

Merlwood Nursery Day Care of Children

c/o Scout Hall
Millersneuk Court
Lenzie
G66 5JD

Telephone: 07808 444 186

Type of inspection:

Unannounced

Completed on:

6 June 2018

Service provided by:

Merlwood Playgroup Committee

Service provider number:

SP2003000729

Service no:

CS2003003598

About the service

Merlwood Nursery is a daycare for children service provided by a voluntary parents committee. The service is in partnership with East Dunbartonshire Council to provide early learning and childcare to children from the age of three years. The nursery is located within a Scout Hall in the Lenzie area of East Dunbartonshire.

Current registration enables the service to provide care to a maximum of 32 children aged 3 years and over but not yet attending primary school. The service operates between 9:10am and 12:20pm.

A full copy of the service aims can be obtained from the service provider.

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

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

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 (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 20 3-5 year olds present during our inspection. We observed that children were happy and confident in their environment. They engaged purposefully in a range of stimulating play experiences of their choice. The children approached staff for comfort and support when needed. Older children chatted to us about their activities, their comments included:

"I'm a big sister. I've got a new baby"

"Are you having fun"

"I bought all this at the shop for a picnic" (Staff trialling a nursery shop today)

"I can put my shoes on".

We asked for 15 care standards questionnaires to be distributed to parents/carers and five were returned before our inspection. All five parents strongly agreed that overall they were happy with the quality of care that their child received from the nursery. One had written additional comments to explain their reasons, these included:

"I agree that staff share information about my child's learning and development, mainly through 'Your Learning Journals'. I am not aware if they share the same info with my child. I can see the development plan for my child on 'Your Learning Journals' but have not had an opportunity to discuss this in any detail".

We discussed these comments with the manager who told us that formal parent mornings, held twice a year for children in their pre school year, are also open to parents of younger children at parents' request. This is in addition to keyworker discussions for all children. All parents are e mailed information about this. We asked the manager to also use the service newsletter to share this information with parents.

We spoke with three parents and one grandparent. They commented:

"I'm aware of the online learning journal and am happy with communication. I don't have any issues. We'll be sad to leave when our daughter goes to school".

"It's a very nurturing, caring environment. Staff are very approachable. It's a great service with a great community feeling".

"It's a great nursery. My older grandchild also came here. I get involved as a volunteer to help with outings. I also come to all the events like the Christmas concert".

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 management were monitoring the quality of provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The nursery had a warm and inclusive ethos, which made it more likely that families felt welcomed and respected. Staff planning for play and children's individual care and learning demonstrated a responsive approach that took account of children's needs and wishes. We found that there were very good home links, which included the nursery using online learning journals to support engagement with children and parents in the learning process.

One of the nursery priorities was to continue to develop and enhance their approaches to support engagement and we could see that the creation of a home link button on the journals allowed parents to share children's achievements from home as well as sharing any learning experiences.

From sampling children's files we could see that relevant information was recorded and updated. Transition processes were effectively implemented and Ferre Laevers leuven scale for wellbeing and involvement was used to plan for learning. Staff we spoke to understood the child protection systems that were in place, were confident that they would recognise circumstances that made children vulnerable and would report their concerns without delay. This contributed to children's wellbeing and safety.

Staff felt valued and supported by the new manager and believed they were offered training which benefitted them as well as contributing to the nursery plans for improvement. Playroom planning and whole staff meetings were utilised to cascade training amongst staff, share ideas for practice and provide opportunities for reflection.

It was evident from wall displays, minutes of meetings and staff appraisals that staff were making good use of 'Building the Ambition' in their practice. Building the Ambition is the Scottish Government's national practice guidance on Early Learning and Childcare linked to the Children and Young People (Scotland) Act 2014.

Throughout our inspection we observed the professionalism of staff, who were using their knowledge of national guidance and best practice to support the next steps in children's learning and development. This approach had resulted in a strong team that were continually building their capacity to meet children's needs; thus giving parents reassurance that children were being cared for by competent staff.

What the service could do better

When we sampled children's personal plans we found that these were only reviewed annually with parents to update information. Plans should be reviewed when requested to do so by the service user or any representative or when there is a significant change in a service user's health, welfare or safety needs and at least once in every six month period whilst the service user is in receipt of the service. (The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011). The manager agreed to review this practice. (See recommendation 1).

We observed that for the majority of the morning session, children thoroughly enjoyed free flow play and learning, appropriately supported by staff. Children were active and busy and staff were responsive and facilitating. However, children's play was interrupted for a 15 minute group story time in the book corner in the middle of the session. We could see that some children willingly engaged with this activity whilst others were uninterested and disengaged. We discussed the benefits of free flow play and learning with the manager who agreed to review this with staff. (See recommendation 2).

We discussed outdoor learning with the manager. Currently children do not have access to free flow outdoor activities at the setting. Alternatively staff use the forest kindergarten and organise local outings when additional adult supervision is available. The manager and staff have been giving consideration to this and it is recorded as a priority in the service improvement plan. We encouraged the manager to take this forward without delay. (See recommendation 3).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Children's personal plans should be reviewed every six months, or when there is a significant change in a service user's health, welfare or safety needs.
Health and Social Care Standards 1.15 - My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.
2. Children should enjoy free flow, interrupted play in the nursery.
Health and Social Care Standards 1.31 - As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials.

3. Children should have access to free flow outdoor learning on a daily basis.

Health and Social Care Standards 1.32 – As a child I play outdoors every day and regularly explore a natural environment.

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
15 Jun 2015	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
28 Aug 2014	Unannounced	<div>Care and support</div> <div>3 - Adequate</div> <div>Environment</div> <div>3 - Adequate</div> <div>Staffing</div> <div>3 - Adequate</div> <div>Management and leadership</div> <div>3 - Adequate</div>
4 Oct 2013	Unannounced	<div>Care and support</div> <div>3 - Adequate</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>3 - Adequate</div> <div>Management and leadership</div> <div>3 - Adequate</div>
27 Oct 2008	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>

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