

Westburn Nursery Centre

Day Care of Children

Caledonian Centre
Birch Drive
Cambuslang
Glasgow
G72 7LY

Telephone: 0141 641 7182

Type of inspection:

Unannounced

Completed on:

24 October 2018

Service provided by:

South Lanarkshire Council

Service provider number:

SP2003003481

Service no:

CS2009195263

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.

Westburn Nursery Centre is registered to provide a care service to a maximum of:

- Nine children aged 0 to under two years
- Forty children aged two to under three years
- Eighty children aged three years and over.

The age range of the children will be from birth to those not yet attending primary school.

To comply with the staffing levels detailed below:

Children aged 0 to under three: one adult to three children

Children aged two to under three: one adult to five children

Children aged from three to those not yet attending primary school: one adult to eight children.

The service is provided by South Lanarkshire Council and operates from the Caledonian Centre in Westburn, Cambuslang, South Lanarkshire. The service has the sole use of one wing of the centre where three playrooms, a kitchen, offices and toilets are situated and the use of one playroom which is used by other community groups outwith the service's hours of operation. Most playrooms have direct access to an outdoor play area.

The service are in the process of reviewing and updating the aims for the service in consultation with children, parents and staff. The current aims include:

'to provide a safe, happy, caring, stimulating and secure environment where everyone feels valued, included and respected.'

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 parents 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.

What people told us

We spoke to individual and small groups of children from all playrooms over the course of the inspection. We saw that the majority of children were confident, happy and settled within the service. Children told us about their favourite activities and experiences at nursery. Comments included:

'I can do it.' (child pouring own drink of water from a jug)

'I like puzzles. It's a fire engine, but these bits are missing.'

'I like to paint. Come and I will show you around.' (child confidently took the inspector on a tour of the playroom, pointing out various areas and friends)

'These are the tables for puzzles and that's all the boys stuff.' (pointing to construction area)

We sent out 60 Care Inspectorate care standards questionnaires for the manager to distribute to parents/carers of children who experienced care at the service. Sixteen were completed and returned before the inspection. We also spoke to seven parents/carers over the course of the inspection. Although most comments were very positive, some parents stated that they had not been offered the opportunity to meet the new members of staff caring for their children. We discussed this with the manager who agreed to address this issue. Two parents felt the children did not get enough trips out of the service. We saw that this had also been raised by parents with the manager. The 'You said, we did' wall display highlighted the nursery's planned actions to rectify this.

Parental comments included:

'I feel happy and reassured to leave my child at Westburn. They absolutely love going and their development has been amazing. Saying so many words that I know they have learned from nursery. Staff are very welcoming and know each child by name, even if not in their direct care.'

'Staff have gone beyond expectation in creating a supportive and safe place for my child to go.'

'They always leave excited and keen to talk about all the activities they have participated in. Staff keep us up to speed with their development using the online journals and parents' nights. They are always very approachable during drop offs/pick ups and feedback on anything significant.'

'My child has always enjoyed their time here and the staff have always been a great support to both me and my child.'

Self assessment

The service had not been asked to submit 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 discussed how they were monitoring the provision within the service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

There was a warm, welcoming ethos within each of the playrooms. The majority of children were observed to be confident, happy and engaged in a wide variety of activities, both indoors and outdoors throughout the inspection. We observed and discussed some examples where staff had taken forward children's ideas and interests to help shape the learning environment. This also highlighted some missed opportunities to extend some play and learning experiences.

Staff were caring and nurturing towards the children within all playrooms. Some examples included being responsive to individual sleep routines, respecting children when undertaking personal care and offering reassurance and encouragement to children who were settling into the nursery. Following observations, we discussed where there should be a more consistent approach from staff within the service to ensure all children felt valued, loved and secure.

The manager and staff team had a clear understanding of their roles and responsibilities in keeping children safe. The core staff team had recently completed child protection training and this was repeated with new members of staff as part of their induction training. Relevant information for staff, parents and visitors to the service was displayed throughout the service. This ensured all adults were aware of their responsibilities in safeguarding children.

We saw that personal plans were in place for all children, with detailed information for children who had additional care and support needs. There were established links with external agencies to support these children and their families. Parents were included in their child's learning through online learning journals and consultations with staff. We advised that personal plans should be reviewed and updated to ensure all required information was in place, demonstrating children's current preferences, interests, care and support needs. (see recommendation 1)

Staff were aware of children's individual health, dietary and medical needs. We advised where some health care plans should be updated to reflect changes in children's care and support needs and to ensure information was in line with current good practice guidance. This would contribute to children's health and safety while at nursery.

Pictorial symbols for snack and lunch menus assisted children and parents in making healthy choices. We observed all children being supported by staff to become independent in choosing snacks from healthy options, pouring their own drinks and clearing their own plates and cutlery away. The lunchtime experience should be

improved within some playrooms to ensure this was also a relaxed, sociable experience, where children could be included in setting the table, serving themselves, while sitting alongside staff. This was an area of improvement which had also been identified by the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children's personal plans should be reviewed and updated to ensure they contain all required information and are maintained to ensure they are a current reflection of the care and support needs of each child. This includes:

- ensuring next of kin and emergency contact information is clear for each child
- ensuring the child's care and support needs, interests and preferences are up to date
- ensuring each child's next steps/targets are clearly recorded and dated when met
- ensuring all personal plans are reviewed and updated every six months, or sooner if required or requested, in line with legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards which state '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.' (HSCS 1.15)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

A secure entry system contributed towards children's safety. This system meant staff could monitor visitors to the service and welcome children and families as they arrived. The main foyer and corridor areas had been updated to ensure displayed information was clear, current and attractively presented, using neutral and calming background colours and materials. Staff had been included in reviewing and updating the layout, resources and displays within each of the playrooms. This respected and included staff and children's views and suggestions for their playroom environment.

Most areas of the nursery were well-resourced with resources stored at the children's level. This enabled children to make choices and direct their own play and activities. We advised the service to review the structure of the day, ensure all areas were accessible to children and to include more responsive, child-led activities. We signposted the service to the document 'Building the Ambition'. This provides detailed, practical guidance on the experiences and interactions necessary to deliver the learning journey to babies, toddlers and young children. It describes what is good practice in creating caring and nurturing settings which enable wellbeing, communication, curiosity, inquiry and creativity to flourish.

All children had daily opportunities for fresh air and outdoor play. Plans were in place to promote free flow play between the indoor and outdoor environment for most playrooms, following staff training which was planned for Loose Parts Play. This training would contribute towards staff knowledge and confidence in developing children's skills, confidence, self-esteem and creativity, using open-ended and natural materials. We saw that the children in the Butterfly Room had created a pictorial floor book with staff, highlighting their ideas and suggestions for the development of their outdoor area. This supported a more natural learning environment, which staff were keen to create and expand upon and included the children in designing their own learning environment.

We saw that sleep and rest times were calm within the playrooms for younger children and staff had respected and followed children's individual routines. They ensured babies and young children slept on small beds or cots, as preferred. This ensured children felt safe and comfortable and parents' choices were respected. Regular checks on sleeping children and calm interactions by staff when children woke supported a nurturing and caring environment.

There were procedures in place for hand hygiene, nappy changing, toileting and cleaning in line with current infection prevention and control guidance. We reminded staff to ensure the main toilet doors were kept closed at all times to contribute towards maintaining a safe and healthy environment for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

There had been a significant turnover of staff since the last inspection. This included changes to the manager and depute of the service. Although parents we spoke to confirmed that overall, they were happy with their child's care and support at the service, some said they had not had the opportunity to meet with the more recent members of staff who were caring directly for their children. We noted and discussed that the high staff turnover and staff deployment within playrooms had an impact on consistency and continuity of care for some children with less positive outcomes for children at times. The new manager was keen to reassure us of her commitment to children, families, the staff team and the improvement focus.

There were plans in place to update staffing information for parents, organise 'stay and play' sessions for parents to join in activities with their child and meet with staff, once the staff team was more settled. This would contribute to parents feeling more included in the service, knowing who provided their child's care and support on a day to day basis and having a more active role in the service. Some parents we spoke to confirmed they enjoyed having an active role in the parents committee, fundraising for the service and assisting with home links such as the lending library. Parents were looking forward to becoming more involved with the new staff team.

Core staff we spoke to knew the individual care and support needs of each of the children and almost all staff were observed to be attentive and responsive to children most of the time. New members of staff and students had been supported by management and nursery staff through an induction programme to ensure they were aware of the care and support needs of the children and the practices and procedures within the service. Further consideration should be given to staff deployment. This would contribute towards ensuring children's needs were met at all times.

Regular staff meetings took place which included all members of staff. We advised sharing the agenda of meetings with staff in advance of the meeting. This would enable staff to consider and express their ideas and views, contributing to the discussions and the ongoing development of the service. Individual support meetings and staff appraisals were planned for later in the year. This would provide staff with opportunities to discuss their work, seek guidance and identify their training and development needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The new manager was committed to the improvement of the service. She had an open door policy which meant families and staff were welcome to have a chat or share any issues or concerns they may have informally. She acknowledged there had been many changes within the service, recognising that the management and staff changes had a significant impact on the service. Together with the staff team, short and long term plans for improvement had been identified, recognising that changes would take time. Partnership with parents, team building with staff and providing a consistent approach to the planning and delivery of experiences for children across all age groups had been prioritised. This would set clear expectations for staff and a clear improvement focus for the service over the next year.

The manager ensured people's views were sought, respected and acted on. We saw an example of a 'You said, we did' wall display which highlighted parents' views and how the service had responded to this. This could be extended to include children and staff to ensure all views of people who used or worked in the service were included and respected.

A range of quality assurance measures were being used: for example, all staff being involved in using the 'How good is our early learning and childcare' document to evaluate the service provision and monitoring by management to support staff development. We recognised that monitoring and self-evaluation were at an early stage. We suggested that there should be more outcome focused room monitoring to support staff development, noting outcomes for children, with clear actions to be taken. More robust monitoring of children's

personal plans would ensure recording was consistent, meaningful and supported individual children's current care, support and learning needs. (see recommendation 1)

We signposted the manager and staff team to legislation and good practice guidance, which is available within 'the Hub' section of the Care Inspectorate website www.careinspectorate.com. This included 'Building the Ambition', 'My World Outdoors', 'Space to Grow', and 'Your Creative Journey'. This would assist staff in being clear about their roles and responsibilities within the service to meet children's needs and keeping their own skills and knowledge up to date.

In discussions, we advised the manager of records the service must keep and the required notifications to be submitted to the Care Inspectorate. One required notification had not been submitted since the last inspection, although the current manager was not in post at that time.(see recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager should devise clear plans for the self evaluation, monitoring and improvement of the service over all four quality themes.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

2. The manager should ensure she is clear of all required notifications to the Care Inspectorate. This would include notifying us within 24 hours of any accidents resulting in harm or injury to a person using the service which results in a GP or hospital visit or referral.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I use a service which is well led and managed.' (HSCS 4.23)

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
28 Nov 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
21 Nov 2014	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
29 Nov 2012	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>5 - Very good</div>
23 Aug 2011	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>3 - Adequate</div>

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