

Budhill Family Learning C E C Day Care of Children

Education Centre
Hallhill Road
Glasgow
G32 0PR

Telephone: 0141 774 4722

Type of inspection:
Unannounced

Completed on:
6 February 2019

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003014817

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

This service was registered with the Care Inspectorate on 1 April 2011.

Budhill Family Learning CEC is registered to provide a care service to a maximum of 122 children:

9 children - birth to under 1 years

18 children - 1 year to under 2 years

25 children - 2 years to under 3 years

70 children - 3 years to primary school age.

The service operates Monday to Friday, 8am to 6pm, 52 weeks of the year. During the operating times, the service has exclusive use of the designated areas identified for each age group.

The service provider is Glasgow City Council. The service operates from purpose-built accommodation within the east end of Glasgow. It is part of the Eastbank Learning Community.

The service aims include: "To provide a high quality learning environment and experiences where we listen to children, build on their enthusiasm to learn and encourage their desire to communicate and interact with their community."

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

For this inspection we issued the service with 40 Care Standards Questionnaires to distribute to families using the service. Twelve were returned, all respondents told us that overall they were happy with the quality of care their child received at the service. Some of their comments included:

"I am very happy with the service however I do have some health and safety concerns when it comes to picking up and dropping off my daughter. Since the nursery has closed the car park we now sometimes have to cross a very busy road. My mother finds this particularly difficult as she collects my daughter some days and has mobility issues and there is now no disabled parking spaces for her. A drop-off point in the car park would be helpful and access to disabled parking."

"Really happy with this nursery. My son has a speech delay and his key worker has been amazing working with me and speech and language worker who visits him at nursery. His key worker also made my son confident to go into nursery and I can really see a big difference in him."

"Budhill Family Learning Centre is a naturally uplifting and stimulating environment and my son has thrived here since starting the staff are caring child centred and welcoming management and staff take their time to get to know each child and family, tailor plans for each child and work with parents to identify skills for development. My eldest son graduated last year and my youngest joined this year and I can see the nursery has gone from strength to strength in the six years we've been there with staff making a positive and lasting impression on both my boys."

"More than happy with the level of care provided. Staff are well trained approachable and brilliant with children, there have also been instances when the staff went above and beyond their normal duties to help. My one development point would be to use local facilities more, more trips to the library or Tesco to buy fruit. There are very little external outings."

"My child has attended the nursery since she has been two years old and has enjoyed every minute of it. She has good relationships with all of the staff and in particular her key worker. The staff are very approachable and I feel my daughter has made great progression in her all round development. The management team are also very approachable and have given myself and my daughter lots of support throughout her time here. I can't praise them enough."

"To date I have used a few nurseries for two of my kids including private ones. So far Budhill is the best and, I have already recommended it to a few of my friends. Staff listen to parents opinions and suggestions. The nursery is very clean tidy and friendly. I am confident that my children are safe and happy at Budhill. All the staff are experienced and qualified which provides reassurance that my kids are in good hands."

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	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Budhill Family Learning Centre had created a welcoming and inclusive environment for families. We found that the service met the needs of the families attending and in general, outcomes for the children were good.

We saw that children were happy, settled and secure and that staff spent time with families when children started the nursery. This helped to build relationships, and built confidence in parents when leaving their children.

Staff knew children and families well. They responded well to their individual needs. Staff were aware of children who required additional support, and worked effectively with other professionals to share information and develop strategies to support children to reach their potential.

We looked at how the service managed the safe storage and administration of medication. We found that the service had effective, safe systems in place to ensure that medication was administered, and audited safely. In addition to this staff ensured that any accidents that had occurred were documented and shared with parents. They ensured that all parents/carers received clear information about accidents.

Staff understood their roles in safeguarding and protecting children; they attended regular child protection training and knew who the child protection coordinator was.

We looked at children's personal plans; we wanted to see if their personal plan was right for them, and if they identified their personal needs, and how they were being met. We found that there were inconsistencies in this area across the age groups. We discussed this with the manager who agreed that she would work with staff to monitor and track children's progress and development more effectively.

Staff supported children to play independently; they engaged appropriately to offer support when needed. This helped promote children's confidence and self-esteem. Staff provided opportunities for children to be independent and involved in their play, and when attending to their needs, for example by encouraging children to change independently into their outdoor clothes and shoes.

We observed mealtimes across the service. Mealtimes, were well organised and a pleasant, sociable experience for most children. We saw that children were involved in choosing snack; however, we noted that children's independence could be further developed at lunchtime with older children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

Budhill Family Learning Centre was a warm, bright stimulating environment for children. Children played and were cared for in rooms according to their age and stage of development. The baby room was a warm, cosy nurturing environment for babies, where they could play and have their individual needs met well. Playrooms for older children were large and offered challenge and stimulation. Of the twelve Care Inspectorate questionnaires returned to us all parents/carers strongly agreed or agreed that Budhill Family Learning Centre was a safe, secure, hygienic, smoke free, pleasant and stimulating environment for their children.

Throughout our inspection, we observed children engaged in a variety of stimulating activities that were of interest to them. Children had freedom to move about playrooms, indoors and outdoors. The use of loose parts had stimulated children's curiosity, which encouraged them to explore and engage in play using their imagination with natural resources. We observed children as they played happily challenging themselves and their peers in their play. Staff were deployed in specific areas of playrooms. They carefully planned and set up activities for children to access independently. Resources were plentiful, and of a high quality. Of the twelve Care Inspectorate questionnaires returned to us all parents/carers strongly agreed or agreed that there was enough space for their children to play and get involved in a range of activities and that there was a range of suitable toys, equipment and materials for children.

The environment was well looked after with clean, tidy and well maintained premises, furnishings and equipment. Janitorial staff supported staff to ensure that all areas of the nursery were clean and that toilet and changing facilities were well resourced.

Glasgow City Council health and safety, and facilities department had visited the service and carried out an assessment in order to improve security arrangements and improve outcomes for children. As a result of their visit they had recommended that adaptations be made to door handles. Furniture was purchased to create a 'corridor' to enable staff to monitor the whereabouts of children more effectively. Since our inspection we have been told by the manager of the service that this work had been carried out, and that some of the resources had been purchased. The manager confirmed that this had improved the security arrangements in the playroom.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

During our visits, staff showed a nurturing approach towards the children and could talk about their individual needs and requirements. They supported children well at mealtimes, through a range of play and learning activities and by giving praise and encouragement recognising children's achievements.

Parents were welcomed into the service. Parents we spoke to described positive relationships with staff. They told us that staff involved them in planning for their child's development and that staff made time to share information about their child.

Children benefitted from the security of an effective keyworker system. Children knew whose group they were in, and spoke to us confidently about the play and learning that they took part in, in their groups. Staff used group time as an opportunity to engage closely with children. It was clear that children had built positive, trusting relationships with their keyworkers.

The staff team has developed a professional approach to their continued professional development. They were accessing training and researching best practice guidance to support reflective practice and the development of their skills. Staff told us that they accessed Glasgow City Council CPD manager to see the range of training available to them, which would further support them in their roles. Some staff we spoke to, spoke positively of the positive impact of training on individual children, and to their own personal development.

A recent incident, which had been investigated, concluded that staff awareness and responsiveness to a child's individual needs had not been effective. The manager had met with staff individually and as a team to discuss this. She told us, and staff confirmed that this had affected their confidence. The manager told us that she had identified and planned to deliver specific training to support staff and improve outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager who had previously held the post as depute within the centre, had been in post since November 2017 knew the staff, children and families well. She worked hard to establish the new management team, consisting of new depute manager, team leaders and lead practitioner. The manager recognised the skills and experience of the management and staff skills and was respectful of their skills, ideas and contributions to leading improvement.

It was clear that the management and staff team were committed to providing a high quality service to children and families. They were proactive in their approach to reflection and self-evaluation. Some monitoring of staff practice, the environment and the delivery of the curriculum had taken place. We looked at some of the self-evaluation tools that had been used, we found that staff were honest in their reflection and that clear actions had been planned to ensure improvements. The manager should continue to involve staff in the continuous self-evaluation and improvement of the service through effective quality assurance procedures.

Staff spoke very positively about the management team, they described a visible and approachable management team, who took time to listen and respond to their requests, ideas and suggestions. Staff told us that they met with the manager formally and their personal development and training needs were discussed. They told us that the management team supported them in their personal development through staff meetings, supervision meetings and training.

Although the manager and management team were clear about the direction that they wanted the service to take there was no written improvement plan in place. We asked that the manager develop a written improvement plan, which can be shared with parents and which highlights the areas for development and the progress made. The manager agreed to do this.

Of the twelve Care Inspectorate questionnaires returned to us all parents/carers strongly agreed that overall they were happy with the care their child received at the service.

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

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
24 Feb 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
4 Mar 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Mar 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
22 Apr 2013	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
27 Nov 2012	Re-grade	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
12 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 2 - Weak 2 - Weak 2 - Weak
30 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak Not assessed Not assessed
11 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 3 - Adequate 5 - Very good
28 Aug 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.