

3 Bears @ The Hawthorns Day Care of Children

2 Hawthorn Walk
Cambuslang
Glasgow
G72 7AQ

Telephone: 0141 569 0130

Type of inspection:
Unannounced

Completed on:
30 January 2019

Service provided by:
3 Bears Nursery Cambuslang Limited

Service provider number:
SP2013012230

Service no:
CS2013323083

About the service

3 Bears @ The Hawthorns is a day care of children service registered to provide care to a maximum of 18 children aged 12 months to 36 months. The provider is 3 Bears Nursery Cambuslang Limited. The service was registered with the Care Inspectorate in March 2014.

The service is provided from a stand alone building, of which they have sole use. The children are cared for from one large play room which has designated play areas to promote different types of play. There is a small separate preparation kitchen and designated toilet and changing facilities. To the rear of the building is a small, but well used, outdoor space.

The statement of aims and objectives includes to provide:

- a safe, happy and relaxed atmosphere within the nursery, and treat all children in a caring and sensitive manner
- high quality early learning and child care in a nurturing and safe environment
- a wide range of resources for use, which are well matched to the needs and interest of the children and provide appropriate support and challenge.

We check services are meeting the principles of Getting it Right for Every Child, 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 services that can help them. There are 8 wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We gathered the views of ten families using the service. All relatives stated they were very happy with the service provided. They also provided positive comments about the staff and children's experiences.

Parents comments included:

'The communication between the staff and parents is excellent.'

'My child has come on leaps and bounds.'

'I cannot praise the staff in this nursery enough.'

'Staff always friendly and helpful.'

'My child loves going to nursery and seems to have a variety of activities throughout the day.'

We observed the children during the inspection. We found the children to be very welcoming, caring and keen to get to know the inspector and involve them in their play. The children were engaged throughout our visit taking part in a range of experiences, from playing in the garden to telling stories and singing songs which looked like a strong favourite. All children were very settled were interacting well with the other children and staff. We heard lots of laughter and children receiving lots of praise and encouragement. The children had formed positive relationships with the staff and some of the older children were beginning to make friendships.

As a result, we found the service to be providing an environment where young children felt safe and secure.

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	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We found the service had worked hard and, as a result, created an environment for young children that had important strengths. We found the children using the service to be happy and content and having formed positive relationships with staff, with some of the older children starting to make friendships. Children were being supported and assisted, given praise and encouragement and, when needed, received cuddles and reassurance. The service had a relaxed, nurturing and caring atmosphere, where children felt safe and secure.

We found that staff planned and supported children well throughout our visit. Staff had been working hard to create a more child led experience. This was observed when one child asked for an apple, then another and another until there was a small group sitting eating apples together. This was not a planned meal time but responsive to children's requests. Other children showed an interest in playing with the water and staff were planning more play experiences for children to explore playing with water. As a result, we found children to be engaged and moving freely between play experiences, exploring, being supported and challenged.

To further enhance children's experience the staff had undertaken training and development in using more natural and loose part resources. This was to encourage the young children to be more creative, explore how this work and understand the cause and effect concept. As staff were growing in confidence, they were making better use of the outdoor space and creating better outdoor learning experiences.

The service had been reviewing how they welcomed new families to the service. They had created a more personalised settling in programme to support children moving between home and nursery. This included settling in diaries. These were at the early stages and we discussed with management how these could be further enhanced. The manager agreed to consider these points when evaluating how well these had been used.

What the service could do better

We discussed some areas for the service to consider to further enhance children's experiences. For example, reviewing the daily routine to provide more personalised care at meal times, to further develop the use of schematic play when planning children's experiences and reviewing the nappy changing facilities using good practice guidance. The management agreed to include these areas into the services improvement plans.

The service asked us to review and provide support on how to improve the planning and paperwork used to create the play spaces and children's experiences. We reviewed each process and along with the management team and identified where improvements could be made. The manager had a plan to look at how planning is implemented to ensure that it helps staff create the right environment for the young children to meet their needs. For example by using schematic play, child development miles stones and possibly South Lanarkshire Council Together We can We Will planning.

We had discussions with the management team around the service improvement plan, self evaluation and use of tools to support these, such as the improvement framework and plan, do, study, act model. As a result the management team felt motivated and more informed to take forward the service improvement plan and how to show the improvements made as a result. We look forward to following up the services progress at the next inspection.

To further support the service developments we have recommended that the service further develops the staff supervision, appraisal and monitoring procedures. Staff development and training should be more closely monitored and tracked, to ensure it is having a direct impact on the outcomes for children. Staff training and development should be personalised, but still support the service meet the priorities for improvement.

The service provider had taken action to improve the safer recruitment procedures. This include all managers undertaken training on safer recruitment and a full review of their procedures. We were satisfied that safer recruitment procedures were being followed after reviewing the one staff members files employed since changes had been made.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure all staff, including the manager, receive support and guidance through having an effective staff appraisal system. Staff training needs should be identified, supported and monitored. This is to ensure staff are well informed and up to date with good practice guidance and child development. This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child, I am confident that people are encouraged to be innovative in the way they support and care for me and I experience high quality care and support because people have the necessary information and resources. (HSCS 4.25 & 4.27)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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.

Inspection and grading history

Date	Type	Gradings	
17 Jan 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
11 Feb 2015	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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