

Mulberry Bush Montessori Day Care of Children

20 Teviot Street
Yorkhill
Glasgow
G3 8PQ

Telephone: 0141 337 6543

Type of inspection:

Unannounced

Completed on:

28 August 2018

Service provided by:

Mulberry Bush Montessori Limited

Service provider number:

SP2003001127

Service no:

CS2003039173

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is registered to provide early learning and childcare to a maximum of:

- 12 children aged under 1 year
- 20 children aged 1-2 years
- 20 children aged 2 to under 3 years
- 45 children aged 3 years to not attending primary school.

The service is provided from a detached building in the Yorkhill area of Glasgow. The service is close to main roads, bus and train routes, local shops and parks. Playrooms are situated around an open play space in the centre of the building. There is also an outdoor play area.

The service aims: "to develop your child's independence and to enhance self confidence and respect for others, not only in preparation for starting school, but for the rest of their lives, develop your child's beautiful and full potential, ensure your child's interaction with their peer group and other children as well as staff.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children. The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI'.

What people told us

We observed all age groups of children during the inspection. Children were involved in play, both indoors and outdoors. The majority of children were observed to be happy and content in the care of staff. A small number of young children were settling in the service and staff responded well to comfort them.

We observed younger children interacting with staff who were caring and responsive. Older children were confident and chatty. They enjoyed opportunities to play and lead their learning and build friendships with their peers.

We received 15 returned care standards questionnaires from the 40 questionnaires we distributed before the inspection. Parents were very happy overall with the quality of care their child received at the service and felt that they had been involved in developing the service for example, asking for ideas and feedback.

Written comments from parents/carers were very positive with regards to the quality of care and support, staffing and environment.

Comments included:

"The nursery is great - my son loves going in and doesn't want to leave at the end of the day. My son has come on leaps and bounds since starting - he's now a confident walker, very sociable and has made lots of friends. I trust staff 100% and they often offer me sound advice too which I love - they genuinely care about the kids. I would recommend it to anyone".

"Mulberry Bush has helped develop our daughter into a strong, caring and confident child. The learning she has undertaken there is very impressive. There is a good mix of work, play and learn through play".

"Our child was previously in another nursery which was not as well run, staff as well trained or activities as well structured. The difference in our child's development has been markedly improved in the last year".

"Not only do we think Mulberry Bush is a wonderful place for children, we would recommend it without hesitation and are thrilled with how much our children enjoy the nursery".

"My son started nursery at the Montessori when he was 9 months. He suffered from terrible reflux as a young baby and we had many challenges with feeding. I cannot praise the team enough in the baby pod, they were incredibly supportive and patient and helped me and my son through a difficult time".

"The staff know each individual child so well, they immediately know if there is something wrong, like an illness. They are exemplary in their care of my daughter and she is happy and confident at nursery".

"Although our daughter has only attended the nursery for two months, we have already noticed a great leap forward in terms of her confidence and social skills. Our older daughter attended Mulberry Bush for three years and we were always impressed by the commitment and care shown by the staff working there. We had no hesitation in signing up our younger daughter to attend Mulberry Bush".

We received one parent questionnaire that raised a personal concern about the service. However, as there were no contact details recorded on the questionnaire we could not discuss this with the parent.

Children we spoke with commented:

"It's cold outside today"

"I'm helping to set the table"

"I'm listening to the story"

"I'm singing happy birthday to my friend".

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 the provision within the service.

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	5 - Very Good

What the service does well

The quality of care and support in the service was very good.

Care was provided by well trained staff who were skilled and experienced. This enabled them to provide child centred, responsive care to children. Children benefitted greatly from this. Staff supported children to lead their play and learn at their own pace and make choices and decisions.

The manager and staff were highly motivated, professional and informed. Their involvement in daily professional dialogue, observations of children and communication/consultation with parents and children promoted an inclusive and reflective approach to care and learning.

Personal plans for children were very well documented and demonstrated that staff had very good knowledge of children and their families. This practice supported very positive outcomes for children.

Staff had a sound understanding of how to protect and safeguard children. A robust child protection policy and procedure was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection.

Staff provided a warm, nurturing, productive environment for children. We observed children actively engaged in outdoor play, facilitated by resources that staff had introduced in response to children's curiosity and desire to experiment. Children were motivated and excited by an environment that was rich in opportunities for active and energetic play.

The staff team was lead by a conscientious manager who promoted a culture of reflection and self improvement. Staff had begun to use 'How good is our early learning and childcare', a self evaluation framework, to inform their improvement journey. They had a very good knowledge of national curricular guidance and used this to think about how best to support children's learning and development.

The staff team was strong and cohesive, supported by an effective senior management structure. Staff were empowered by opportunities to lead and share responsibility and decision making. Staff we spoke with told us they enjoyed working in the service and felt well supported. The manager stated that the provider was dependable, supportive and committed to developing the service.

What the service could do better

The service should continue to take forward the priorities identified in their improvement plan. They should also continue to positively address the current challenging recruitment situation that was discussed during the inspection.

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	
21 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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