

Buchanan Park Nursery Day Care of Children

Pavilion 6, Buchanan Court
Cumbernauld Road
Stepps
Glasgow
G33 6HZ

Telephone: 0141 779 7755

Type of inspection:

Unannounced

Completed on:

13 June 2018

Service provided by:

Buchanan Park Nursery Limited

Service provider number:

SP2011011719

Service no:

CS2011303430

About the service

The Care Inspectorate regulates care in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Buchanan Park Nursery registered with the Care Inspectorate in September 2012. The service is registered to provide early learning and childcare and an out of school care service to a maximum of:

- 18 children aged 0 to under 3 years
- 20 children aged 2 years to under 3 years
- 32 children aged 3 years to those not yet attending primary school
- 12 children of primary school age.

The service is provided from a detached building within Buchanan Business Park, Stepps, North Lanarkshire. The service is close to main roads, bus and train routes, schools, shops and parks. Playrooms are situated on the ground floor and first floor of the building. There is access to two enclosed outdoor play areas within the grounds.

The service aims include:

'to provide a high quality childcare provision which is flexible to the needs of parents. In addition, we wish to promote an environment that encourages respect, mutual trust and openness, allowing the children the opportunity to develop as unique individuals, with skills which will enable them to become active participants in the community.'

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to make sure that 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. It supports them and their parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, active, nurtured, achieving, respected, responsible and included.

We compiled this report following an unannounced inspection by two Care Inspectorate early learning and childcare inspectors. This took place on Tuesday 12 June 2018 between 08:15 hours and 17:30 hours and the afternoon of Wednesday 13 June 2018, when we gave feedback to the manager of the service.

What people told us

There were 43 children using the service in total on the first day of the inspection. We spoke to children from all age groups over the course of the day.

Through observations and discussions it was clear that the majority of children were happy, having fun and settled in the care of staff. Some of the children told us about their favourite activities and experiences at the service.

Comments included:

'Prams...babies....' (2-3 age group, pointing out favourite toys)
 'Look! It's bigger.' (2-3 age group, building towers with blocks)
 'Paint. Blue.' (2-3 age group)
 'They're good and there's enough.' (3-5 age group, discussing toys and resources)
 'There are pieces missing from some games.' (3-5 age group)
 'We mixed blue and red and that made purple.' (3-5 age group, discussing playdough)
 'Construction area, climbing frame, book corner.' (3-5 age group, favourite places to play)
 'They're nice. They're friendly. They're so kind.' (primary school age children, talking about staff)
 'Some aftercares don't let you go outside, but we go outside when it's sunny. We go out most days.' (primary school age children)
 'If you fall out (with friends), then you fix it and we're all fine again. We learn about respect and our rights and we know we can say if we don't like something.' (primary school age children)

Fourteen parents/carers returned the Care Inspectorate questionnaires before the inspection. All 'ticked' responses to questions asked were positive. Four contained written comments. We also spoke to two parents as they collected their children. Comments included:

'The staff within Buchanan Park Nursery are extremely helpful, polite and are always there to listen to any concerns. Could not fault the staff and would highly recommend them.'

'Have no complaints whatsoever.'

'Very happy with the Buchanan Nursery from the moment my child joined the nursery. Staff are absolutely great with the kids. My child loves going every day.'

'Always happy to come in and I can see she's had a good day when I come to pick her up.'

'Happy with everything. He's come on leaps and bounds.'

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 they were monitoring the quality of provision.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We saw that most children were happy throughout the inspection. Staff were kind and nurturing in their manner and knew the individual care and support needs of the children well. Keyworker staff spent time settling children who had not long started in the service, sharing the settling-in progress with their parents when they arrived. This assisted with building relationships and attachments, particularly for the youngest children.

Following in-house and online training, management and staff were clear about their individual roles and responsibilities with regards to child protection. Relevant information for staff, children and parents was displayed within the service. This contributed to the health, safety and wellbeing of children and ensured everyone was aware of children's rights and the roles all adults had in safeguarding children.

We acknowledged that personal plans had been improved for all age groups of children, following a recommendation made at the last inspection. These now took account of the wellbeing indicators in meeting individual children's care and support needs and were reviewed to take account of any changes and to identify agreed next steps in learning with parents. We discussed ways to expand the personal plans in particular for the children who attended the out of school care service, to include the children's views, suggestions and choices. We suggested creating a floorbook with the children where they could be more involved, included and responsible for planning and evaluating activities, increasing their independence and confidence.

Lunch was varied as this was provided by parents. Staff ensured this was a sociable experience by sitting with the children and chatting with them as they ate. Healthy snacks were promoted with a selection of fruit or vegetables and drinks available at all snack times. Older children had individual water bottles available within the playroom and pictorial cards and symbols were in place for the youngest children. This ensured all children had access to drinking water throughout the day and supported the youngest children in communicating their preferences with staff outwith set meal and snack times.

Medication storage and records were in line with current best practice guidance. This ensured children's health and safety needs were met while in attendance at the service.

We saw that all children had the opportunity to participate in a variety of indoor and outdoor play and learning experiences over the course of the day. We have repeated a recommendation made at the last inspection to ensure that there is more free-flow play throughout the session, activities are more child-led, all children have access to a wide variety of resources which are available throughout the session and that these are easily accessible to the children, displayed at their level. This would support responsive planning, enable children to make individual choices from a wider range of resources, therefore, extending learning opportunities. (see recommendation one)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager and staff should ensure that there are more opportunities for child-led activities and experiences through responsive planning to meet children's interests and stage of development. There should be more flexibility in the structure of the day to ensure children can make more choices and can access a wider variety of core and additional resources independently throughout the day.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.

(HSCS 2.27)

Grade: 4 – good

Quality of environment

Findings from the inspection

There was a secure entry system in place which meant parents and visitors had to press a buzzer to alert staff, prior to gaining entry to the nursery, ensuring children's safety. The nursery was clean, bright and welcoming throughout following some recent redecoration, which included painting walls, new flooring and bright display boards. We noted that some chairs, mats and resources were showing signs of wear and tear and advised that this should continue to be monitored to support a safe and pleasant environment.

Staff in all playrooms were consistent in following and promoting good hand hygiene with all children which contributed to maintaining a safe, healthy environment. This met a recommendation made at the last inspection.

However, we noted that the nappy changing facilities had not been improved in line with infection prevention and control guidance as recommended at the last inspection. This had the potential to spread infection. The manager assured us that this would be actioned as soon as possible.
(see recommendation one)

Playrooms were spacious and each had the potential to offer a wider variety of experiences for children. The structure of the day and routines were discussed with staff and management, as some practices limited children's opportunities to freely access areas and resources suitable for their age and stage, which would stimulate their natural curiosity, learning and creativity over the course of the day.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that all staff are clear about following the correct nappy changing procedures to contribute towards children's health and safety and to maintain a safe, healthy environment. This includes disposing of protective aprons, gloves and used nappies correctly and keeping the door of the nappy changing room in the 0-2 age playroom tightly closed at all times.

Clear rules and procedures for the use of the nappy changing room used by the children in the 2-3 age playroom should be devised in line with current guidance. This should be shared with all staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We observed all staff to be kind and nurturing in their interactions with the children which ensured children felt valued, loved and secure. All staff worked well as part of the team, creating a happy, working environment. Staff were allocated to particular playrooms, where their photographs were displayed to inform parents. A keyworker system meant that a named member of staff was responsible for the care and wellbeing of a small group of children. This offered continuity and consistency for both the child and their family, further supporting trusting relationships.

Staff were keen to be part of the inspection and were open to advice and ideas for improvement. They understood the importance of undertaking meaningful observations and were improving ways to record children's progress, to have a more accurate reflection of what children were learning and their specific next steps. One member of staff was keen to undertake an outdoor development project, as part of her training, which would improve outdoor learning opportunities for children.

Staff recruitment procedures were in line with current guidance which ensured all staff had undergone the required safety checks prior to starting employment in the service.

A staff training overview and training plan was in place to ensure all staff undertook core training in child protection, first aid and food hygiene within specific timescales and that identified training and development needs were actioned. We advised that staff should further evaluate all training attended to record the outcomes of any training attended. Staff should continue to access and attend training for the age groups they are currently working with to ensure this knowledge is embedded in their practice and outcomes for children continue to be improved.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

An annual appraisal system was now established which, together with regular one to one support by management, supported staff in their day to day work, identifying areas for improvement, training needs and development opportunities. Staff told us they felt supported by management and that their views were respected and actioned following staff meetings and consultations. This contributed towards staff feeling valued within the service.

There was an online application in place where staff could share ideas and access current guidance and best practice when planning activities or looking for ways to continue their own professional development. A peer assessment programme enabled staff within each playroom to review each other's practice, highlighting strengths and areas for development. This could be now be expanded with staff sharing their views across different playrooms which may be beneficial in identify different strengths and areas for improvement.

The manager and depute were keen to continue to improve. We noted that there were more robust quality assurance processes in place for medication, accidents and incidents. Playroom monitoring could be further developed to take account of current best practice, guidance and legislation, leading to more detailed feedback for staff and improved outcomes for children. This could include monitoring the structure of the day for each age group, the choices available to the children, accessibility of resources, the provision of more challenging activities and the impact any staff training has had on outcomes for children.

We discussed extending areas of responsibility and leadership roles within the staff group to acknowledge staff interests, preferences and strengths. This would assist with team building, staff feeling valued and offering opportunities to expand and share individual skills and knowledge within the service.

All parents who returned questionnaires stated that they were overall happy with the quality of care their child received in the service and that they were involved in developing the service, for example, asking for ideas and feedback.

Parents comments included:

'I have always had an excellent rapport with my children's keyworkers and wider staff, who are all professional and friendly. I have always had professional interactions with the manager, whom I find accessible and approachable. I have always been very satisfied with the activities and opportunities my children have access to which promote learning and development for their age and stage.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

Children's personal plans should be improved to clearly identify children's next steps and to track their progress. Children's profiles/folders should be further developed to be more of an individual record of work and differentiated to reflect the various stages of development for each child. These should be expanded to take account of the wellbeing indicators from the document 'Getting It Right For Every Child' (GIRFEC).

National Care Standards for Early Education and Childcare up to the age of 16 – Standard 5: Quality of experience.

This recommendation was made on 28 April 2017.

Action taken on previous recommendation

We acknowledged that there had been some improvement with personal plans for all children, taking account of the wellbeing indicators and identifying individual next steps and targets for children in consultation with parents. We advised some areas for improvement, particularly for the children in the out of school care service. The manager agreed to review these, to ensure they clearly set out how the child's needs will be met, as well as their wishes and choices. She agreed to ensure these were more accessible to the staff and older children. Therefore, we have agreed this recommendation has been addressed.

Recommendation 2

The manager and staff should ensure that there are more opportunities for child-led activities and experiences through responsive planning to meet children's interests and stages of development. There should be more

flexibility in the structure of the day where children are offered more opportunities to make choices and to access a wider variety of core and additional resources and learning experiences independently throughout the day.

National Care Standards for Early Education and Childcare up to the age of 16 – Standard 5: Quality of experience.

This recommendation was made on 28 April 2017.

Action taken on previous recommendation

Although we saw some improvements in most age groups where activities were more child-led and children had more opportunities to make their own choices, we did not see this consistently and in particular did not see this within the 2-3 age playroom. At times, in all playrooms the day was quite structured with many adult-directed activities. We saw that playrooms were cleaned and tidied too early before the end of the day, which meant children only had access to limited resources and areas. Therefore, this recommendation has been repeated at this inspection. See recommendation one under Quality of care and support. This recommendation will make reference to the new Health and Social Care Standards which replaced the National Care Standards in April 2018.

Recommendation 3

The manager should ensure that all staff are aware of and follow best practice hand hygiene routines to maintain and promote a safe, healthy environment within the service.

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

This recommendation was made on 28 April 2017.

Action taken on previous recommendation

We saw that staff were more vigilant when washing their hands and children's hands when required, throughout all playrooms, throughout the day. Therefore, this recommendation has been addressed.

Recommendation 4

The manager should ensure that all staff are clear about the correct nappy changing procedures to contribute towards children's health and safety and to maintain a safe, healthy environment. This includes disposing of protective aprons, gloves and used nappies correctly and keeping the door of the changing room tightly closed at all times. Clear rules and procedures for the use of the nappy changing room used by the children from the 2-3 playroom should be devised in line with current guidance.

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

This recommendation was made on 16 June 2017.

Action taken on previous recommendation

Through observations and discussions, it was clear that this recommendation had not been met and therefore has been repeated at this inspection. See recommendation one under Quality of environment. This recommendation will make reference to the new Health and Social Care Standards which replaced the National Care Standards in April 2018.

Recommendation 5

The manager should review and extend children's outdoor learning opportunities and activities to ensure that all children have daily access to fresh air and active, outdoor play experiences. More information can be accessed within 'My World Outdoors' and 'Loose Parts Toolkit' documentation.

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

This recommendation was made on 16 June 2017.

Action taken on previous recommendation

We saw that all children were outdoors over the course of the inspection and now had daily opportunities to be outside in the fresh air. There was scope to further develop outdoor learning experiences for all children. We have agreed this recommendation has been addressed.

Recommendation 6

The manager should ensure that all staff are aware of the relevant guidance for the age and stages of children they are working with and that this guidance is embedded in their practice. This would assist them in the ongoing development of the nursery environment, the provision of activities and experiences and in meeting the needs of children in their care.

We provided the manager with links to current good practice for early years and information for out of school care provision to assist with training and the ongoing improvement of the service. This included: Pre-Birth to Three, Curriculum for Excellence, How Good Is Our Early Learning and Childcare (HGIOELC), Building the Ambition, Scottish Out of School Care Network (SOSCN), Playwork Principles and My World Outdoors.

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

This recommendation was made on 16 June 2017.

Action taken on previous recommendation

We acknowledged that staff were aware of the relevant guidance, had been given opportunities to read the documentation and had attended some additional training, for example, in Pre-Birth to Three and Getting It Right For Every Child. The manager discussed the plans which were in place to further embed this within the service; for example, further planned training, monitoring and peer assessment. Therefore, this recommendation has been addressed.

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
28 Apr 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
18 Jul 2016	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
12 Jan 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
26 Feb 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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