

Bright Beginnings Ltd. Stirling Day Care of Children

2 Polmaise Road
Batterflats Gardens
Stirling
FK7 9JJ

Telephone: 01786 462233

Type of inspection:

Unannounced

Completed on:

22 February 2019

Service provided by:

Bertram Nurseries Limited

Service provider number:

SP2003002955

Service no:

CS2003045968

About the service

The service was previously registered with the Care Commission and transferred registration to the Care Inspectorate on 1 April 2011.

The service is provided by Bertram Nurseries Limited and is based in Stirling. The service is registered to provide care to a maximum of 88 children from birth to those not yet attending primary school.

Baby Room - 12 children 0 to under 12 months

Tweenie Room - 13 children 12 months to under 20 months

Toddler Room - 15 children 18 months to under 30 months

Rainbow Room - 28 children 30 months to under 4 years

Preschool Room - 20 children 3 years 10 months to those not yet attending primary school

At the time of the inspection the service were in partnership with Stirling Council to provide Early Learning and Childcare funded places.

The service aims include:

- To provide a safe and stimulating atmosphere to encourage each child's development.
- To develop every child's healthy self-image through play, guidance, support and encouragement.
- To encourage children to develop respect, learn to share, learn to be kind to others and develop good manners.
- To encourage children's interest in learning through promoting their desire to learn and experiment in an active

At the time of inspection, 127 children were registered to receive care over the week. Children attended a mixture of morning/ afternoon sessions and full days.

What people told us

We gathered the views of nine families members of children using the service. We received feedback through the care standard questionnaires, face to face discussion and email. They told us they were happy with the service, however, some parents raised some issues that we decided to follow up at the inspection. For example, the foods offered, staffing levels and increased accidents when children were playing outside. We have shared our findings throughout this report.

We observed and talked to children within all the playrooms over the two days of inspection. We found most children to be settled and happy. The children in the tweenies, toddlers and rainbow room were keen to be playing outside exploring and being active. The older children were confident and comfortable interacting with each other and the staff. They also shared some of the learning experiences with an inspector whilst looking at photographs. The baby room was settling new children into the service and staff were at the early stages of getting to know them and building relationships.

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	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The service had worked hard to improve children's opportunities to take part in daily active play. For example, increased fun physical activities including the daily mile. In addition, the service had reviewed the food offered to ensure they met good practice nutritional guidance. We found most of the playrooms to have relaxed and sociable meal times. We found the children were having fun being active and getting outdoors. Staff were able to demonstrate where they had used good practice guidance, to improve children's healthy lifestyle choices.

Staff explained they had been working with Stirling Council to develop more individualised planning. They told us they found planning for individual children more meaningful and effective. We asked staff to explain the planning process and found some staff to be more confident than others. For example, in using the planning walls and written evaluation/observations of children learning and development in the learning journals.

We found the service to be following good practice guidance, for example, in the management of medication and accident and incidents. We discussed with the management that if they had any queries regarding medication to seek advice.

The service had been working hard to enhance the playroom resources to provide enriched learning environments. We found children to have the opportunities to use more open-ended and natural resources. Now that the resources are in place, staff need to undertake training and development to use them effectively.

In response to findings at the last inspection, the service had taken action to ensure safe sleeping procedures were followed and had put in place a chair for staff to comfort and feed babies.

What the service could do better

There had been changes in the staffing since the last inspection. This included changes in management with nine of the 20 care staff employed being new since the last inspection. We found some staff to be more confident and experienced. We discussed with management the need to support staff to become more confident and skilled and, as a result, provide more continuity in the quality of staffing and care and support being provided.

The service was continuing to develop the planning, monitoring and tracking of children early learning and childcare. We discussed and agreed that the planning and evaluations could be further improved. This is

to support the service, provide continuity and better quality experiences for children meeting their needs, wishes and choices. When planning for children needing additional support, staff need to ensure the other children's experiences are not hindered.

We asked staff about their knowledge and skills in relation to child protection and the safeguarding of children. We found inconsistency in staff answers. Not all staff had completed child protection training, which resulted in them having satisfactory awareness of their roles and responsibilities, to ensure the safeguarding of children. We have made a recommendation that this is addressed (see recommendation 1).

We discussed with the service some areas of the children's daily routines that could be improved to meet their needs, wishes and choices. For example, the timings of meals for the youngest children and use of golden time. For the youngest children the service should be, where possible, supporting families home routines. The management agreed to review the daily routines to ensure they supported children needs.

There were some areas within the physical environment we have asked the service to improve. These areas could be addressed. The management agreed to do this. For example, the kitchen door remaining closed, laundry procedures and more adult size chairs for staff to sit with the children at meal times.

We observed in the baby room on different occasions young children to be crying and looking for comfort. Although staff did respond, this could have been done more timeously and may have been prevented if staff were more aware of children's needs and where better organised, for example, in preparing bottles. Continuity in staff should be improved for children whenever possible and especially when they are settling. Staff need to be more proactive in requesting support from colleagues to meet children needs. We did monitor staff to child ratio's and found satisfactory staffing levels in the service, however, we have advised staff to review how they are deployed throughout the building to meet the needs of the children.

The management team agreed that with support from the local authority they would be able to address the areas for improvement identified.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. All staff should be well informed and knowledgeable about their roles and responsibilities, to keep children safe and free from harm. In order to achieve this, the provider must ensure that the manager and staff who work in the care service:

- Understand national and local child protection procedures
- Understand and implement their roles and responsibilities for protecting children
- Understand, investigate and report all child protection concerns to the relative persons
- Keep a record of all information and correspondence for each child protection concern
- Inform Scottish Social Services Council of allegations made involving a staff member
- Follow the Social Services Council Codes of Practice.

The outcome of implementing these processes, should ensure all those with roles and responsibilities for child protection procedures keep children safe.

This is to ensure that the care and support is consistent with the Health and Social Care Standards which states, that as a child ' I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20)

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								
23 Mar 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	Not assessed
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	Not assessed									

Date	Type	Gradings
19 Sep 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
13 Aug 2014	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
24 Oct 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Dec 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
21 Jun 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
5 Jan 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

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 ਵਿਚ 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.