

Alltots Nursery Day Care of Children

Holy Cross Church
64 Cowdenhill Road
Knightswood
Glasgow
G13 2HE

Telephone: 0141 959 0085

Type of inspection:

Unannounced

Completed on:

13 November 2018

Service provided by:

Alltots Ltd

Service provider number:

SP2008009831

Service no:

CS2008177658

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.

The service is provided by Alltots Nursery Ltd and operates from refurbished church halls in the Knightswood area of Glasgow. The service has secure outdoor play areas with plenty of loose parts and a natural environment for children to explore and be active in the fresh air.

The nursery is in partnership with Glasgow City Council to deliver early learning and childcare to 3-5 year old children.

The aims of the service as formulated by children, parents and staff are:

- A place to have fun and learn
- A place to relax and laugh
- A place that is caring and nurturing
- A place to make friends and feel welcomed
- A place that is cosy, homely and warm
- A place where children learn outdoors and indoors.

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 was a total of 23 babies and children present during our observations of the three playrooms, including children that were still in their settling in phase. Playrooms and resources were organised to enable babies and children to move around independently and follow their play ideas. Children were inquisitive about our presence and some of the older ones explained the activities they enjoyed. Comments from children in the 3-5 playroom included:

"What is that?" (Child curious about the inspector notes.)

"I'm going to draw a big door." (Children drawing together to plan a building to construct with the blocks)

"I'm playing in the water and trying to fill this up. Sometimes I have a bath - my dad splashes." (Child enjoying developing his analytical skills with different sizes and shapes of containers in the water tray.)

"This is the nursery's dress. It's like Tinkerbell." (Child engaged in imaginative play with the dressing up clothes.)

We asked for 20 care standards questionnaires to be distributed to parents/carers and 11 were returned before our inspection. Ten parents strongly agreed and the other agreed that overall they were happy with the quality of care that their child received from the nursery. Nine of the respondents had written additional comments to explain their reasons, these included:

"Whilst keeping a great level of professionalism, the staff and management are very friendly and there is always someone at hand at pick up time for a quick run down of my child's activities/food at the end of the day. Staff are very approachable and the facilities are always clean"

"Angela and the Alltots staff have provided excellent support to my child. My child was very attached to us as parents and struggled with being left without us. The staff provided home visits and worked with us as a family to help us settle our child"

"The nursery often creates a mindmap to encourage involvement from the parents and children, a recent example of this was the colour of the outside fence"

"The nursery provided fabulous settling in days for my child and have been fantastic with my daughter. She has developed during her time at the nursery and has a great relationship with the girls in her room - especially Caitlin, who previously took care of my daughter during her settling in period. I have had other parents recommend Alltots whose children attended years ago and had no hesitation after visiting this nursery"

"My child receives excellent care and attention. She has thrived in her environment and always learns something new. Staff are fully approachable and friendly to myself and my daughter"

"Alltots is a fantastic nursery and my daughter loves to go every day. Angela and her team provide a loving and caring environment for her to thrive in. We know that she is happy and engaged throughout the day in a place that she feels safe and loved".

During our inspection we observed warm and respectful interactions between staff and parents/carers as children were dropped off or collected from nursery. Staff took these opportunities to share information with parents thus ensuring there was continuity in their child's care.

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	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

We found, and parents' questionnaire responses confirmed, that communication was a strength of the nursery. Staff paid attention to children's settling in processes so that children could develop secure attachments with the adults that would be caring for them. We particularly liked that the manager had introduced home visits for children that were taking longer to settle or where parents had requested support. Staff worked with families to gather information about children to make sure they knew their individual needs and preferences. Children's learning journals highlighted some good examples of how staff used curriculum guidance to support children's learning and development.

Staff motivated children to lead their own play or intuitively stepped in to offer assistance when needed. We observed staff listening carefully to children's ideas and giving praise so they could foster children's thinking skills and extend their learning. This enhanced children's self-esteem and sense of achievement. Staff modelled very good team work, kindness and respect for the needs of others, which encouraged children to be responsible for their own behaviour and to develop friendships with their peers. This helped ensure that everyone felt welcomed and included in nursery.

We found that children benefitted from a culture of continuous improvement because the nursery had robust and transparent quality assurance processes. A sample of files of the most recently employed staff demonstrated that the manager followed safe recruitment procedures; thus ensuring children were safeguarded. Details about the legislation and best practice guidance that informed how staff worked with children was attractively displayed on noticeboards together with more general information about nursery life and children's achievements. This helped families understand how staff were supporting good outcomes for children.

Staff told us about the professional learning activities that built on and sustained their practice. For example they had individual supervision quarterly with their manager and met as a team monthly to discuss nursery priorities and their impact on children. The manager and staff were confident in using 'Building the Ambition' to help plan and evaluate the quality of experiences offered to children. Building the Ambition is Scottish Government's national practice guidance on Early Learning and Childcare linked to Children and Young People (Scotland) Act 2014. We found that the nursery was using a consultative approach to self-evaluation to enable parents to have a voice in developing the service. This process followed good practice through being underpinned by the national benchmarking tool - 'How Good is Our Early Learning and Childcare' (HGIOELC). For example, parents had added hand written comments to staff evaluation findings. In this way everyone in the nursery community felt their views were valued and respected.

What the service could do better

We noted that staff observations of children in their learning journals were usually purposeful. However, staff needed to be more vigilant about dating records and making children's individual next steps explicit. In this way parents would see that information was up to date, relevant to their child's needs and interests and challenging them to achieve their full potential.

The service had begun to use GIRFEC wellbeing indicators to record and track how they were supporting children with additional support needs. We signposted the manager to the GIRFEC national practice model, including the child plan. This guidance would help them systematically document how they were co-ordinating additional help from other agencies and tailoring support to meet children's needs and circumstances. <https://www.gov.scot/publications/getting-right-child-childs-plan-leaflet/pages/1/>

We praised the manager for keeping up to date with changes to legislation impacting on the service operation: for example, General Data Protection Regulation (GDPR) and the Data Protection Act 2018. This had meant that to respect the confidentiality of new employees the manager no longer asked them to provide a medical declaration. We advised that once an employer has offered an applicant a post, whether unconditionally or conditionally, it is permitted to ask appropriate health-related questions to determine whether any reasonable adjustments to enable the employee to carry out their duties require to be made. We referred the manager to our revised best practice guidance: 'Safer Recruitment Through Better Recruitment' (November 2016), which can be found in the HUB area of our website http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf.

From our discussions with the provider, manager and staff we were confident that the service had a great capacity to continue to improve and develop.

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	
13 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
21 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
17 Jan 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Aug 2010	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
4 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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