

Castlehill Nursery Centre Day Care of Children

Castlehill Primary School
Rosslyn Road
Bearsden
Glasgow
G61 4DL

Telephone: 0141 955 2215

Type of inspection:

Unannounced

Completed on:

23 October 2018

Service provided by:

East Dunbartonshire Council

Service provider number:

SP2003003380

Service no:

CS2003014681

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.

Castlehill Nursery Centre is provided by East Dunbartonshire Council and is located within Castlehill Primary School in Bearsden. The service provides care and learning for children aged two years to not yet attending primary school during term time and holiday periods. Children can attend on a part time or full time basis between 8am and 6pm.

Children are accommodated in spacious playrooms within the school. There is provision for indoor and outdoor physical play and learning. Children also have use of additional school facilities such as the gym and football pitch.

The nursery aims to: "provide a safe and stimulating environment, in which our children will feel happy and secure".

What people told us

We asked for 30 care standards questionnaires to be distributed to parents/carers and nine were returned before our inspection. Seven parents strongly agreed that overall they were happy with the quality of care that their child received from the nursery, two parents agreed.

Written comments included:

"My child has a number of allergies and the staff are aware of this and take care to ensure he is not exposed to any allergens".

"Great nursery with fantastic staff. They are taking steps to communicate via learning journals but more information on children's daily activity would be great".

"The provision of care at Castlehill Nursery is fantastic. The staff are incredibly friendly and caring - and there is a lovely nurturing and open feel to the nursery. The information boards are always up to date and the TV screen that has a slideshow of pictures of the children involved at nursery is a great insight into nursery life for a parent. My children settled really well at the nursery and that is testament to the staff and the environment they create".

"Castlehill is by far the best nursery in the area. The staff are so attentive and both my children have been so happy attending. I have never had any concerns or bad experiences. The nursery is so well run and the children are learning every day. Loads of fresh air and crafts. Great daily reports and just a friendly place to be. I have recommended to many friends".

"The staff nurture and care for my daughter and she is happy and settled at Castlehill Nursery. I recommend the nursery to other parents as I think it is one of the best in the area".

"The kids cannot get afternoon nap in big room, so quite tired after arriving home. In general I think the kids in monkey room get more individual attention as after moving up to big room we cannot get enough information of daily activities from big room. We have not seen updates in learning journal for months after moving up. But it is good to have big classes as young ones can play and learn with more big ones".

We discussed this with the manager who told us that provision had been made for the child to rest/sleep in the 2-3 room as part of transition arrangements. We also asked about updates to learning journals and found that during the summer holidays less detailed information was added to journals but photographs of children involved in activities were regularly added.

"At pick up and drop off it is a free for all, there is no clear handover of my child from staff to me. There is no daily feedback. The activities that the children are doing daily are not clearly communicated, the notice boards are not updated regularly and are very basic. My daughter has been upset at nursery, teary and unhappy, it took a week for them to inform me and this was done via my childminder. The staff are lovely but all seems very disorganised".

We discussed this with the manager and we observed that staff were available at pick up time to safely hand children over to parents and provide information about their child's day. We asked the manager to ensure notice boards displayed up to date information.

After monitoring this particular child staff discovered that the child was happy to attend nursery but was anxious about forest school. Staff supported the child who has now settled and engages very well with forest school and the nursery in general.

We also spoke with two parents who told us that that they were very happy with their children's experiences and communication from the nursery. They stated that they liked the new Learning Journals.

We observed children to be happy and confident and engaged in a range of activities both indoors and outdoors.

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 management were monitoring the quality of 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 | not assessed |
| Quality of management and leadership | 4 - Good |

What the service does well

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

Care was provided by well trained staff who were skilled and experienced. They communicated well with parents, exchanging information about children's care and learning. We asked the manager to ensure that daily communication boards displayed outside playrooms were updated to assist with current information.

There were strong partnerships with parents and effective induction and transition processes for children. There were very good systems in place to monitor and review care and learning for children who required additional support. These practices enabled staff to provide child centred, responsive care. The majority of children benefitted greatly from this. However, we discussed the current staffing model with the manager as we observed the difficulties experienced by practitioners when trying to fully support children and families where targeted interventions were in place. We saw that an early years audit of staffing had been completed by the manager and staff just prior to the inspection. The provider should review and evaluate this to ensure that all children experience positive outcomes.

Staff supported children to lead their play and learn at their own pace and make choices and decisions in accordance with best practice in early learning and childcare. We discussed the benefits of less structured, more loose parts play for younger children and asked the manager to share our discussions with staff. We also discussed daily freeflow access for children to outdoor play and learning. Children had good opportunities for outdoor play and learning but could not freely access this at their own pace. We asked the manager to monitor and review this in accordance with best practice guidance, 'My World Outdoors'.

The service was well lead by an experienced manager. The manager and staff were highly motivated and professional. There was a service improvement plan in place and effective systems of monitoring and evaluation. Staff involvement in observations of children and communication/consultation with parents and children promoted an inclusive and reflective approach to care and learning. Staff told us that they were well supported by the manager and had good access to training and development opportunities. We discussed induction for new staff and the manager confirmed that she planned to formalise this for newly appointed staff.

Personal plans for children were well documented and demonstrated that staff had very good knowledge of children and their families and a focus on improving health and wellbeing. The service had recently introduced online Learning Journals. These were well received by parents who used them to exchange information from home and share comments with staff. We sampled the journals and found that they were well organised. We provided advice about including evaluations of children's learning in the journals to enhance sharing of information with parents. We also asked the manager to ensure that personal plans were reviewed every six months.

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.

The manager and staff provided a warm, nurturing, productive environment for children. We observed very caring interactions between staff and children. Children were happy and confident and took time to engage with us during the inspection. We asked the manager and staff to consider the provision of more homely and nurturing soft furnishings and fittings in the 2-3 playroom.

Overall, children experienced good care and support within a positive, nurturing environment.

What the service could do better

The manager and staff should address the recommendations recorded in this report in relation to improving freeflow access to outdoor learning for children, (see recommendation 1).

Updating the policy and procedure on medication, (see recommendation 2).

Reviewing the lunch menu for children, (see recommendation 3).

Provision of nurturing environments and a less structured approach to play for younger children by implementing loose parts play, (see recommendation 4).

Implementing an induction process for staff, (see recommendation 5).

Review of children's personal plans every six months, (see recommendation 6).

The provider should review and evaluate the current staffing model in the service to ensure that sufficient levels of staff are employed to provide the support required by individual children to allow their needs to be fully addressed. (See recommendation 7).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 7

1. The manager and staff should further consider how children can have freeflow access to outdoor play in accordance with Care Inspectorate guidance, 'My World Outdoors'.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

2. The manager and staff should amend the service policy and procedure on administration of medication in accordance with Care Inspectorate guidance, 'Management of medication in daycare of children and childminding services'.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

3. The manager should review the provision of food with the provider to ensure that children receive a balanced lunch that reflects the planned menu and is delivered on time.

Health and Social Care Standards 4.11 – I experience high quality care and support based on relevant evidence, guidance and best practice.

4. The manager and staff should review children's environments to take account of nurture, loose parts play and less structure for younger children in accordance with Scottish Government guidance 'Loose Parts Play' and 'Pre Birth to Three; Positive Outcomes for Scotland's Children and Families.

Health and Social Care Standards 4.11 – I experience high quality care and support based on relevant evidence, guidance and best practice

5. The manager should ensure that a formal induction process is available for staff.

Health and Social Care Standards 4.11 – I experience high quality care and support based on relevant evidence, guidance and best practice.

6. The manager should ensure that children's personal plans are reviewed every six months in accordance with regulations; Plans should be reviewed when requested to do so by the service user or any representative or when there is a significant change in a service user's health, welfare or safety needs and at least once in every six month period whilst the service user is in receipt of the service. (The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011).

Health and Social Care Standards 1.15 – My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

7. The provider should review and evaluate the current staffing model in the service to ensure that sufficient levels of staff are employed to provide the support required by individual children to allow their needs to be fully addressed.

Health and Social Care Standards 1.19 – My care and support meets my needs and is right for me.

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 | |
|-------------|-------------|---------------------------|---------------|
| 12 Oct 2016 | Unannounced | Care and support | 4 - Good |
| | | Environment | 5 - Very good |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 20 Nov 2014 | Unannounced | Care and support | 6 - Excellent |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 25 Jan 2013 | Unannounced | Care and support | 6 - Excellent |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 11 Nov 2010 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 12 Feb 2010 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 3 - Adequate |

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