

# Big Bird Community Hub Day Care of Children

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

**Service provided by:**  
Big Bird Nursery (Larkhall) Ltd

**Service provider number:**  
SP2005007519

**Care service number:**  
CS2014325514

## About 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.

Big Bird Community Hub has been registered with the Care Inspectorate since 2014 and provides a care service for up to 34 children from school age to 13 years at any one time. The service is part of a small chain and as such works closely with its sister nursery, Big Bird Nursery. The Big Bird Community Hub has a separate registered manager to the nursery and she is responsible for the day to day operations of the club. She is closely supported by the nursery manager.

The club is located in an upstairs building in the centre of Larkhall town centre. Facilities are spread between two playrooms, a large kitchen and toilets. There are designated areas for table top activities, floor based play, physical games and cosy times. The children also regularly access the local swing park.

The service aims to support the needs of every child, providing them with a secure, nurturing environment where their progress, learning and achievements are monitored.

## What people told us

We did not receive any completed questionnaires from parents and carers of children who use the service. During the inspection we gave our contact cards to the manager to distribute to families so that they could contact us with their views on the service. We received one email from a parent who commented that they were very happy with the quality of care that their child received.

We also spoke with the children who were attending the service. They gave us their views on their experiences and relationships with staff. All children were happy and spoke positively about the different experiences that they could participate in. Some of their comments are noted below:

"I like going on trips, they have very good trips here"

"I like the staff, they are friendly and helpful and don't force you to do things you don't want to"

"It's good here, there's lots to do"

"We get opportunities to decide what we want to do. We made the snack menu and asked other children to make a decision"

"I want to go wherever XXXX (member of staff) goes. I just love her"

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plans 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:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	4 - Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

Children were having fun and were developing physical skills, confidence, self esteem and creativity through a range of organised and freely chosen extended play experiences. For example, the service had developed a rough and tumble play space. This was well organised and children's risks were minimised through the use of crash mats and clear boundaries. A safe word 'lemons' was in place and we saw children using it and respecting it if the physical play got too much for them. This type of play gives children the capacity to understand their own and each other's feelings, regulate themselves and maintain strong relationships.

Children were supported to achieve by staff who were skilled in growth mindset. This involves encouraging children to problem solve and accept challenges to increase their abilities. Staff praised children for their efforts and had developed a culture of 'can do'. As a result children were more resilient and persisted with more difficult tasks. During the inspection we saw two children reaching the top of a very tall rope climbing frame at the park for the first time. Staff and other children celebrated their success and the children were proud of their achievements.

Children were supported to make and keep friendships with peers and their feelings were respected. Staff had been learning about adverse childhood experiences and as such were aware of the triggers that caused some children to become upset. Staff focused on triggers instead of negative behaviour and pro-actively put strategies in place to support children's emotional wellbeing. For example clear boundaries, alone time, emotions area, time to chat and a worry monster. Time out was never used at the hub as the culture involved supporting and not isolating children. As a result children were calm, had very positive relationships with staff and were skilled at resolving conflict themselves.

Staff were open, fun and tuned in to the needs of children. They joined in with games when children asked and made them laugh. One child told us the staff had 'good banter'. We observed staff giving children lots of cuddles, high fives, fist pumps, comfort and genuinely listening and responding to them. Children felt loved, secure and valued.

The staff showed extra support for children's rights by pledging to be 'unfearties'. To mark the Children's Parliament's 21st birthday the 'unfearties' were formed. These are a group of individuals who are willing to speak up for and stand alongside children. Staff at Big Bird Community Hub pledged to do this and their photographs appeared amongst other unfearties on the children's parliament web page.

## What the service could do better

Recent managerial changes within the service had impacted on staff confusion over paperwork. We found a lack of consistency within children's personal plans. During the inspection, staff agreed to record more clearly how children's needs will be met in future. Children's personal plans should be reviewed with children and their families during each six month period or before if their needs significantly change. This will help to ensure that children's care needs are well planned for and met.

We checked staff recruitment files as part of the inspection. We found that staff were appropriately registered with the Scottish Social Services Council and had undergone protection of vulnerable groups checks. However we found that in more than one instance two references had not been sought for new employee's. Although the references had been requested they had not been returned and a risk assessment had been put in place instead. It is important that staff who are caring for children are safely recruited. During the inspection the manager followed this up by seeking verbal telephone references. We were also satisfied through our observations that staff were appropriate to care for children. The manager told us that the issues surrounding safer recruitment had been overlooked during the change in management. It is important that the organisation develops robust and transparent quality assurance processes that ensure care is provided in a safe way, even if there is an unexpected event. See recommendation 1.

We spoke with staff about their understanding of how to safeguard children in their care. We were confident that staff were alert to any signs of significant deterioration in children's health and wellbeing or risks of being at harm. However we suggested that staff, supported by management re-visit the organisations child protection procedure to ensure there was clarity for all. This will help to ensure that any responses to safeguarding issues are handled quickly and efficiently.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The management and staff should develop robust and transparent quality assurance processes that ensure care is provided in a safe way.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "my care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14) and "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

## 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
2 Jul 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good

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