

Rising Stars Westerhouse Road Day Care of Children

Glasgow Kelvin College
1200 Westerhouse Road
Glasgow
G34 9HZ

Telephone: 0141 588 1596

Type of inspection:

Unannounced

Completed on:

27 August 2018

Service provided by:

Jobs and Business Glasgow

Service provider number:

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Service no:

CS2011285815

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

This service has been registered since 19 September 2011.

It is registered to provide a care service to a maximum of 15 children up to 2 years of age.

The service is provided by Jobs and Business Glasgow and is located on the ground floor of Kelvin College in the Easterhouse area of Glasgow. The nursery provides an early learning and childcare service for parents attending the college and local working parents.

The nursery has its own secure door entry system. The accommodation comprises an open plan play room with direct access to a fully enclosed outdoor play area. There are also toilets, nappy changing room, laundry room, milk kitchen and office.

Rising Stars Westerhouse Road has a vision to - 'value and respect children, carers and families and recognise that they have a right to have their opinions heard, valued and acted upon. We recognise all children as individuals with differing needs. We provide a relaxed fun learning environment.'

The service aims are 'to create a positive ethos, provide a safe, secure and nurturing environment that is full of opportunities for children to explore, create and follow their own particular interests. Make learning fun, offer inclusive learning opportunities for all through a responsive balanced curriculum'.

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

There were ten children present during our inspection plus three on settling visits over different periods. The children were all aged under two years and not able to fully articulate their views. We could see that the children were happy and contented as they confidently explored the playroom and enjoyed activities offered to them by staff. We observed sensitive and nurturing relationships between the staff and children, where children were able to communicate their needs.

We distributed five questionnaires to parents/carers and four were returned, completed, prior to our inspection. All respondents reported a high level of satisfaction with the service. We observed the positive and respectful interactions between staff and parents/carers as they brought their child to nursery or picked them up. Staff used these times to share information about children that ensured continuity in their care. Parents' written comments within their questionnaires included:

"This is a very good nursery. All girls are great and my daughter loves going to this nursery."

"I cannot praise the girls enough, they have treated my son and other children at their nursery like family while remaining professional."

"The staff are very happy, caring and loving with my daughter. She has excelled in this nursery and is thriving. The girls keep me informed on a day-to-day basis of my daughter's activities for the day, food, naps and general wellbeing. I don't need to put my daughter into this nursery, I choose to. Note only downside is the outside area, members of the public can access this. I know the girls try to stop this but they need something done about it."

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 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

We found that staff were very responsive to children's needs, naturally giving cuddles, encouragement and praise. Personalised planning was a priority for the service and we could see that children's profiles linked well to the national Pre-Birth to Three guidance as well as the GIRFEC wellbeing indicators. Staff were using their observations of children to help identify paths of potential development and to support children to achieve these. Staff ensured that plans were reviewed with parents/carers at least every six months, depending on the individual needs of the child. The new format of personal plans had been introduced to families at a parents' evening so that they understood how the service delivered positive outcomes for their child. This made it more likely that everyone worked together, sharing information to ensure each child reached their full potential.

We particularly liked the care cards that were discretely displayed and provided staff with an overview of children's individual needs. For example their home routines and comforters. This practice contributed to children feeling respected, nurtured and included.

The service provider followed clear procedures to ensure safe recruitment of new staff. This meant children were being cared for by staff who were suitably qualified and fit for the role in which they were working. There was a rolling programme of child protection training for all staff and staff we spoke to were confident that they knew how to act on any concerns for children's welfare and safety. This provided reassurance for families that children were safeguarded.

Management and staff were using 'Building the Ambition' to evaluate the impact of their practice on the quality of children's experiences and learning. Building the Ambition is the Scottish Government's national practice guidance on Early Learning and Childcare linked to the Children and Young People (Scotland) Act 2014. Staff told us that they felt very supported by the new peripatetic management team.

Staff met regularly as a team for self evaluation activities as well as for professional development opportunities. For example two members of staff were registered for professional development awards in leadership and management. Each member of staff had leadership responsibility for one of the service areas for development. All of this was explained in a big book, which outlined the service improvement plan, a previous recommendation that was now met. The improvement plan took account of national priorities for early learning and childcare, such as leadership as well as areas for improvement that had been identified by staff in consultation with families.

What the service could do better

We encouraged the management team to monitor the different elements of children's personal plans to ensure the content is meaningful and current. We acknowledged that it was the beginning of a new term with children settling however, ensuring core information is in place from the outset will support children's health, wellbeing and safety. Base line information can then be supplemented as children settle in to a regular attendance pattern.

Whilst children enjoyed a range of quality experiences we felt the pace of the day could be improved to offer more breadth. For example on the day of our visit no outdoor experiences were offered and we observed that several children would have benefited from more opportunities for energetic activity. We asked management to monitor children's access to outdoor play to ensure that all children participated in outdoor play on a regular basis.

The service medication policy and systems followed our good practice guidance- Management of medication in daycare of children and childminding services (2014). However we considered that the management of medication could be improved. For example each child's medication should be stored separately in an individual container that is clearly labelled with their name and date of birth. The management team agreed to address this immediately by reverting to a storage cupboard that would have more space for children's individual containers, when needed.

The service provider should continue to work with the management team to consolidate and embed the peripatetic management arrangement. For example ensuring that roles and responsibilities are clearly defined and understood by staff and families as well as the individual managers.

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	
7 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Oct 2012	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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