

Harlequin Kindergarten Day Care of Children

6 Brunel Way
East Kilbride
Glasgow
G75 0LD

Telephone: 01355 227711

Type of inspection:

Unannounced

Completed on:

10 July 2018

Service provided by:

Harlequin Nurseries Limited

Service provider number:

SP2003001388

Service no:

CS2003044538

About the service

Harlequin Kindergarten is a nursery registered to provide care for a maximum of 143 children. A maximum of 43 children can be aged from babies to under two years; 50 children aged two years to under three years and 50 children aged three years and over. There are currently 100 children registered with the service. The service is available Monday to Friday throughout the year. The service provider is Harlequin Nurseries Limited. The service has been registered with the Care Inspectorate since April 2011 when the Care Inspectorate was formed. It is in partnership with South Lanarkshire Council to provide funded places for children aged from three years.

The service is provided from a commercial building in East Kilbride near to the town centre. There are plans for a new building in the future. The playrooms are on one level and an outdoor area can be easily accessed from the main door which is secure and monitored by staff. The service aims to provide quality based childcare and parental support.

We compiled this report following an unannounced inspection. This was carried out by two inspectors on 9 July 2018 between 9.15am and 5.30pm. We spoke with most children, some parents and most staff as well as the manager. We also observed how care was provided and looked at a variety of written documents including children's personal plans, planning records and staff training records. We provided feedback about the inspection to the General Manager, Managing Director and Development Officer on 10 July 2018 between 11.45am and 1.45pm.

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

What people told us

We sent questionnaires to the manager before the inspection and asked her to give these to families using the service. We received three completed questionnaires before the inspection. We spoke with another five parents during the inspection and as the nursery was less busy due to school holidays, with almost all children attending on the first day of our visit. Feedback from parents and children was positive. Parents who completed the questionnaires indicated that overall, they were happy with the service. They indicated that staff regularly assessed their child's learning and shared information with them. Parents also indicated that their child could choose from a balanced range of activities and that the service provided healthy meals and snacks. Comments from parents included:

- "My child has been in the baby room for a while now and loves the staff. He gets excited when I open the door and is always made to feel welcome. It reassures me knowing that he is happy and well looked after."
- "My child has become more independent, especially toileting."
- "The nursery has supported me with my child's speech and language."
- "My child loves it here, so I am happy. The staff are very approachable."
- "Really happy with the nursery. Staff are great. Communication is really good. My children are happy here and I'm happy with the way they've progressed. I've been included in planning next steps on their plan and staff always discuss everything with me. I really liked when my children came home and talked about other children at nursery and said they were their friends."

- "I'm really happy with the nursery. Staff have listened to me and provide care the way my child needs it. They look after my child's health and share information with me. I love the progress reports and like that everything they suggest is exactly what I've been thinking too. This shows me they know my child and that we're on the same page."

We saw that all children enjoyed nursery. They were engaged with a variety of resources and played happily during our visits. Younger children's comments included, "Nursery is fun", "Come and see. Look at the cars. There's a fire engine and a tractor", "Look at our tent. We read stories in there", and "I've had fun today. I like nursery."

Older children's comments included, "I get the ladies to have a water fight in the garden", "I like to play in the tent", and "I like playing with my friends."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. The manager had devised a development plan based on areas for development noted at the last inspection, feedback from staff and priorities identified by South Lanarkshire Council. We saw that this was relevant and that improvements had been made and continued to be progressed.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We saw that all children across the nursery were happy, being comforted and reassured appropriately, and challenged and supported to help them develop their learning. Staff knew children well and since the last inspection, had developed very good tracking systems within each child's learning profile. These reflected that staff monitored children's learning and quickly identified next steps that would help maintain children's interests and develop their skills. Because staff knew children well, they were able to include them in planning topics and evaluating these. Children could talk to us confidently about what they had learned at nursery and they were motivated to try new experiences. Staff shared information with parents very well, which meant that parents could continue new learning at home. For example, some staff had completed literacy training which had impacted significantly on children. Some parents had used these techniques at home and children were more interested in reading and learning new words. Children were eager to show us these skills during our inspection. A teacher also came into the nursery weekly to teach children Spanish. Some children could use words in sentences and had practised how they would speak on holiday.

Children were confident throughout the nursery, and older children took part in complex conversations when planning play. They were learning to work together, solve problems and ask for help when needed. There was

very good evidence that children could direct their own play and that staff had become more confident in when or if to intervene. Some staff had completed Higher Order Thinking Skills training, and we saw that they made good use of skilled questioning to maximise children's thinking and learning.

Personal plans were in place for all children. There were some gaps in these and we discussed these with staff and the manager. We also asked staff to ensure there were better links between information recorded in personal plans, observations, and feedback provided by parents. This would help plans flow and reflect the care provided and the reasons why. Care and support was personalised and staff talked to us about the very good support they provided to the wider family when needed. Staff were responsive to children and ensured they had choices over the day.

Planning had improved since the last inspection. We saw that this had impacted positively on outcomes for children as they were excited to talk to us about topics covered. We asked staff to consider how they recorded planning as these records could be more specific. Some nurture areas had been created in the nursery and we sent a copy of the publication "Applying Nurture as a Whole School Approach" during the inspection to help staff audit how well nurture was a part of their nursery.

Overall, we evaluated this theme as good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The layout of resources in playrooms throughout the nursery had improved. This meant that children were able to freely access resources, transport them around the nursery and direct their own play. We saw that children were engaged with a variety of activities throughout our visit. A good range of resources were available and these were checked daily to ensure they remained safe. Children made good use of the space available with older children particularly enjoying the construction area and loose parts, and younger children enjoying water play. All children had access to outdoor play during our inspection. The garden area provided children with areas where they could run, play on bikes and scooters, climb and balance, and take part in role play. We suggested that loose parts could increase so that children were able to be more creative in their play. The manager had identified that the outdoor resources could be improved. One member of staff had completed forest training and had used this with children at a nearby park. This was at an early stage and should continue to be developed.

Risk assessments were in place and children were included in identifying and managing risk. We saw an example where a young child considered risk before taking part in an activity. Although the child fell over, they said, "I wanted to take a risk".

Snacks and lunches had been reviewed and were planned in line with the guidance "Setting the Table". Children were able to help to prepare and serve their own food, and had grown food in their garden before preparing and eating it. Very young children were supported to eat independently. Topics were varied and included healthy eating, and children could talk to us about healthy foods. Nursery staff helped children understand their environment and recycling and children had built a robot from loose parts. We asked staff to monitor routines such as baby lunch and toothbrushing to ensure children continued to make choices and enjoy their day.

Staff had created a welcoming and friendly ethos in the nursery. They were good role models for children and all interactions we observed were respectful. Staff offered praise when children shared or helped their friends and we saw that children were learning to compromise and manage conflict. Overall, we evaluated this theme as good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff confidently engaged with the inspection process. They were registered appropriately with the Scottish Social Services Council, and qualified. Some staff were seeking new qualifications that would support them in their work with children. They were motivated to learn and bring new ideas into the nursery. Some staff made very good use of the internet to research ideas and we saw some of these working very well in the nursery. For example, younger children enjoyed playing with gel balls and water in a floor tray. We asked staff to make better use of the Care Inspectorate HUB as this would provide easy access to any new guidance or legislation relating to childcare. Staff had taken on board suggestions made at the last inspection to access e-learning. Training since the last inspection had included Literacy, Autism Awareness, Identifying Challenging Behaviour, Making Rights Real, Higher Order Thinking, and Forest School. As a result, outcomes for children had improved. Staff had created good play spaces in nursery and were committed to providing the best outcomes for children.

Since the last inspection, staff coordinator roles had been embedded and the impact of these was evident. Staff confidence had increased because as individuals they shared their new knowledge with their colleagues. This work was now being displayed and would be integrated with the service improvement plan.

Staff were more involved in evaluating the service as a whole and told us they felt valued in the service. They were supported through the appraisal system and by the manager and senior staff. Staff described management as "approachable" and to ensure their health and wellbeing was protected, the Development Officer for the service had increased their role in the appraisal process. Overall, we evaluated this theme as good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The management team had created a culture of respect and inclusiveness within the nursery. They did this through respectful interactions with each other, parents and children, and listening and acting on suggestions made. Teamwork in the nursery had improved and staff worked very well together. The manager continued to monitor rooms and individuals to ensure staff were happy and effective in their work and the best outcomes for children were achieved. The service prided themselves in their inclusive approach. They were open about any costs and ensured that nursery "extras" such as Spanish lessons were available for all children without additional cost. Through discussions with the manager and staff, it was clear that families were being supported well by the nursery.

The manager had a good overview of the nursery strengths and areas for development. She had high expectations that improvements made to date could be sustained, and had created a culture of continuous improvement. Staff had been more involved in evaluating the service and children were playing a more active role in planning topics and directing their own play. Staff and parents we spoke with said they felt involved in the service development. The service Improvement Plan was active and reviewed to ensure work was progressing. We found that areas for development noted at this inspection had been identified by the manager and that plans were in place to make improvements. Quality indicators from the "How Good Is Our Early Learning and Childcare" document published by Education Scotland were being used to measure the quality of service provided to children, and staff were setting realistic goals. A monitoring calendar highlighted audits throughout the year. Although monitoring systems were in place, as stated earlier in this report, there were some important gaps in children's personal plans that should have been identified through quality assurance systems. (see recommendation 1)

Since the last inspection, the manager had implemented a distributive leadership approach and devolved some responsibilities to staff. This had increased staff confidence as well as giving them more ownership of the service. The provider of the service was visible and available to provide additional support to help the service develop and improve. Overall, we evaluated this theme as good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should monitor the content of children's personal plans to ensure these reflected how care and support was provided and why. These should be an accurate reflection of any support in place for children. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My personal plan is right for me because it sets out how my care needs will be met, as well as my wishes and choices" (HSCS1.15) and "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

Grade: 4 – good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Personal learning profiles should be meaningful, track children's learning journey and plans for next steps detailed.

National Care Standards for early education and childcare up to the age 16 - Standard 5: Quality of experience.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Learning profiles were meaningful and tracked children's learning. We could track key areas of learning and saw that children were supported to achieve their maximum learning potential. The recommendation is met.

Recommendation 2

All staff should be registered with the Scottish Social Services Council.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 confidence in staff.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

All staff were registered with the SSSC and the manager had devised a system to help her track staff registrations regularly. The recommendation is met.

Recommendation 3

The service should review respective roles of the manager, provider and seniors in the areas of monitoring and of staff development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 a well-managed service.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Roles of the manager and staff had been reviewed. Specific staff roles were allocated. Staff were sharing their initiatives with all staff as part of their own development and linking this to the service improvement plan. The recommendation is met.

Recommendation 4

Staff should be involved in the self-evaluation and discussion of their work and that of the setting and become familiar with the service's evaluation tool.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13: Improving the service.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Staff were included in using the quality indicators from "How Good Is Our Early Learning and Childcare". Staff appraisals were more meaningful and helped staff reflect on their practice. The recommendation is met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
30 May 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
8 Sep 2016	Announced (short notice)	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
21 Sep 2015	Announced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
25 Mar 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
5 Mar 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings
14 May 2013	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
3 Sep 2012	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
15 May 2012	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
9 Jan 2012	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
13 Jul 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
3 Nov 2010	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
14 Jun 2010	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 3 - Adequate Management and leadership 3 - Adequate
19 Feb 2010	Unannounced	Care and support 2 - Weak Environment 1 - Unsatisfactory Staffing Not assessed Management and leadership Not assessed

Date	Type	Gradings	
17 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
22 Jul 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.