

# Little Wonders Nursery Day Care of Children

311 Calder Street  
Govanhill  
Glasgow  
G42 7NQ

Telephone: 0141 258 2957

**Type of inspection:**

Unannounced

**Completed on:**

27 November 2018

**Service provided by:**

Little Wonders Nursery Scotland Ltd

**Service provider number:**

SP2014012391

**Service no:**

CS2014333281

## About the service

Little Wonders Nursery registered with Care Inspectorate in August 2015. It provides a care service to a maximum of 41 children aged from two years to those not yet attending Primary School, of whom seven will be aged 2 years up to 3 years. The provider is Little Wonders Nursery Scotland Ltd.

Children attend on a part-time basis, either for a morning or afternoon session. At the time of our visit, the nursery was operating during afternoons in response to demand from families.

Little Wonders Nursery operates from a community building in the Govanhill area of Glasgow. The service has its own secure entrance and consists of two playrooms, children's toilets, kitchen, office and an enclosed outdoor play area.

The aims of the service, as described by the manager, are to ensure that each child:

- is in a safe and stimulating environment.
- is given generous care and attention.
- has the chance to join with other children and adults to live, play, work and learn together.

## What people told us

We did not issue questionnaires prior to the inspection. However, parents and children we spoke with were happy with the service provided.

## 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 they were 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               | 3 - Adequate |
| Quality of staffing                  | 4 - Good     |
| Quality of management and leadership | 4 - Good     |

## Quality of care and support

### Findings from the inspection

Staff knew individual children well. They welcomed them individually into the nursery responding to them in a caring and nurturing manner. Each of the children had a personal plan in place which staff had further developed since the last inspection. Key workers maintained children's learning journals adding photographs and artwork that they felt captured their interests and progress.

We asked that they give children more ownership of their journals by inviting them to choose what is added. All staff were involved in observing children and met each week to discuss children's progress.

The manager was active in sourcing support for all children when required, by completing local authority wellbeing plans. They worked closely with the speech and language therapist to support individual children. They had also extended some strategies to support language and communication throughout the nursery. A staff member had been appointed to lead on the development of literacy within the nursery. As part of this, there was a focus on storytelling during the nursery session. Staff were developing their skills as story tellers.

They had introduced puppets and other prompts to enhance opportunities for children to become involved in telling and retelling stories and predicting the ending. This contributed to children's language development, in particular those who were new to English.

We noted that the morning session was structured around group times although, there was more opportunity for free play than during our previous inspections. While we appreciated that some children benefit from a more structured environment, we asked that they continue to develop active learning and child-led play. (See recommendation 1).

We looked at medication procedures within the nursery and found that overall, they were effective. We found one discrepancy regarding medication which the manager agreed to clarify with parents.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The manager should lead the staff group in reviewing and developing the provision for children to ensure they have access to a wide range of experiences that support their curiosity, creativity and sense of wonder.

This is to demonstrate the Health and Social Care Standards, My support, my life, which state: 1:31 As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The nursery accommodation consisted of two large playrooms, a cloak room office and children's toilets. Since our last inspection the staff team had made some improvements to the learning environment by introducing a more neutral colour scheme and some new toys. We learned that they had identified additional resources that they planned to purchase. These would begin to extend children's experiences and opportunities. (See recommendation 1).

Children had the opportunity to play outdoors each day. The service had reviewed the flow of the session, giving children the choice to go out with their group. We asked that they consider ways of offering children more flexible access to the nursery garden. Possibly giving them more choice about when they went out to play and who with. During our visit children enjoyed playing games outside like "What's the time Mr Wolf" and had fun chasing one another. We found that there were limited outdoor resources for children as some had been stolen and the provider had yet to replace them. He agreed that this would be done as a matter of priority.

The outdoor area is secured by a fence and gate. We noted that the lock on the gate was in need of repair. The provider explained that it had been damaged outwith nursery hours and arrangements were in place for it to be replaced. In the meantime they had created a temporary solution, and agreed to ensure the security of the area at all times. The provider was carrying out major renovations to the building the nursery is located in. While it did not impact directly on the nursery accommodation, there was some disruption and dust in the entrance way that families used. We asked the manager to carry out daily risk assessments to ensure that changing hazards are identified and addressed.

Also staff were using alternative toilet facilities, which we found were unsuitable.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The provider and manager should proceed with their plans to develop the range of resources for children to create a rich learning environment.

This is to demonstrate the Health and Social Care Standards, My support, my life, which state: 2.27 As a child, I can direct my own play and activities in a way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

There was an established staff group in place who worked well as a team. They displayed patience and kindness towards the children, creating a nurturing setting. Staff held a range of relevant qualifications to equip them for their role. Children felt very comfortable around the adults and had developed good relationships with them. Staff were key workers to a group of children and were responsible for recording their progress.

There was a framework of staff meetings to support teamwork and communication. These included a weekly meeting with the management team to discuss the children in their group, their wellbeing and progress. Some staff were leading on developing areas of the service.

These included Numeracy and Literacy, Health and wellbeing, children's voice, Outdoor play and Play on Pedals. Some staff had attended a short course on Autism and were keen to access further training as they were keen to further support the children in the nursery.

Some staff we spoke with had a sound knowledge of their role and responsibility to safeguard children, others were less confident. We asked the manager to carry out an audit of staff's knowledge of Child Protection and to organise training as a matter of priority. (See recommendation 1).

We viewed staff recruitment policy and procedures as part of the inspection. We noted that it was unclear who was responsible for carrying out the necessary checks on apprentices placed in the service. We asked the manager to clarify this and to update the written procedures.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The provider and manager should ensure that the staff team has regular opportunities for professional dialogue and training.

This is to demonstrate the Health and Social Care Standards, My Support, my life, which state: 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The provider had strengthened the management team by creating additional promoted posts. The team now consisted of a manager, depute manager and senior member of staff with specific responsibilities for literacy within the nursery. As a team they had developed a range of strategies to provide them with an overview of the service. As they worked in partnership with the local authority, they were supported in developing an improvement plan. The manager described how priorities had been identified and progress monitored. They were continuing to evaluate the service using the documents How Good Is our Early Learning and childcare and had invited feedback from parents as part of the process.

The manager led weekly staff meetings and carried out regular monitoring of the playroom, children's folders and other areas of the provision.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## 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

### Recommendation 1

The manager should collate information on all children into a personal plan that supports their individual wellbeing and safety.

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

**This recommendation was made on 17 July 2018.**

### Action taken on previous recommendation

The manager had further developed children's plans to take account of the relevant Health and Care Standard.

### Recommendation 2

The manager should lead the staff group in reviewing and developing the provision for children to ensure they have access to a wide range of experiences that support their curiosity, creativity and sense of wonder.

This is to demonstrate the Health and Social Care Standards, My support, my life, which state: 1.31 As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials.

**This recommendation was made on 17 July 2018.**

**Action taken on previous recommendation**

The service had made some progress however, there has not been sufficient improvement in this area so we have continued this recommendation under Quality of Care.

**Recommendation 3**

The provider and manager should proceed with their plans to develop the range of resources for children to create a rich learning environment.

This is to demonstrate the Health and Social Care Standards, My support, my life, which state: 2.27 As a child, I can direct my own play and activities in a way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.

**This recommendation was made on 12 October 2017.**

**Action taken on previous recommendation**

We have continued this recommendation under Quality of Environment.

**Recommendation 4**

The provider and manager should ensure that the staff team has regular opportunities for professional dialogue and training.

This is to demonstrate the Health and Social Care Standards, My Support, my life, which state: 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

**This recommendation was made on 17 July 2018.**

**Action taken on previous recommendation**

We have continued this recommendation under Quality of Staffing.

**Recommendation 5**

The provider should review and strengthen recruitment procedures to ensure they are implemented effectively.

This is to demonstrate the Health and Social Care Standards, My Support, my life, which state: 4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

**This recommendation was made on 17 July 2018.**

**Action taken on previous recommendation**

We have continued this recommendation under Quality of Staffing.

**Recommendation 6**

The manager and provider should establish effective quality assurance procedures within the service. The procedure should support them in monitoring and evaluating the service.

This is to demonstrate the Health and Social Care Standards, My Support, my life, which state: 4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

This recommendation was made on 17 July 2018.

## Action taken on previous recommendation

This recommendation has been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

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

## Inspection and grading history

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 2 May 2018  | Unannounced | Care and support 4 - Good<br>Environment 3 - Adequate<br>Staffing 3 - Adequate<br>Management and leadership 3 - Adequate |
| 22 Aug 2017 | Unannounced | Care and support 4 - Good<br>Environment 3 - Adequate<br>Staffing Not assessed<br>Management and leadership Not assessed |
| 5 Oct 2016  | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good             |



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