

Kirkhillgait Nursery Day Care of Children

82 - 84 Broom Road East
Newton Mearns
Glasgow
G77 5SR

Telephone: 0141 639 8000

Type of inspection:

Unannounced

Completed on:

1 August 2018

Service provided by:

Linda Paterson trading as Kirkhillgait
Nursery

Service provider number:

SP2003000804

Service no:

CS2003003962

About the service

Kirkhillgait Nursery has been registered with the Care Inspectorate since 2011. It is registered to provide day care to a maximum of 36 children. The age range of children is from six weeks to those not yet attending primary school, allocated as follows:

- 12 children aged 0 to under 2 years
- 10 children aged 2 to under 3 years
- 14 children aged from 3 years to those not yet attending primary school.

The service is provided by Linda Paterson trading as Kirkhillgait Nursery. The service has sole occupancy of a single storey building in the Newton Mearns area of East Renfrewshire. Children have access to an enclosed outdoor play area on the far side of the carpark. Staff have child friendly crossing protocols so that children of all ages are learning about road safety.

The service operates Monday to Friday between 08:00 and 18:00, during term time and school holidays.

The service main aim is:

'We aim to develop self-confidence and self-esteem in all children under our care and to provide parents/guardians with the peace of mind of knowing that their children are safe, happy and well cared for.'

Information about the service aims and objectives can be obtained from the provider.

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

We undertook observations of children in each of the playrooms on the second day of our inspection. There was a total of 29 children present across the age range, including children that were still in their settling in phase. We found that babies and children were happy and engaged in play activities of their choice. Staff responded to them in a sensitive and caring manner, which contributed to children feeling safe and nurtured. Older children spoke to us confidently about their nursery, the routines and activities they enjoyed. Their comments included:

"Bubbles on (name) shoes!"

"Read book again."

"Look how high I can jump!"

"This is my blue necklace. What colour is your car?"

"These are the plates we use for lunch."

We issued 15 questionnaires to the service to give to parents/carers before the inspection and six completed questionnaires were returned to us. Half the respondents strongly agreed and the other half agreed that overall they were happy with the quality of care that their child received from the service. Some had written constructive comments about what the nursery did well or where it could improve. For example:

"This is a lovely nursery. Staff have made an effort to get to know my child well and she always seems happy and content when going in and when being collected. I can see clearly that she has built a good and strong relationship with the staff regularly in her room. I think more outside play and fresh air would be beneficial and more variety of activities on a day to day basis but overall I am happy with the service provided. Also more variety in meals would be good."

We also observed the positive interactions between staff and parents/carers as they brought their child to nursery or picked them up. We could see that this time was used to share information about children's care to ensure continuity in how they were supported.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork, including their improvement plan. These demonstrated the service priorities for development and how they were monitoring the quality of their provision.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Staff welcomed families at the beginning of each session and we could see that the respectful relationships they had built with parents/carers ensured that relevant information about children was shared. The compact design of the nursery contributed to a homely atmosphere where staff were responsive to children's needs giving children a sense of belonging. Children in the baby and toddler rooms were settled with staff who knew them well and offered cuddles and praise as they moved toward independence. Older children were engaged in fun activities that they had helped to plan, making it more likely that activities followed their interests.

We observed how the pace of the day and routines contributed to children's health and wellbeing. Children of all ages had plenty of time for free play or could choose to participate in staff led activities. This included daily opportunities to play in the outdoor area, exploring the natural environment and being physically active. Breakfast, lunch and snacks were social times where staff sat with children to chat, model expected behaviours and share news.

The 3-5 playroom played music chosen by children at lunch time and children's independence, such as serving food, was encouraged. Management agreed that younger children would benefit from this approach being adopted by the other playrooms.

The service provider and manager had worked on the quality assurance processes, making a good attempt to embed the new Health and Social Care Standards - My Support, my life. Staff confirmed that they were becoming more confident in using Building the Ambition to evaluate their practice. Staff shared how team meetings were used to discuss service operational issues and national developments, such as sharing good practice guidance. The above approach meant management and staff worked effectively together to promote positive outcomes for children.

The parents' forum enthusiastically supported various initiatives, such as fundraising for outdoor resources that would improve the quality of children's experiences. The management team hoped to use 'How good is our early learning and childcare' (HGIOELC) to involve parents/carers more systematically in assessing the quality of the service. For example to look at the scope for further improving children's menus. They should continue with these plans. HGIOELC is a national tool that supports services in self-evaluation so that outcomes for children can be measured and improved.

What the service could do better

Following a recommendation made over two consecutive inspections, the service had made a conscious effort to remove plastic resources from the playrooms and introduce more sensory materials. We found that staff understanding of promoting sensory play with different age groups of children was limited. Providing easily accessible, open ended and natural materials for children to explore can help develop their curiosity, confidence and creativity. The service should continue with plans to expand their natural and sensory resources. (Please see recommendation 1)

We praised the practice of using staff meetings for informal training. However from our conversations with staff it was clear that management had not taken a strategic approach to organising staff training. This was a recommendation made at the last inspection that is continued. (Please see recommendation 2)

We recognised the ongoing work on children's learning journals however there was inconsistent quality in content. Staff agreed they could give more attention to ensuring next steps recorded reflected children's individual needs rather than the group. Findings from observations should also be used as a tool in their daily work, so that staff can plan how best to support children's learning and development. The manager agreed to monitor children's personal plans to ensure consistency in quality of entries.

There were already a range of monitoring systems in place that mainly addressed an earlier recommendation about quality assurance. However the management and staff needed to be more vigilant about ensuring that paperwork was appropriately completed. For example it had not always been signed off when children's medication was returned to the family and we found out-of-date bottles of medication in the office belonging to children that had left the service. A maintenance book had been introduced, which met a previous recommendation and contributed to the health and safety of people using the service. We found that important information, such as sourcing replacement parts were recorded elsewhere which made it difficult for management to track progress. The service provider had a clear safe recruitment policy but again the supporting evidence about checks made on staff was difficult to audit.

We have made a new recommendation about implementing robust monitoring systems to help ensure the health, safety and wellbeing of children. We acknowledged that the management team had devised a very detailed improvement plan but they now needed to streamline this to set realistic priorities for the year ahead. Management should continue with plans to work with the whole team to set these. (Please see recommendation 3)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Children should have opportunities, space and time to explore natural and sensory resources which are well planned, accessible and age appropriate, in line with the Scottish Government's current best practice guidance - *Building the Ambition*.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 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." (HSCS 1.31)

2. The manager should develop an annual training plan to track staff training requirements and learning needs to meet their professional development, the needs of the service and support outcomes for children in their care.

This is to ensure staffing is consistent with the Health and Social Care Standards which state that as a child: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

3. The management team should continue to implement and embed monitoring systems to ensure they have an effective overview of the work of the service. The outcomes from these processes should inform the content of the improvement plan, with opportunities for individual staff to lead areas of work.

Examples of areas that require more formal monitoring are: children's personal plans; management of medication; infection control measures; safe recruitment.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that as a child "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.

Inspection and grading history

Date	Type	Gradings
7 Apr 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
16 Apr 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
25 Apr 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
22 May 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
21 Sep 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
1 Sep 2010	Unannounced	Care and support 5 - Very good Environment 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed Not assessed
23 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
14 Nov 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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