

Cart Mill Family Centre Day Care of Children

Newford Grove
Clarkston
Glasgow
G76 8QZ

Telephone: 0141 570 7560

Type of inspection:

Unannounced

Completed on:

6 June 2018

Service provided by:

East Renfrewshire Council

Service provider number:

SP2003003372

Service no:

CS2015338505

About the service

This service registered with the Care Inspectorate on 14 August 2015.

Cart Mill Family Centre offers early learning and childcare to children from aged two to primary school age. The service is provided by East Renfrewshire Council.

The centre is registered to provide a care service to a maximum of 110 children aged from 2 years to those not yet attending primary school, of whom a maximum of 20 will be 2 to 3 years only. It operates Monday to Friday, 08:00 to 18:00, 52 weeks of the year. Children attend on a part-time or full-time basis.

The centre is located within newly built premises in Clarkston, Glasgow. The accommodation comprises of a small playroom for children age 2 - 3 years and a larger playroom for those aged 3 - 5 years. The larger playroom is partially separated into two areas which offer children different experiences. There is direct access to an enclosed outdoor area from both playrooms. Children can move freely between the two areas.

The aims of the centre include:

- To provide safe, secure, healthy and stimulating learning environments.
- Promote each child's self esteem and encourage positive attitudes towards themselves and others.
- Foster genuine partnership with parents and carers.
- Use the outdoor space to extend and enrich children's learning.

What people told us

Almost all of the children were happy and settled in the centre. Some younger children were being offered reassurance by caring staff as they became familiar with the new environment.

We received 23 care standards questionnaires from parents of children attending the centre. Their responses showed that they were very happy with the quality of care their child received in the centre.

'Cartmill is an excellent nursery, there are some particularly excellent members of staff that take from being just a nursery to a family centre, that take a genuine interest in siblings and helping parents too.'

'As it becomes busier I feel that more of a presence of the management/senior staff should be introduced.'

'The nursery has a "child-led" policy which is very positive in lots of ways, however for my child this has not been a good fit, he has always been happy to play alone and so does not involve himself in group activities in the nursery. I feel he is left to do what he wants so much that he missed out on fundamental learning and development opportunities.'

'We are delighted with the care our son has received.'

'Friendly, welcoming environment. Always feel well informed. Although professional, staff are always open to chat and answer any questions. My girls love their time at Cart Mill.'

'I am very happy with my daughter's learning. She is happy and stimulated and her learning is progressing well. All the staff are friendly, caring and my daughter is very settled.'

'Cart Mill Family Centre is well run with very talented people who are friendly and energetic. We are very happy with the care facility.'

'Cannot fault the staff - very professional and friendly.'

'The nursery building is excellent - open plan with plenty of room for the children to play and learn.'

'Overall, staff at Cart Mill provide a well-balanced service for the children. They provide many extra services to help engage more of the families such as Bookbug, Baby Massage, coffee mornings. This has been a great way to meet other parents and get to know the staff more.'

'They [staff] seem to know the children very well and it's obvious that the children are comfortable with the staff, including the wraparound care which do a great job. The service is spotlessly clean and even during the snow the janitor made all the paths clear. Excellent job.'

'We are absolutely delighted with the level of support received at Cart Mill. Our son has some additional needs and everyone has been extremely pro-active in learning new skills like Makaton and developing specific activities to support. As a result, our son is thriving at nursery and we could not be happier.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance paperwork. These demonstrated the priorities for development and how the service was monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

The centre was committed to supporting the individual needs of children attending. A key worker system was in place to help offer continuity of care to children.

Older children were confident and settled in the centre. Some younger children were being supported by a caring staff group as they became familiar with the new environment. All children benefitted from strong transition plans which included home visits prior to starting, sensitive arrangements for younger children moving up and tailored plans for children who may need support moving on.

Staff tracked children's progress and achievements, recording them in individual learning journals. Plans were in place to introduce a new format where children could be involved in recording their own learning.

A strength of the service was the support given to individual children. This included working closely with families, external agencies and other provisions children may attend. In addition, we saw that staff implemented different strategies to offer further support when appropriate. For example, the use of visual prompts and Makaton to augment children's communication. A permanent staff team was now in place following a period of change. We found a strong team with a shared commitment to providing the highest quality of care for children.

Staff had a clear understanding of best practice that underpinned their work and supported positive outcomes for children and families. This included best practice documents such as My World Outdoors, Building the Ambition and Loose Parts Play.

Through speaking with staff members, we learned that they were taking responsibility for their continued professional development. And, as part of a team, were sharing the impact that training had on their practice and outcomes for children. Staff were supported by the manager through regular meetings and the Professional Development and Review system.

The service was committed to outdoor learning and the benefits to children. They followed a risk benefit model which meant that children had continual access to the outdoor area and a wide range of valuable experiences. Children of all ages were able to move freely between the indoor and outdoor environment. Younger children explored the natural resources while older children were offered challenges and learned about managing risk. In addition, children visited a nearby wooded area as part of the Forest Schools programme. The staff group was keen to develop this further through leadership training.

We looked at medication within the nursery and found suitable procedures in place. In addition to routine medicines, staff supported children with emergency medicines and more complex medical needs.

What the service could do better

During the inspection, we looked at all staff involved in caring for children. While we have identified the strengths of the core staff team, we were concerned about the use of wraparound staff at the beginning and end of the nursery day and also during lunchtime. In particular, the impact of this on the continuity of care for children.

We acknowledged that the centre manager worked hard to mitigate this by having a regular group of staff, where possible, and also by providing induction training and support.

We saw that families who arrived early were welcomed by members of the wraparound staff. As a result, families may not have been able to share important information with their child's key worker. The provider should consider how they can support continuity of care for children and communication with parents, through a consistent staff group. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should review the staff structure within the service with a view to offering continuity to children.

This is to demonstrate the Health and Social Care Standards, My support, my life, which state:

4.16 I am supported and cared for by people I know so that I experience consistency and continuity.

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	
26 Jul 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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