About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available 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 provider of this service is North Lanarkshire Council. Glengowan Primary Nursery Class is situated within the village of Caldercruix in North Lanarkshire. It is currently registered to provide early learning and childcare to a maximum of 40 children, aged three years to those not yet attending primary school, term time only.

The service will comply with the following staffing ratios:

Children aged three and over 1:8. Where children aged three and over attend facilities providing day care for a session which is less than a continuous period of four hours in any day, the adult:child ratio may be 1:10 providing individual children do not attend more than one session per day. The manager is not included in the above ratios. A minimum of two adults must be present at all times.

The school gymnasium, audio-visual room and GP room may be used by the nursery children.

The head teacher of the school is the named manager of the service. The nursery is provided from one large open plan playroom. Children’s toilet facilities are located within the playroom. There is an entrance hallway and cloakroom area. There are two outdoor play areas, one paved and one grassed both accessible from the playroom. There is an enclosed outdoor area accessible from the playroom.

The service aims include the following information: “Welcoming parents into the school and nursery, encouraging partnership working and giving them opportunities for involvement in their child’s learning.”

A full statement of aims and objectives is available within the policy handbook.

We assessed the quality of care and support and how self-evaluation was used to support improvements at this inspection.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that 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. 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.

We compiled this report following an unannounced inspection which took place on Wednesday, 12 September 2018. We gave feedback to the head teacher and principal teacher at the end of the inspection. This inspection was carried out by one inspector.

During the inspection we spoke with many of the children, parents/carers, staff and management team.
We asked the service to distribute 29 care standards questionnaires to parents/carers on our behalf. Sixteen were completed and returned to us prior to the inspection taking place. We also received four completed questionnaires from staff.

**What people told us**

There were a total of 33 children present during the inspection.

During our visit many children had returned from summer break and were happy to return to nursery. Some children had just started nursery and were settling well. Children experienced a warm welcome from caring, kind staff and clearly enjoyed coming together with their friends. The children had fun and enjoyed the range of activities on offer both indoors and outside.

Children’s comments included:

“I’m a big girl.”

“This is my friend.”

“We have new children in the nursery”

“These are strawberries, do you like strawberries?”

We spoke with three parents/carers during our visit. They spoke positively about their child’s nursery experience and shared specific examples of the personal support their child had received from staff. They described confident children who had developed special friendships in nursery. They were confident in the care provided by “caring, professional and friendly” staff and felt they could approach them with any queries. They felt valued and fully involved in the service. Parents/carers who had used the service over many years spoke positively about the many changes that had taken place and the benefits to their children’s learning and development.

Parents/carers who completed the care standards questionnaires strongly agreed/agreed with all statements. These related to the quality of care and support, environment, staffing and management and leadership. Some parents/carers didn’t know about some aspects of practice. These included: use of resources within the community; opportunities for children to sleep or rest; confidentiality about written information and staff protecting their children. We discussed these areas with the head teacher. Arrangements were made to address them.

Parents’ comments included:

“Excellent nursery, staff are very professional and approachable. Have the children’s best interest always in mind. The management team are also visible and available.”

“The staff at Glengowan are all very professional but at the same time nice and friendly. They make you feel at ease when leaving an upset child, knowing they will be fine in five minutes because they are in great hands. Now my child loves going to nursery. They enjoy the very wide range of tasks and activities provided. As a family we also love the fact that the staff put on a wide range of workshops and different activities that you are able to take part in with them. We especially loved the “play date.” It’s also great that we get to see our child’s progress and advance with numeracy and writing. The update meeting and progress report folder is fantastic, gives you an insight to your child’s capabilities, people skills and overall development.”
“Fantastic nursery and staff. Couldn’t ask for a better place for my child to staff her education. Would highly recommend to anyone.”

“This is the second child I have placed in Glengowan Nursery and honestly is the best nursery with the best staff. I have never had an issue with them and they always appear happy and caring.”

“My child has come on leaps and bounds during their time at the nursery. This is a credit to the staff. They are always looking forward to going to nursery. They have a great bond with their teachers and always have great things to say about them. I am very glad I chose Glengowan for my child.”

“The nursery provides my child with varied learning experiences. They are encouraged to engage in play activities inside and outside the nursery. I like the variety of healthy snacks on offer and very pleased with how the staff keep me up to date with my child’s progress.”

“The nursery is fantastic. My oldest child who attended the nursery is now in primary one, is doing extremely well in school and I believe the teachers played a massive part in this. by getting them ready for school. My youngest child is in the nursery just now and is doing great and loves going every day.”

“Glengowan Nursery school is a fantastic place for all the children. My child has developed so quickly with the activities on offer and especially likes the chick eggs hatching and watching them grow. Lovely staff who are always willing to help.”

“Excellent nursery! I can’t praise the staff enough for their dedication and hard work throughout the year. The children thrive under the leadership of the head teacher and her staff. They are all caring, approachable and friendly individuals.”

“I cannot recommend this nursery provision strongly enough. There is a very nurturing, safe and inclusive approach from all the staff. The needs of my children have always been met in a holistic manner and I trust that they are getting it right. We are consulted and updated regularly. I feel that parental engagement is a strength. The nursery playroom is consistently clean and resourced for all children’s interests. I am confident that my child is being cared for and engaged to a very high standard and have no concerns about their early learning. Glengowan certainly is one of the best places to build skills. Thank you to all staff.”

“Brilliant nursery which both my children have enjoyed greatly. Lovely staff.”

“Thank you to each and every one of the staff at Glengowan Nursery and School. It really is a pleasure taking my child to nursery. They had a very happy and positive experience while attending and I would highly recommend it. The teachers are so nice, welcoming and show a great deal of care and support to all children and parents. it’s so refreshing to see how happy the nursery makes my child. It gives me confidence when leaving them.

The nursery itself is so bright and fun and they have a fantastic range of activities planned each day which keeps my child engaged and entertained. They really know how to stimulate the children’s learning while making it lots of fun. I like the fact we are constantly kept up to date with what’s going on in the nursery through their newsletter and twitter page, its amazing, it really makes me personally feel part of it. The staff are the best I have come by they truly are amazing and I can’t put into words just how much I really appreciate them. They love their job and all the kids. This is the best nursery I have every come to, wish my older children could have attended.”
Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed their own improvement plans and quality assurance procedures to determine their priorities for development and how they were monitoring the quality of provision in 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

Children continued to receive a very good quality of care and support in this service. Management and staff had created a very positive, inclusive, nurturing ethos with children and families placed at the heart of everything they do.

Transition programmes were comprehensive, well planned and effective. They supported children and their families to make very positive and successful transitions from home to nursery and nursery to school.

Both new and returning children had settled well and were confident in the setting. They had fun and enjoyed playing with their friends. Children were engaged in their play and activities were well planned to take account of their interests and learning needs. Children independently accessed, or were well supported to access, all areas of the nursery. The playroom and outdoor areas were set out well to promote children’s choice and independence. These nurturing approaches supported children’s wellbeing including the right to play.

Staff valued and respected children and families and knew them very well. Meaningful and trusting relationships had been established with parents/carers. Children’s wellbeing was supported through the effective use of their personal plan which was tailored to meet their individual needs. Staff used very successful ways, to involve parents/carers in their child’s care and keep them informed of their learning and progress. This was further supported by high quality opportunities, to help parents/carers support and extend their children’s learning at home.

Where children required additional support, staff worked effectively with partner agencies. This ensured children benefited from the right support at the right time to achieve their potential.

Staff told us they understood the service’s child protection procedures. They had participated in formal training on child protection matters and in-house sessions to refresh their knowledge annually. This supported them to keep children safe and protected. Details of child protection procedures were displayed for parents/carers and visitors information.

The head teacher provided strong leadership and was a positive role model for staff. She was hard working and focused with a clear vision of the future of the nursery. She was well respected by staff and they reported feeling supported personally and professionally.
Her leadership skills had impacted very well on fostering the ability of staff as reflective practitioners. As a team, they reflect very well together and used these reflections to bring about positive change to children and families.

The staff team confidently shared with us examples of how their reflective practice and opportunities to take forward meaningful initiatives, supported positive outcomes for children and families. These practices assisted them to plan high quality experiences with strong connections between the needs, interests and abilities of individual children. These approaches ensured children had opportunities to build relationships, develop social skills, confidence and self-esteem through a balance of organised and freely chosen play experiences.

The service’s improvement plan set out clear, relevant priorities for the service. Management and staff used ‘How Good is our Early Learning and Childcare’ and ‘Building the Ambition’ to strengthen self-evaluation practice in the setting. Regular meetings with staff enabled them to reflect on, and further develop practice. This supported them to maintain high standards and identify where improvements were needed. As a consequence, a reviewed format of children’s plans had been developed and implemented. Additional physical activities were offered for children when in the woodland area.

Staff were strongly committed to their professional development. They had accessed a wide range of learning and training to support positive outcomes for children and families. They had a strong depth of knowledge of children’s developmental stages and learning needs, which resulted in children being well supported to achieve their potential.

The service provided children and parents/carers with very good opportunities to provide feedback on the service. Throughout our visit staff were responsive to children’s ideas and suggestions and we could see from consultations how their views had influenced how they spend their time at nursery.

Management and staff responded positively to our suggestions for some additional information to be considered when recording evidence of progress/impact of improvements achieved.

**What the service could do better**

There were no significant areas for improvement identified during this inspection visit. Through our discussions with the head teacher, we feel she and staff are well placed to make further progress on the areas they had identified in their improvement plan.

**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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Sep 2015</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 5 - Very good</td>
</tr>
<tr>
<td>18 Sep 2012</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 5 - Very good</td>
</tr>
<tr>
<td>20 Nov 2008</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 4 - Good</td>
</tr>
</tbody>
</table>
This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

تَا اِمْلَؤُ تَهْلِكَانِ ِذَلِكَ، وَيَمُيدُ عْلَيْهَا وَيَلْهَأْنُهَا تَحْيَا تَالْتُمِيْنَ.

स्नातकों से मान्यता पा रहे हैं।

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

このリポートは他言語で提供できます。

This report is available in other languages and formats on request.

 ההשתלünkב נטועות בילות ודוגמאות אחרות عندطلب.