

Helping Hands Nursery Day Care of Children

Dundee and Angus College
Keptie Road
Arbroath
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Telephone: 01241 432726

Type of inspection:

Unannounced

Completed on:

16 November 2018

Service provided by:

Dundee and Angus College Board of
Management

Service provider number:

SP2013012085

Service no:

CS2013317812

About the service

Helping Hands Nursery registered with the Care Inspectorate in November 2013. It provides a day care of children service to a maximum of 52 children of whom no more than 10 children are aged two to under three years. The age range of the children will be from two years to those not yet attending primary school.

Helping Hands Nursery is run by Dundee and Angus College. It is located within a dedicated building on the Arbroath Campus behind the Isla building. It offers a bright and stimulating environment and a secure garden, where children can play, learn and be cared for while their parents/carers study or go to work.

Aims of the service included 'to provide an environment in which children feel safe and secure and their wellbeing, health and nutrition is met. Through making and expressing their own choices, children can take an active approach to their learning. Encourage and realise the potential in each individual child's emotional, social, physical, creative and intellectual development.'

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

There were 22 children present during the inspection. We observed all children to be fully engaged in their learning through play. Children took pride in their nursery and wanted to show us around. This included telling us about the additions to their garden, sharing some of the activities they have been involved in and the fun they had using the scooters and the slide.

We also spoke to parents/carers during the inspection, and took account of the completed questionnaires we received before the inspection. The responses from these demonstrated that parents were very happy with care and support their child received while attending Helping Hands Nursery. Comments from parents/carers included:

'My daughter enjoys Helping Hands Nursery. At Helping Hands, she can explore a range of indoor and outdoor activities which are changed regularly. Staff share my daughters learning using Dojo and it was nice to see my Dojo comments included in her folder. My daughter's key worker often shares observations with me when I collect her from nursery, and we discuss next steps. I am very happy with my child's nursery setting.'

'My child loves coming to Helping Hands. As you can see, it is often difficult to get her to come home.'

'I've used three nurseries and childminders and Helping Hands Nursery is the best. They pay attention to every child's needs and develop their skills. I wish all nurseries would be like that.'

'I cannot express in writing how happy I am with Helping Hands. The staff go above and beyond to create an environment for children to learn, create and explore, encouraging them at every point. I have found staff approachable and very helpful. The staff learn and get to know each child's personality. I have had experiences with other nurseries and only wished they had gone to Helping Hands. Fab nursery!!'

'I can't praise enough Helping Hands Nursery. Staff are brilliant. My child goes to nursery already in second year and I see so much positive changes in her development. Love variety of mathematical learning through play. They definitely bring children closer to nature - Explore it, learn from it, care for it by recycling and appreciating everything that nature gives to us. Teaches children to care about themselves by brushing teeth and washing hands and letting them lend a helping hand in preparing snack, feeding animals and care for plants.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service improvement plan and quality assurance paperwork. These demonstrated how the service was monitoring the overall quality of the service and outlined their priorities for developing the service further.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

Children at Helping Hands Nursery were provided with excellent quality care and support from excellent quality staff. We determined this through our observations of practice, reviewing a range of paperwork and taking account of the views of parents, carers and children. We also spoke with the manager and her team.

Children's individual care and learning needs were clearly identified by the manager and her staff team when children started using the service. Each child had a clear care plan in place, which detailed very good general information that supported staff to provide responsive care. These documents were continually updated to reflect any changes. Where children required more focused support, the service worked in close partnership with parents, carers and other professionals to achieve this. We reviewed additional support documents and found these were completed to a very high standard with clear outcomes that the nursery staff were working towards.

The nursery had very positive relationships with parents/carers. The team were mindful when providing support for children, that they could also support parents/carers where this was appropriate. This included providing information in easy read formats or translated into alternative languages. The manager also regularly supported children and their families to access other agencies as and when this was required.

Children were fully included in all aspects of their care and learning. Children talked very positively about their experiences at nursery and shared some of their recent learning. This included their interest surrounding Halloween. Children confidently told us why it was important to leave the pumpkins outside for animals to eat. Children showed us this and discussed with their friends and staff what animals they thought had eaten bits of the pumpkins due to the size of the hole. Staff supported this very well through effective questioning and introduced mathematical language and discussions around the size and shapes of the holes.

Children benefitted from a newly introduced nursery lunch, which was made by the on site kitchens of Dundee and Angus College. The choices on offer were healthy and were generally popular with the children. The manager had been monitoring the uptake of the foods to ensure that children were getting enough to eat, and so if any changes to the menu were required these would be addressed. We saw children were very independent not only during snacks and lunches but across the whole of the nursery. Children had learned a wide range of skills with the support and encouragement of staff.

Staff worked very well together as a team and made use of each members strengths. The staff team were clear that they are not only there to support the children but to also provide support to each other. Staff took key roles and responsibilities across the nursery but also to mentor new members of staff or existing staff where they would benefit from their shared knowledge.

Children were cared for by staff who were highly motivated and committed to providing the best possible experiences to children. Staff shared how they continually make improvements to the service based on their training, learning, professional reading and discussions with colleagues. The manager has created a culture of continual improvement that staff were fully part of.

The nursery manager had clear procedures in place to support staff and to ensure they continued to provide the high quality of care that was expected. This included regular supervision sessions where the manager and staff member could discuss their performance and identify areas where they could improve.

Staff were very reflective and regularly discussed areas that they felt less confident. As a result, staff had asked the manager to conduct a formal observation of specific aspects of their practice and provide them with feedback. We reviewed a sample of these documents and found they provided excellent opportunities for staff reflection and discussions to identify areas for improvement.

What the service could do better

We asked the manager and the staff team to identify areas that they believed could be improved further. These areas complimented the overall improvement plan of the service and reflected our observations of the service.

The staff team valued the opportunities they had to meet together. They used these times to discuss the children who attend the service and to share their professional learning and development. Moving forward, the staff team want to increase these opportunities as these have clear benefits for the children and the staff team.

As the nursery lunch routine had been adapted recently, the staff team want to review this over the coming months to ensure it is as good as it could be at providing children with a quality experience. We shared some of our observations of lunchtime and suggested some small adjustments that they could make. The team will take account of these as part of their review.

The feedback provided to staff from the manager was having a very positive impact on the children who attend the service. Staff felt very supported and were encouraged to continually improve. As a result, the manager wanted to build on the formal support and feedback she currently provided to staff to enhance this further.

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	
31 Oct 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
25 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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