

Hyde 'N' Seek Nursery - Kinning Park Business Centre Day Care of Children

Kinning Park Business Centre
544 Scotland Street West
Glasgow
G41 1BZ

Telephone: 0141 429 6238

Type of inspection:

Unannounced

Completed on:

10 April 2019

Service provided by:

Hyde 'N' Seek Ltd.

Service provider number:

SP2003003510

Service no:

CS2004061244

About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com

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

Hyde 'N' Seek Nursery - Kinning Park Business Centre is provided by Hyde 'N' Seek Ltd and is located in Glasgow. The children have access to five playrooms; outdoor play areas; and appropriate toilet facilities. The service is currently registered to provide places for 87 children aged between six weeks to children under primary school age. This is broken down into the following age groupings:

22 children 0 - under 2 years
35 children 2 - under 3 years
30 children 3 years to 5 years

Included in the aims of the service is:

"To provide a safe, warm, happy, loving environment.
To treat all children as individuals.
To promote the development of children's intellectual, physical, social and emotional needs.
To provide quality care, based on a policy of equality.
To foster trusting and communicative relationships between children, parents and staff."

A full copy of this can be accessed through the early learning and childcare service.

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 parents 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.

What people told us

We spoke with 24 children during our visit. We gave the service 30 questionnaires to give to parents and 12 parents provided us with positive feedback by completing our questionnaires.

Staff were supportive of and helped children to settle well when they arrive. Every parent and child were warmly welcomed by staff. Positive, respectful friendly relationships were observed between staff and children. Children were observed to be happy and confident in their play with kind caring interactions observed. Close friendships were observed between children with children working together to problem solve, have fun and share their ideas.

In our questionnaires parents shared a number of positive comments, these included:

- "Cannot fault Hyde 'N' Seek. (My) children have been at this nursery and extremely happy with everything provided. Activities are varied and plentiful. It is a friendly and nurturing environment. Would be devastated if my children had to move. Hard working dedicated enthusiastic staff."

- "My daughter has attended the nursery for x years now and I am delighted with the quality of care she receives. She always has the opportunity to share her ideas and experiences with staff and her friends and is always involved in great activities that teach her new things. She is very fond of all staff and they are always very caring."
- "I am happy with the care and support my little girls receive at Hyde 'N' Seek. She is very well looked after and has great bonds with all staff within the playroom. She is always given the correct support when needed, and she wouldn't be where she is now without Hyde 'N' Seek, and especially the girls who work there."
- "I am very happy that my child attends this nursery. There are so many fun activities for my daughter to take part in. She enjoys coming here and the staff are great with her. She is becoming a very independent confident little girl and its lovely to see. She has great relationships with all members of staff in her room and also the other staff in the nursery."
- "My child has been attending for nearly x years, he absolutely loves coming to play with his friends. I feel the nursery provide a range of activities always age appropriate, fun and educational. We as a family particularly enjoy the home links they provide a great variety! All staff are welcoming, pleasant and approachable from the girls in the playroom to office and kitchen staff everyone says hello and greets my son on first name terms usually followed by hugs from my son! I would absolutely recommend this nursery."

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 of 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	not assessed
Quality of management and leadership	not assessed

What the service does well

We were particularly impressed with the motivation of the manager to take forward areas that were identified on the first day of inspection. The manager recognised the need to improve and had enthused staff to make changes that were obvious on the second day of inspection. This resulted in better outcomes for children.

Staff were clear about their roles and responsibilities in relation to child protection. The manager confirmed training was planned for the staff team to extend and consolidate this knowledge. The child protection coordinate confirmed regular training was accessed, through the local authority, with this information then shared with the staff team.

Each child had a learning journal which contained some observations and samples of the children's work. The oldest children were familiar with accessing this and were keen to share what they had been doing. Parents were now being actively encouraged to access and comment on these on a regular basis.

Interesting and imaginative home link bags had been created, this included ingredients and recipes to make cakes; soup; decorate biscuits; and make pizzas. An informative and attractive display was in the corridor where parents had shared photographs of the fun they had when taking part. This further developed links and relationships with parents.

The older children's independence was encouraged when having breakfast and lunch, for example collecting their cup and plates, and choosing what they want to have for lunch from service dishes on each table. This helped to develop life long skills.

Medication was well organised with clear and detailed information in place to support children's individual medical needs. When needed, staff had accessed specific training to support children. This resulted in children's medical needs being met.

The management team and staff had worked hard to create an inviting and welcoming environment through the use of natural tones on the wall and starting to develop more natural play materials, including loose parts.

Risk assessments were in place, with these being formally reviewed every six months. The manager agreed to ensure all areas accessed by the children were individually detailed. There should be links between the risk assessments and the checklists staff complete. This will ensure these are meaningful and everyone is aware of the potential risks and measures that have been put in place to reduce these risks. The manager was keen to take this forward.

What the service could do better

The management team had identified the need to further develop the learning journals to ensure they are individualised with purposeful and meaningful observations. Staff should ensure that spontaneous observations are carried out, where appropriate. This will give clear information on children's individual learning and support each child's keyworker to identify individual next steps in learning for each child in their group. Next steps should be tracked in order to celebrate achievements. The manager confirmed support was in place to take this development forward.

We found the pace and balance of the day for most children did not always create positive outcomes. For example the youngest and in particular the oldest children spent significant periods of times in large groups. This included the length of time breakfast took for children and then brushing teeth. This meant children did not get the time to become engrossed in their play, therefore extending their learning. Throughout the session we observed there were missed opportunities to extend and encourage children's play and learning. (See recommendation 1)

For the oldest children the three playrooms should be available throughout the day in order to meet spacing ratios, as detailed in Space to Grow. This is in order to ensure children have access to the breadth and depth of curriculum and not limiting choices. (See recommendation 1)

Due to the layout of the service children did not have the opportunity to directly access the outdoor area. We found there were not processes in place for all children to share when they wanted to play outside, with meaningful information available for children to make informed choices. All children should be able to access fresh air and large physical play on a regular basis. Staff should use best practice guidance, such as My World Outdoors and Loose Part Play to support positive outcomes for children. (See recommendation 1)

We observed there were a number of infection prevention issues that needed to be addressed. This included exposed wood in a number of the toilets and small kitchen area. Staff should ensure best practice is followed in the laundry to reduce any infection prevention concerns. The manager responded quickly to these issues and contacted the maintenance manager to plan for remedial work.

We found the two doors into the oldest children's toilets were wedged open, and in a number of the toilet areas there appeared to be a lack of ventilation, including the changing area for the youngest children. We have asked the manager to seek advice from environmental services, as well as accessing best practice guidance to support potential improvements in these areas.

We found, in order to encourage free flow between playrooms a number of the doors had been wedged open. The manager agreed to seek advice from the Fire Safety Officer in relation to this practice to ensure a safe environment for the children.

Resources should continue to be developed to ensure children have access to a wide range and quantity to stimulate curiosity, interest and a sense of wonder. Thought should be given to further develop exploratory play for babies and for children who are not yet walking.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team and staff should monitor and review the pace and balance of the day to identify how children's learning is taken forward in the playrooms and outdoors. Children should be actively involved in their learning through spontaneous play opportunities and well planned purposeful play. Learning experiences should extend and sustain children's interest.

This ensures the environment is consistent with the Health and Social Care Standards which state that:

- As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling (HSCS 1.30).
- 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 (HSCS 1.31).
- As a child, I play outdoors every day and regularly explore a natural environment (HSCS 1.32).
- I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible (HSCS 1.35).

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 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Sep 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Jul 2013	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jul 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
9 Jun 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
9 Jul 2008	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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