

Upstairs Kids Klub Day Care of Children

1-21 Main Street
Cambuslang
Glasgow
G72 7EX

Telephone: 0141 646 0069

Type of inspection:

Unannounced

Completed on:

17 April 2019

Service provided by:

Committee of Upstairs Kids Klub

Service provider number:

SP2003001486

Service no:

CS2006140770

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

It provides a nursery for children aged from babies until they start primary school, and an out of school care service for children up to the age of 16. The certificate of registration allows the service to provide a care service to a maximum of 88 children. Nine children aged 0 to under 2 years, 10 children aged 2 to under 3 years, 24 children aged 3 years to those not attending primary school. Either 45 school age children up to the age of 16, or an additional 24 children aged 3 years to those not attending primary school.

The service is provided from a purpose-built conversion within an office building. The building is located in the centre of Cambuslang and accessible to schools, shops and parks. The service shares an entrance with the office although has its own secure secondary entrance within the building. There are five playrooms. These are used for babies, toddlers, children aged three to under school age, and out of school care children. There is some flexibility in how and when the rooms are used to make best use of the space available. The service has a secure outdoor play area which can be easily accessed from two of the rooms. Children using other rooms are helped to access outdoors with the support of staff.

The service is provided by the Committee of Upstairs Kids Klub who are a Limited Company by Guarantee with a Board of Directors. A manager, deputy manager and skilled staff plan and care for the children attending. The service is in partnership with South Lanarkshire Council to provide care and education for children not attending school. The service aims include, "We aim to work with parents to ensure that we provide a high quality service that meets the needs of our service users."

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. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC - Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included, also known as the SHANARRI wellbeing indicators.

What people told us

We sent 29 questionnaires to the service before the inspection and asked the manager to give these to parents / carers using the service. We received 11 completed questionnaires before the inspection visit took place. We also spoke with two parents during the inspection and introduced ourselves to a group of parents to give them the opportunity to comment on the quality of the nursery.

Overall, all parents were very happy with the service. They indicated that staff had worked with them to plan care and support for their child, and that their child could experience and choose from a balanced range of activities. Parents also indicated that their child had regular access to fresh air and that a healthy diet was provided. They felt informed about what was happening in the service, and involved in developing the service. Feedback about staff was particularly good, with parents being confident that there was always enough staff and that staff would protect their child from harm and treat them fairly and with respect.

Comments included:

"My child has been using this service since he was 10 months old. He is now 10 years old. I think that speaks volumes about the service, staff and environment. The staff are very professional and I wouldn't send my child anywhere else and would recommend the service to others."

"I cannot praise Upstairs Kids Klub highly enough. The care provided for both my children has totally exceeded all expectations of a nursery. The staff are more like family members to the children. There is a caring and positive atmosphere in the nursery. The range of activities on offer is great, the children get out and about regularly. There are regular opportunities to visit and be involved in seeing the children in nursery. There is formal and informal feedback daily, along with e-journals. Excellent service."

"This is my third child to attend Upstairs Kids Klub nursery and I have always been happy with the high standard of care. My child loves all aspects of nursery and I am very confident his needs are being met. I have been particularly happy with the learning opportunities on offer this year and these have provided lots of opportunity for discussion at home. The children have enjoyed a number of outings to the local area and beyond and we really enjoyed the Book Swap on World Book Day. I'm confident I made the right decision when choosing UKK and will be sad when my son moves onto school."

"Upstairs Kids Klub have some of the most dedicated and friendly staff I have met. On a daily basis they reassure me how safe and well looked after my children will be. We have had the opportunity to move nurseries and wouldn't consider it."

"Upstairs Kids Klub is a fantastic nursery. All three of my children have attended here. The staff are second to none and they make my child feel welcome and included. My child loves going to nursery."

"We love Upstairs Kids Klub. Our child is confident and outgoing because of the staff at nursery. She is always delighted going and we as parents never doubt she is being well looked after. Her skills learned and experience at nursery is shaping her into a lovely little girl."

"This is a great nursery. Staff are so nice and friendly and my child loves going and learning new things. They are always doing different things with the children and taking them out on adventures."

"Staff here are the main plus point. My children have very different needs and both are met. Communication is really good, staff always give feedback and want to know if there have been any changes. External agencies work with the nursery and there's a good team approach. We've noticed that strategies used at nursery have impacted on our child at home which has been positive."

"My child was at another nursery and we changed him to here because of its reputation. I made the right decision. I've seen a difference already. Staff are really on the ball and noticed things right away then provided support and advice. My child is settled and has progressed since being here. I feel really confident about the service and staff."

Three parents indicated that although they were very happy with the service, some improvements could be made. One parent wrote, "I'm very happy with Upstairs Kids Klub. I do wish the staff turnover wasn't quite so high. However, all the staff seem to enjoy working with the kids and I have no concerns over the quality of care they provide."

Another parent wrote, "Stay and play sessions could be accommodated with more variety at times allowing parents who work all day to have the opportunity to be involved with these sessions."

Strongly feel the nursery could do more outings with the children and vary these so all kids get the chance to go." Another parent told us that they felt the e-journals could still be improved as they felt these were not updated enough and did not always reflect their child's progress. We discussed these points with the management team.

We spoke to most children through the nursery and out of school care. We saw that younger children attending nursery were happy and engaged with activities. They had good relationships with staff and confidently used resources. Younger children told us they liked coming to nursery and that they had friends here. They pointed to resources they enjoyed using and said they liked playing outdoors, painting, and building. Very young children were receiving cuddles from caring staff throughout their time at nursery.

Children attending the out of school care spoke to us more specifically about the service. All children from primary 1 to primary 7 told us they enjoyed attending, and all liked the staff working there. They said that behaviour was managed fairly and that a voting system was in place for new resources, outings and activities. Older children said the service could be improved by buying more games for their age. Comments from children attending the out of school care included:

- "It's fun."
- "Activities are really fun."
- "We like the puppets and we make shows for the children in the nursery. We're rehearsing today after school."
- "We like the pool table."
- "Sometimes we debate stuff or ask staff but then we agree."
- "Snacks are always healthy except when we have a party. We plan the parties and they're fun."
- "Staff are really good. They do fun activities. Staff listen to us."
- "Sometimes there are arguments but mostly we get on. Sometimes staff talk to us about bullying. We always risk assess trips before we go and we always vote on where we want to go."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service Improvement Plan, audits and tracking, and talked to the management team about how these measures were improving outcomes for children. It was clear that staff had been involved in identifying and progressing priorities within the service Improvement Plan and that these were having a positive impact on the quality of service provided.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed

Quality of management and leadership

4 - Good

What the service does well

We found that the ethos of the nursery and out of school care was friendly, positive and happy. Staff worked well together and were loving and caring towards children. Staff were respectful in their care and interactions with all children and we saw that very good relationships had been developed. This was helping children feel good about themselves and develop positive relationships with their peers. Children were happy and confident at the service.

Learning opportunities for nursery children were very good and staff made good use of skilled questioning to help children understand their Rights and manage conflict. Older children knew more about involvement and confidently raised any concerns. Older children felt valued in the service and we saw that younger children confidently made choices throughout their time in the service. Even very young children knew about sharing and managed this well. Staff provided time for children to reflect on their learning which helped embed new information.

Staff knew all children very well and were meeting their needs flexibly and responsively. They worked in close partnership with parents and other agencies to ensure care and support was consistent and outcomes for children positive. The management team supported staff through audits, supervision, training, and by encouraging innovation and initiative within each room. As a result, staff confidently took the lead in various projects and used their new knowledge well. In particular, staff and management told us that literacy training was working extremely well in the nursery with clear progress already seen, and training on children's mental health had had a positive impact on the way staff interacted with children throughout the service.

Staff were helping to build children's self-esteem using various methods. For example, there was verbal encouragement and praise, a "wow wall", certificates of achievement, and roles of responsibility within the service. Children proudly told us they had been a "snack helper", helping to prepare the snack and set the table. Children were learning to become independent when changing shoes and jackets to go outdoors, and knew about basic hand hygiene after using the toilet independently. These skills would help them in their wider development.

The management team worked well together and were keeping up-to-date with current national publications and guidance. This was being incorporated into the service Improvement Plan and used when auditing the quality of the service. Staff were included in decision making which helped them feel valued, and parents and children were consulted regularly and their views used to shape the service Improvement Plan. This all helped to create the happy, inclusive environment we saw at this inspection.

What the service could do better

We asked the management team to consider the position of children's personal changing areas to ensure these provided privacy.

We asked the management team to revisit medication procedures with staff to ensure the service written procedures were followed at all times.

We asked the management team to update their own child protection procedures to ensure these were in line with the most current guidance available.

Children's personal plans were not setting out how the service would meet each child's health, welfare and safety needs. (see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Although we had no concerns about how care and support was provided, written personal plans needed to be improved. These needed to record the agreement between parents and staff about how the child's health, welfare and safety needs would be met, and plans must be in place within 28 days of a child starting the service. Plans must be reviewed at least once in every six months.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices, and I am fully involved in developing and reviewing my personal plan, which is always available to me.

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
7 Apr 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
20 Apr 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
3 Jul 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
15 Nov 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
20 Jan 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
25 Mar 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
12 Jan 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very 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.