

Wellgreen Nursery Day Care of Children

Wellgreen Place
Stirling
FK8 2DY

Telephone: 01786 447217

Type of inspection:

Unannounced

Completed on:

5 July 2018

Service provided by:

Stirling Council

Service provider number:

SP2003002689

Service no:

CS2003043688

About the service

The service registered with the Care Inspectorate in April 2011.

Wellgreen Nursery is registered to provide a care service to a maximum of 34 children aged from two years to those attending primary school, of whom no more than 10 are under two years and of whom no more than eight are attending primary school. They aim to work very closely with family members to ensure that each child's learning experience in Wellgreen is extended based on strong family links and open communication. In addition, they aim to deliver a curriculum that meets the needs of all children and extends learning development in a play environment.

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.

What people told us

Children were very confident, happy and played well together, sharing and taking turns in a fun and exciting setting. They explored the environment freely and with ever increasing confidence, showing they felt safe and secure in the care of the educators who looked after them. Nurturing, trusting and positive relationships between staff, children and families were at the heart of the service and this created a welcoming and inclusive ethos for all. Children told us:

"I love to play in the house corner because I can walk the baby to sleep."

"I learned how to hop."

"My mummy says I'm very good at learning."

We sent out Care Standards Questionnaires before we visited the service. Parents were very happy with the service their children received, especially the support they received when their children required additional support. They told us:

"My daughter loves this nursery and has thrived here... I would highly recommend the nursery to others."

"I couldn't ask for a better nursery for my son. Since starting at Wellgreen, my son has gained so much confidence and his needs have always been met. Staff have not just helped my son but also helped and supported me. I couldn't thank the staff enough for welcoming me and my son into the nursery."

"I would like to know about my child's learning and see some of my child's learning recorded."

"My child is well cared for and I am updated after every session about what she has been doing, anything new she tries, any new achievements and how she has been mood wise. My child was not happy for a while due to separation anxiety but the staff worked with her to find ways to make her feel comfortable and within a few weeks she was happy to go to nursery, looked forward to telling staff what she had been doing away from nursery and was excited to go and see what they would be doing on her session."

"My daughter very much enjoys her time at nursery - she has developed positive relationships with staff and has formed friendships with a couple of children who attend on the same days as she does. Staff are very friendly and welcoming at drop-off and pick-up and regularly share information about the activities and experiences that my daughter has been involved in. Communication, overall, has been excellent - both informally, on a day-to-day basis and more formally through parent afternoons, emails and the nursery information board. Staff go out of their way to listen to concerns and issues and have been very supportive of my daughter's learning and general wellbeing."

"As a result of my experiences of this service, I have recommended it to friends at the point they were considering nursery provision. I am confident that Wellgreen will continue to offer my children a safe, nurturing environment and experience. They are supportive to us as parents, offering flexibility where required (if possible) to ensure our children's needs are met."

"Wellgreen is a fantastic environment for my child to play and learn in. He has always been happy there. There is a lovely calm atmosphere at the nursery and he is thriving with his pre-school learning mostly due to the opportunities for learning within Wellgreen. As a parent, I have full confidence in the staff... They have proven themselves to be reassuring, thoughtful and great problem solvers over the years we have been at Wellgreen."

"We are very pleased with the opportunities our child has at Wellgreen. The outdoor space is a particular point to note as our child loves being outside and the outdoor learning at Wellgreen has been/is great. Our child has developed in areas such as literacy and numeracy and is also enjoying learning about routines at nursery and health and wellbeing which reflects the holistic approach of the staff. Our child always looks forward to going to Wellgreen and as parents we feel very supported by the team."

"Wellgreen Nursery provide fully person-centred care and work to bring out the best in every child."

We also sent questionnaires for staff to complete before our inspection. They told us that they felt well supported and received appropriate training to care for the children in their care. Their comments included:

"I feel part of a supportive and motivated staff team. I have been given various opportunities to better my practice and skills through training. All staff are committed to providing a warm, welcoming, nurturing and inspiring environment for children to learn. We recognise every child as an individual and celebrate their achievements and learning. This service promotes an open door policy where we encourage families to be part of their children's learning."

"The staff are very welcoming and friendly. I feel very supported by all staff and management. Staff will regularly ask how I am getting on and will provide me with help if needed. My opinion is valued within the setting and staff are using the skills I have to help benefit the setting and children's learning and development. The staff team have had various managers over the last few years, however, they are an extremely hard working and dedicated team that embrace these changes and consistently ensure that they are providing the best service for all users, children and families."

"I feel (like) a very valued member of such a positive team... I have been provided with a range of training opportunities related to the practice and have been supported in developing my knowledge and skills to provide the best quality of early learning and childcare for our children and their families i.e. PDA and BA in Childhood Practice... This setting provides good support to service users with each individual child and their families' needs being at the centre."

We also gained feedback from other agencies who work closely with the service on a regular basis. They said:

"Wellgreen appear to encompass a good working knowledge of Getting it Right for Every Child and implement this into the everyday care of their young children."

"I would say Wellgreen Nursery is very successful. Welcoming approach by all staff. There is a 'nurturing' feeling about the nursery. In my experience, parents are listened to and included."

"Wellgreen Nursery have an exemplary approach at working as a team and at all times having a child centred approach to ensuring wellbeing, equality and inclusion. Support strategies and new approaches are quickly implemented and carefully evaluated. I believe Wellgreen Nursery should share their approaches with other early years settings."

We were pleased to see a variety of positive feedback from a range of people involved in the service, showing how they are being meaningfully included in the life of the nursery.

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.

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

Children were very happy, confident and articulate, playing freely and excitedly with their friends and educators. There was a great sense of fun and laughter in the setting and it was clear that trusting, warm and nurturing relationships had been built between children, staff and families alike. The uninhibited and joyful interactions between staff and children created an environment of compassionate and respectful care alongside a welcoming and inclusive ethos for all. In addition, these interactions encouraged children to learn new things and the enabling attitude of the team towards children's development was evident throughout. Everyone in the service was encouraged to have high expectations of what children and families could achieve and this supported staff to challenge children's thinking and foster their independence.

A strong ethos of the importance of play in children's development ensured that there was a wide variety of experiences to support their learning and development. Recent changes to the environment were giving children further opportunities to be challenged and engage in creative and imaginative play. In addition, we saw very good examples of risky and physical play outdoors, where educators had recognised the need to increase the level of challenge for children and help them to achieve their potential in active play. This reflective approach towards children's play was ensuring they were achieving and also helped the staff team to renew children's enthusiasm for learning on a regular basis.

Each child was recognised as an individual with unique capabilities and personalities. The use of child led planning approaches showed each practitioner's understanding that children are experts in their own experiences. In addition, staff spoke fondly of the ways they were able to support children and work closely with them to develop their own learning journey. They used effective strategies to target support for children, whether this was to meet a particular need or challenge their potential. Their work with a wide range of other organisations enhanced the consistency and continuity of care each child and their family received in the service. All practitioners were very respectful of children and families' needs, wishes and choices when planning for significant learning and development, including transitions into nursery as well as onto school. This helped children to feel respected, valued, safe and secure throughout their time in the setting.

The staff in the service were committed, dedicated, professional and proactive in their approaches to early learning and childcare. They had worked well as a team through a period of change, continuing to maintain and improve on the quality of care and support they provided. The use of research, guidance and best practice gave them the ability to drive improvement in an informed way, which showed a measured impact on outcomes for children and families. This approach contributed to a learning culture where knowledgeable, skilled and reflective practitioners were respected and valued for their key skills and attributes. In addition, their abilities, training and motivation was being shared more widely within the local authority, allowing the team to share their practice and impact on children who they do not directly care for. This practice was supporting them to be confident and competent in their roles and had the potential to support innovation in the future.

What the service could do better

The areas for improvement which have been identified in this inspection had already been recognised by the staff team in the service. We supported the service's plans to develop these further as their priorities for improvement over the coming year. We were confident that the leadership of the new management team would ensure continued improvement in the service in line with best practice.

The service were in the process of renewing the vision, values and ethos of the setting in line with recent evidence, research and best practice. They were at the early stages of agreeing their own values and expectations as a team and were working on developing this with children and families over the coming months. We asked that the service consider families' needs, wishes and choices at home when developing this ethos and vision, for example, support with toilet training or sleep routines. Taking account of the unique context and community that the service supports will help the service to be even more targeted in their ability to improve outcomes for children and families, creating a spirit of genuine partnership throughout the setting.

We also found that children's learning, development and progress could be more effectively shared and communicated in their individual Personal Learning Journeys. A new system was in the process of being introduced to show progress towards individual significant learning and we could see the potential of this approach in supporting children to achieve. We asked that the service monitor and evaluate this approach and this will be considered at our next inspection.

We also found that the newly appointed manager wished to further enhance the individualised approaches to children's learning and development, committing one to one time with staff to discuss children in their key group. We discussed how this would further improve the very good practice in meeting children's needs, wishes and choices and agreed this could impact positively on children's outcomes. The dedication to recognising and improving individual care showed a very good understanding of how the service could improve and we were satisfied that children and families would be well supported as a result of this intervention.

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
15 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
29 May 2014	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
12 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
29 Jan 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Feb 2009	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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