March 2016, personal plans should be completed correctly and additional support should be recorded. We found that each child had their own personal plan, which contained details of their care needs. The manager had made some changes to the documentation to make them more parent friendly. However, some plans needed more information to help staff when caring for the children.

Staff in the baby room were caring and compassionate. They cuddled and praised the babies as they played with the toys and took part in activities including outdoor play. This helped the babies' confidence, built secure attachments and contributed positively to their learning and development.

Children received good care and support from staff who provided an environment that helped the children have a sense of belonging, and learning through play. Staff listened to the children and treated them with respect, dignity and thoughtfulness. Children had fun as they played with friends and took part in a range of activities that interested and challenged them.

Children had good opportunities for fresh air and physical activity. They enjoyed the freedom to run, cycle, jump and climb. During the inspection, a child shouted out while riding a bike: 'I'm going to be super awesome!'

Children played in groups or on their own and used their imagination to extend their play. This approach encouraged children to be physically active, get fresh air, become more independent, learn how to take turns and follow instructions.

## What the service could do better

The manager and staff should continue to develop the personal plans for children and extend the information, as needed, to make them more meaningful. They should continue to look at how they can link the care documents to Getting it right for every child and the SHANARRI indicators - safe, healthy, achieving, nurtured, active, respected, responsible and included. (See recommendation 1)

As discussed, the manager and staff should continue to develop the outdoor play opportunities and experiences for children. They should look at the pace and routines of the day. And consider how they could help the children to have more choice to decide when they would like to play outdoors. Staff should utilise good practice documents such as Loose Parts Play and My World Outdoors.

We made a recommendation in the last report, which related to infection prevention and control procedures. We found that some procedures were in place such as children being encouraged to wash their hands after toileting and before snacks and staff being aware of nappy changing and cleaning procedures. However, not all aspects of infection prevention and control procedures were being implemented in line with Health Protection Scotland best practice guidance: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings). We discussed this with the manager who agreed to address this. (See recommendation 2)

Management and staff had made the playrooms homely. However, some of the toys needed to be replaced and the general decoration needed to be refreshed. We asked the manager to consider putting in place a plan to support this.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The manager should continue to develop the personal plans for children and extend the information, as needed, to make them more meaningful. Plans should include all aspects of the child's health, safety and welfare needs.

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

2. The manager should review and update the infection prevention and control procedures within the nursery to bring them into line with the Health Protection Scotland best practice guidance: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings).

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

## 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)

## Inspection and grading history

Date	Type	Gradings
9 Mar 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Sep 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
20 Sep 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
8 Apr 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
8 May 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Aug 2008	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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