

## An Cotan Childcare Centre Day Care of Children

Lews Castle College  
Lews Castle Grounds  
Isle of Lewis  
HS2 OXR

Telephone: 01851 770472

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

**Service provided by:**  
An Cotan Childcare Centre

**Service provider number:**  
SP2003002098

**Care service number:**  
CS2003009700

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was registered with the Care Inspectorate on 1 April 2011.

An Cotan Day Care of Children provides care and education to a maximum of 35 children daily from birth to primary school age. Numbers include a maximum of 6 children to attend the after school club and 16 children in the holiday club when operational. The service will be provided to a maximum of 9 children under 2 years, 10 children from 2 - under 3 years, 16 children from the age of 3 years to primary school age.

The provider of the service is the University of the Highlands and Islands, Lews Castle College campus, Stornoway, and the service provides care for babies from the age of three months to children of school age. They also offer After School and Holiday care.

The nursery provides pre-school education in partnership with Comhairle nan Eilean Siar. Children are funded for pre-school education by Comhairle nan Eilean Siar's Education Department from the age of three years.

There were 71 children presently registered with the service and 35 children were present during the inspection.

The service provided opportunities and programmes for learning through play appropriate to the children's needs and in accordance with Pre-birth to three and the Curriculum three - 18 years Scottish Government documents.

The aims of An Cotan were: to provide a warm, safe, secure and caring environment, where children can develop and learn in all areas; to promote positive behaviour and a caring and friendly atmosphere. The Centre encapsulates the multi-cultural society we live in today and we aim to explore and provide for all our children's needs'.

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.

There are eight wellbeing indicators at the heart of 'Getting it Right for Every Child'. 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. 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.

## What people told us

We wrote this report following an unannounced inspection which took place between 8.45am and 17:00pm on 25 April 2018.

Feedback was provided to the manager and at various times throughout the inspection to staff.

We had the opportunity to chat with two parents during inspection and some of their comments were: 'the nursery is amazingly supportive' and 'staff are pleasant and friendly' and 'the nursery is brilliant - a trillion times yes - it's a fabulous place'.

We had sent the service 20 Care Standards Questionnaires (CSQs) to be distributed among parents. Eighteen had been completed and returned and most stated they were very happy with the service. Some of the parental comments were:

'I am delighted with the service the nursery provides for our child. She is two and loves nursery and is happy and pleased to see all the staff. Her happiness is testimony enough for me that she is in the right place whilst I'm at work. The staff keep me well informed of how she's getting on and are quick to get in touch if there are any issues or she's unwell. I find all staff very approachable. The nursery provides me with peace of mind and the confidence of knowing my child is safe'.

'My child very much enjoys the nursery and has had many experiences she would otherwise not be exposed to'.

'I feel my child is happy and content in nursery. I also feel that nursery has provided her with the tools for continued development in school. There is a good range of activities and outing opportunities provided in the nursery'.

'We are very happy with how our child is developing in the nursery. He is very settled and always warmly welcomed. Staff are professional and always provide feedback'.

'The nursery is fantastic and my children really enjoy it'.

## Self assessment

The service had not been asked to submit a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. Those 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	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

We observed the quality of the experiences and care and support the children were provided with in nursery as excellent. We also looked at the management of the service and found that it was very good. We observed the manager was supportive of staff, parents and children.

Parents spoken with during inspection praised the manager and how she went the extra mile to ensure the well being of the children and was especially supportive of attending children requiring additional support.

Parents and children were warmly welcomed on arrival in the nursery and if children did not settle immediately parents were encouraged to stay for a short time until their child settled. Staff knew the children well and welcomed them by name and knew the activities they enjoyed and used those to settle and lessen separation angst.

We found the staff consulted with parents on all aspects of their children's development needs and provided continuous feedback on their progress. The nursery provided opportunities for parents to discuss their child's welfare, especially in the baby room where they provided daily updates in the home to service diaries.

We found that where possible, children contributed to their learning and development and could discuss with us the things they liked to do and what they liked to find out about. The 'Underwater' theme in the 2/3 room and the 'Vet' surgery in the 3/5 room were very successful topics which the children in both areas enjoyed. Some of the children spoke about the pets in the vet surgery and were enjoying role play, for example, chatting about operations, giving medicines, injecting and putting bandages on the animals. The children in the 2/3 room could tell us about their underwater themed project and modelled their shark hats and sang sea songs.

The little ones in the baby room were having sensory experiences with jelly and coloured blocks of ice.

Staff were using the Scottish Government document 'Space to Grow' in all the playrooms and flexible spaces and a good social outdoor area provided opportunity for all children to mingle and interact.

The outdoor space ensured children could climb, hide, construct and count with the range of resources available to them. The range of resources provided children with variety throughout the day, for example, a climbing wall, a sand pit, a kitchen area, counting dominoes, chalk and boards for mark making, bikes and wheeled toys. A number of children enjoyed playing hide and seek with staff and we observed lots of laughter and plenty of fun throughout the day, in and out of doors.

Some comments from parents regarding the outdoor play area and the community visits were:

'The fully enclosed outdoor play area, specially landscaped to meet the needs of the children is very popular with my children. The nursery is also involving children in intergenerational sessions promoting inclusion/diversity from an early age'.

'My child frequently comments on how he enjoys being outside and loves the activities he can do. It is a safe and stimulating area and children are also taken to a variety of places outwith the nursery grounds to places of interest'.

Both times after having a healthy snack and lunch, older children binned their waste and took their dishes to the sink and washed and dried them. We found that good routines were well established and children had responsibility for helping out at various times throughout the day.

A number of new staff were in place since our previous inspection and we found all the appropriate checks had been completed prior to them being employed. Staff were very well informed and secure in their knowledge of their roles and responsibilities in protecting and safeguarding children.

Positive caring, nurturing relationships were developed between the children and staff and we observed they had fun and were freely given hugs and cuddles resulting in lots of laughter, chatting and smiles. Children responded well to the support of staff.

From returned CSQs we found that staff responded very well to the parents and their children and this was confirmed during inspection. The level of communication was very good. A parental comment was: 'I find staff consistent in their approach, caring, informative and quick to raise any concerns /issues and deal with these in a constructive manner. I know my children are being well looked after to a high standard in a nurturing and safe environment. Staff always provide me with a daily update on how the children got on and they understand their individual needs'.

## What the service could do better

We discussed and staff agreed they would ensure that the children's profile observations/personal plans were reviewed, signed and dated by the parent following any formal meetings (settling in/transition), or more frequently when there are any significant changes.

The service had developed a comprehensive development plan taking account of suggestions from the nursery's feedback from parental questionnaires. They will concentrate on the development of the outdoors, further developing a planting and growing section and providing more experiences exploring and using the adjacent Castle Grounds.

The nursery will be inviting parents to an information meeting to discuss the Scottish Government publication 'Setting the Table' and to highlight the nursery's healthy eating policy.

The manager told us the nursery would be investing in new cosy and comfortable chairs in the baby room.

The manager and staff are all registered with the SSSC and those who have registration conditions are working towards complying with them.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
26 Apr 2016	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
29 Apr 2014	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
14 Jun 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
6 Dec 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
17 Nov 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
18 Jun 2008	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good

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