

Shotts Family Learning Centre

Day Care of Children

Shottskirk Road
Shotts
ML7 4ER

Telephone: 01501 826713

Type of inspection:

Unannounced

Completed on:

17 August 2018

Service provided by:

North Lanarkshire Council

Service provider number:

SP2003000237

Service no:

CS2003015399

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

This 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 (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.

Shotts Family Learning Centre is provided by North Lanarkshire Council and is based in the town of Shotts. The service is provided from two separate buildings within a secure campus. Both buildings have spacious playrooms which are very well resourced and children have direct access to well-established outdoor spaces. There are appropriate changing and toilet facilities for children and the premises also benefits from office spaces and meeting rooms.

The service is registered to provide a care service to a maximum of 70 children aged from two years to those not yet attending primary school, of whom no more than 20 are under three years.

The service's vision, values and aims are clearly shared with parents/carers and visitors. Their aims confirm their commitment to "providing a safe, nurturing, and stimulating environment where children can develop skills for lifelong learning".

This report was written following an unannounced inspection carried out by two care inspectorate inspectors over the course of two days. We visited on Thursday 19 July 2018 however, only a small number of children were attending the service on that day. We used this opportunity to meet with the head of centre and staff and look at some records. We returned to the service on Friday 17 August, to complete the inspection and provide the management team with feedback on our visit.

During the inspection we spoke with many of the children, parents/carers, staff and management team.

We asked the service to distribute 28 care standards questionnaires to parents/carers on our behalf. Eight were completed and returned to us prior to the inspection taking place. We also provide additional care standards questionnaires during our visit. We received four completed questionnaires from staff.

We assessed the quality of care and support and staffing at this inspection.

What people told us

Children's views:

Most children had just returned from summer break and were excited to return to nursery. Children experienced a warm welcome from loving and caring staff and we observed the children warmly greeting one another. The children spoke very enthusiastically about their play experiences. They told us that they "loved" spending time at nursery with their friends and we could see many special friendships had been formed. Children were confident and settled in their nursery and had lots fun.

Children's comments:

"The big bad wolf is coming. I am a dinosaur, they can scare wolves".

"I like this game. I like to put all the colours together".

"I'm going to make a cake, a birthday cake. Look, I'm mixing it".

"I made a sparkly picture just for me".

Parent /carers views:

We spoke with a group of four parents/carers during our visit. They spoke very highly of the care and support their child received at nursery. They shared specific examples of the personal support they had received from management and staff. They felt fully involved in the life of the nursery and told us about the positive impact of participating in nursery programmes on their family life. The group were confident in the care provided by "supportive" and "excellent" staff who made children feel "special." They commented extremely positively about the head of centre and felt that she provided excellent leadership.

Parents/carers who completed the care standards questionnaires strongly agreed with all statements. These related to the quality of care and support, environment, staffing and management and leadership.

Their comments included:

"I feel very blessed to have the opportunity to send our children to this nursery and cannot recommend it highly enough".

"Our children have learned in a fun, safe, nurtured environment. The atmosphere is that of warm, welcoming and playful and all staff show great dedication within their roles. It has provided a homely environment for our children".

"The communication from the nursery is excellent, with regular text updates and information provided on the board, the online blog and Sway app. It is a very family centred nursery with both parents and children being involved in all aspects of learning. Outdoor is greatly encouraged with regular trips to the nature park and great links with the community. The children thoroughly enjoy trips to the local care of the elderly nursing home, in which they had the opportunity to sing and dance for the residents".

"The staff have the experience and patience to deal with my child".

"Shotts Nursery has really helped my child with confidence as she was really shy when she started".

"Overall, excellent care of my child. I would rate it 10/10 in every aspect".

"Since starting at Shotts FLC, my child has received nothing but the best of care. Her learning has been developed through play in a nurturing environment shared by all staff. My child really loves nursery and can't wait to return".

"I can't rate the nursery and staff highly enough. My child has a special bond with all her nursery teachers. They really helped her grow. I felt so welcome when dropping her off or picking her up. It is an amazing nursery".

"Great nursery, staff and service. Everyone is very professional and friendly. My child loves it".

Self assessment

We did not request a self assessment from the service prior to this inspection. We looked at the service's improvement plan and talked to the head of centre, about progress from the last inspection and future plans for improvement.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

Children received excellent quality care and support in this service. Shotts Family Learning Centre had created a very positive, inclusive, nurturing ethos with children and families placed at the heart of everything they do.

Children were safe, happy and content. They had fun and enjoyed their nursery experience. Playrooms provided a safe and secure base for children to learn through play and were thoughtfully set out to promote their independence and choice. Children confidently led their own play. Skilled staff planned excellent play and learning experiences and were highly effective in supporting and extending children's learning. As a result, children were deeply engaged in their play and highly motivated to learn and develop their skills.

Strong nurturing approaches were firmly embedded and continued to be explored, to support children to be emotionally resilient and have a strong sense of self and wellbeing. Children benefited from being fully supported to participate in their local community. Well planned opportunities to engage in the community enriched children's learning, helped them form strong links and develop wide ranging relationships.

Devoted and caring staff valued and respected children and families and knew them extremely well. Meaningful and trusting relationships had been established with parents/carers and staff used highly effective ways, to involve them in their child's care and keep them informed of their child's learning and progress. Care and support was tailored to meet individual children's needs. This was further supported by high quality opportunities, to help parents/carers support and extend their children's learning at home.

Staff were extremely well supported by a strong head of centre who highly valued and respected their skills, commitment and expertise. Staff were strongly committed to their professional development. They had accessed a wide range of learning, training and meaningful initiatives which had been carefully considered, to support positive outcomes for children and families. Staff were confident and clear about their role in safeguarding children. They had a strong depth of knowledge of children's developmental stages and learning needs, which resulted in children being well supported to achieve their potential.

What the service could do better

Staff experienced a very positive, well planned induction when they commenced employment with the service. We suggested that staff records could more clearly capture the impact of induction and link with the professional development and review process.

We agreed with the service's plans to continue to:

- Capture children's voices in their personal plans.
- Enhance the language rich learning environment.

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.

Inspection and grading history

Date	Type	Gradings	
24 Aug 2016	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
20 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
2 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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