

Strathclyde University Nursery Day Care of Children

Level 1 Forbes Hall
76 Rottenrow East
Glasgow
G4 0NG

Telephone: 0141 553 4125

Type of inspection:

Unannounced

Completed on:

14 August 2018

Service provided by:

Childcare (Scotland) Ltd

Service provider number:

SP2003000726

Service no:

CS2007147747

About the service

The service has been registered since April 2011. It is registered as daycare for children, and can be provided to a maximum of 56 children. The certificate of registration states the "age ranges of children are: 12 children aged from birth to 2 years, 20 children aged from 2 to under 3 years, and 24 children aged from 3 to not yet attending primary school. The service operates Monday to Friday from 8am until 6pm throughout the year". During this inspection children in each age group were present and all playrooms were being used.

The nursery is provided from the ground level of a Strathclyde University residential block and is part of Strathclyde University campus. The nursery has sole use their accommodation, which has three playrooms, toilets, baby changing area, kitchen, office and staff room areas. An enclosed garden is also available and can be easily accessed.

The nursery is in partnership with Glasgow City Council to provide care and education for children aged from three years. It is provided by Childcare (Scotland) Ltd who have a total of nine services across Scotland. The nursery is available for staff and students working and studying in the university as well as other families living and working nearby. During this inspection, the manager was absent and the depute had overall responsibility of the nursery with the support of the manager from one of the other Childcare (Scotland) Ltd services. The service aims to "Provide an attractive and appropriately structured environment that is conducive to providing every child with love, security and leadership."

This inspection took place on 13 August 2018 between 9:15 and 18:00. The inspection was completed on 14 August 2018 between 12:30 and 17:45, and we gave feedback to the depute manager and the manager from another Childcare (Scotland) Ltd service at the end of that day. Two inspectors carried out this inspection. We spoke with parents, children, staff and management. We also carried out observations of children at play and staff practice, and checked some written records including children's personal plans.

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 received six completed Care questionnaires before the inspection took place. One of these parents also provided additional information via email after the inspection. We also spoke with four parents during the inspection. Overall, all parents were happy with the nursery. They indicated that staff had worked with them to develop a plan for their child, and that information was shared with them about their child's learning and development. They agreed that staff encouraged positive relationships between children, and they were confident that staff would protect their child from harm. Comments from parents included:

- "My child is happy, relaxed and confident in nursery and has very positive relationships with the lovely staff."
- "Nursery is fantastic. We looked at another nursery and just felt staff allowed children to play here. Our child loves it and staff have helped her learn to share. We're really happy with our choice. The outdoor area is great."
- "Very happy with the nursery. My child has been well supported as he moved through the nursery rooms."

- "I really like the summaries as I have a chance to discuss next steps with the keyworker."
- "My daughter loves nursery. She has been enjoying experiencing new things and particularly enjoys helping in the garden, planting seeds and watching them grow. Staff have been very supportive during potty training." This parent also wrote about their older child who was moving onto school. They wrote, "Staff have taken such wonderful care of my child since he started. Over the last year, he has grown up so much thanks to the responsibility the staff have given him, meaning he is more than ready for his new challenge. I would have no hesitation in recommending this nursery. It's great."

We also spoke with most children during the inspection. We observed that the majority of children were happy and settled, and where children were still settling into nursery, they were being supported well with their buddy and staff. Children enjoyed imaginative role play and making dens, as well as arts and crafts, reading, and playing in the garden. Comments from children included:

- "I like to paint."
- "I like nursery."
- "I like playing shiny crab in the garden. I'll show you how to play it."
- "I like playing with the small world."
- "My favourite is dressing up."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. Management and staff had devised a development plan based on areas for development highlighted from staff, parents, and management audits. We saw that this was relevant and that improvements had been made or planned.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 4 - Good |

What the service does well

The ethos in the nursery was respectful, caring and friendly. Children were warmly welcomed and readily shared information from home with staff. Partnerships with parents were very good, and it was clear that staff listened to children and their families when planning care and support. Floorbooks reflected children's involvement in planning, and children enjoyed talking to us about past and current learning topics. This meant that they were engaged in their own learning and motivated to practise new skills. Personal plans were in place for all children and it was clear that parents were involved in planning their child's care and support.

A strength of the nursery was the staff team. They worked well together and the atmosphere in the nursery rooms was happy. This helped children understand positive relationships and we saw that children were managing conflict and had a very good understanding of what was "fair". They understood rules and how these could keep them safe as well as showing respect for their peers. Since the last inspection, staff had visited other

nurseries and as a result had introduced some nurture areas which we saw were used well. They were using the publication Building the Ambition effectively to support these changes.

Staff were working with parents to ensure healthy snacks and lunches were provided. They did this through wall displays and including healthy recipes within newsletters. Children had a good understanding of what healthy eating was. We saw that lunch and snack times were sociable and enjoyable for the majority of children. One parent told us about the additional responsibilities her child was given to help him prepare for school. These included setting tables for lunch and playing an active role in designing the new house corner. They said these worked well and helped make her child feel valued in nursery. We saw that almost all children were confident and happy at nursery.

To help continue the ethos of respect in the nursery, some staff had completed training to help them support families whose first language was not English. To further support this, the nursery provided books in other languages for children and added to these from the local library. Staff training on Schemas (what most children do to help them organise and interpret information), Creative Music, and Outdoors including Loose Parts Play was helping motivate staff to plan exciting and new learning opportunities for children across the nursery.

Although the manager was absent during this inspection, we noted that senior staff had continued to carry out audits and observations to ensure the quality of the nursery was not affected. All staff engaged positively with the inspection process and eagerly took on board our suggestions for improvement. They were familiar with current publications around best practice in childcare and were using these effectively to identify and make further improvements in the nursery.

What the service could do better

Staff observations and tracking could be improved as next steps were not always clear. Although this information was included in children's personal plans, the plans generally could be more specific to ensure they set out how staff were meeting each child's health, welfare and safety needs.

Not all staff were using appropriate skills to help children's language and thinking develop. For example, we observed some incidents where staff could have intervened to help children further develop skills they were using around measuring and sharing.

Although audits, evaluations and improvement plans were in place, many of these were at an early stage. It was not clear how these were followed up as there was no specific action identified or timescales to carry out a further audit to evaluate change.

We noted that although infectious illnesses were recorded, the audits in place did not highlight where these may need to be notified to the Care Inspectorate.

Although we did not include the environment theme at this inspection, we noted that some toys and equipment were broken, pieces missing and looked past its best. The nursery generally would benefit from redecoration to help reflect the service provided.

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 |
|-------------|-------------|--|
| 19 Jul 2016 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed |
| 14 Aug 2014 | Unannounced | Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good |
| 19 Dec 2012 | Unannounced | Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good |
| 22 Mar 2012 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed |
| 1 Feb 2011 | Unannounced | Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed |
| 27 Jan 2010 | Unannounced | Care and support 4 - Good |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | Not assessed |
| 26 Mar 2009 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |

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