

Sinclair Nursery Day Care of Children

6 Sinclair Drive
Battlefield
Glasgow
G42 9QE

Telephone: 0141 636 1212

Type of inspection:

Unannounced

Completed on:

15 May 2019

Service provided by:

Sinclair Nursery Limited

Service provider number:

SP2008009750

Service no:

CS2008175050

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.

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 (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Sinclair Nursery is registered to provide a care service to a maximum of 94 children as follows:

33 children from birth to under two years

22 children aged two to under three years

35 children aged three years to those not yet attending primary school

Four children attending primary school but under eight years.

The service operates from Monday to Friday from 8:00am to 6:00pm.

The nursery is situated in Battlefield, Glasgow and has fully enclosed, well equipped garden areas. It is close to public transport, local parks and community facilities.

The service has a partnership agreement with Glasgow City Council Education Services to provide early learning and childcare.

The service had, since their last inspection reviewed their vision, values and aims. These were prominently displayed for parents and visitors and stated:

We aim to provide a safe and friendly environment for all children and prepare each child to be confident individuals; successful learners that have respect for others and can make informed choices and decisions therefore empowering our young people.

Children will be encouraged to achieve their full potential at their own pace. We aim to do this by providing quality experiences and education for all, promoting health and well-being, literacy and numeracy throughout the whole nursery.

We strive to provide equal opportunities for each child ensuring the curriculum offered is inclusive of children with learning difficulties and or disabilities and children from different backgrounds.

Child protection is paramount within the nursery and we follow the guidelines of "Safe and Well" and Management Circular 57.

We maintain at all times an open door policy and positively encourage parental participation. We work closely with outside agencies and our local community to facilitate the provision of our quality service.

As a nursery we incorporate all guidelines as set by the Scottish Executive and Glasgow City Council.

What people told us

For this inspection we issued 40 care standards questionnaires to the service to distribute to parents/carers, 17 care standards questionnaires were returned to us prior to our inspection. All 17 parents/carers strongly agreed or agreed that they were happy with the quality of care their child received at the service. Some of their written comments included:

'Both my daughters have been to Sinclair Nursery and both are well looked after, educated and have time to play indoors and outdoors. My youngest had medical problems as a baby, but the nursery were willing to assist me with her care as much as they could. My daughters love going to nursery and look forward to it each morning.'

'Sinclair nursery is a warm, welcoming and friendly environment. Our daughter is very happy and settled there. The staff are really friendly, fantastic with the kids and welcoming to parents.'

'All of our children have attended Sinclair nursery, which is testament to how much we love the staff and the support and care they provide.'

'Every staff member has been warm and welcoming, and he loves them all, never once displaying negative behaviours with regards attending nursery. We think the staff are wonderful and are incredibly grateful for all they do to help our little man.'

'I am exceptionally happy with the environment created by Sinclair Nursery.'

'Staff who smoke can be seen doing this outside (but only just) the nursery premises while in uniform. There is an opportunity for the management to address this unhealthy behaviour that the children may observe coming to and from nursery.'

'Their consistently excellent levels of care for her give me every confidence in the service.'

'The nursery is very good at keeping lines of communication open and updating parents about what is happening in the nursery. If I had one suggestion, it would be that perhaps communications should all come from the same place, ie, email, hardcopy or other. At the moment some is printed, some is email and some by letter. Broadly happy with the level and frequency of communications though.'

'My child has had allergies and the nursery have taken them very seriously and checked details with me. Staff have taken the time to make sure his records are updated with any changes in allergy information.'

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	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Children were cared for, nurtured and loved by attentive professional staff. We observed very positive relationships and interactions between children and staff. Children felt safe and secure. They knew who their keyworker was, and had built strong, trusting relationships.

Staff were very responsive and engaging. They were respectful of children's interests and ideas when planning activities and setting up playrooms. Groups of children in the 3-5 room benefitted from weekly visits to Queens Park. Staff had attended outdoor learning training, this helped to improve and extend children's learning in the park. In order to ensure the safety of children at the park, the management team had involved parents and staff in identifying the risks associated with the visits, and the benefits of risks. As a result of this children were being encouraged to learn about risks, and the consequences of risky play whilst stimulating their natural curiosity, learning and creativity.

Staff knew children and families well. They continuously reviewed and updated their personal needs and developmental needs in personal plans and learning journals. We saw strong evidence that parents and carers were involved in this process. Ensuring that this information was current and regularly reviewed and updated meant that staff could effectively plan for children's individual needs.

Staff were very familiar with children's individual medical and dietary requirements. We observed staff offering alternative foods to children with dietary requirements or dislikes. Nutritious snacks and lunches supported children to be healthy. Children enjoyed coming together with their peers and staff to have lunch. Staff provided an appropriate level of support and encouragement for children, children were encouraged to be independent, and given support when necessary. There was good communication between childcare practitioners who communicated well with the nursery cook; this helped the service to meet children's needs.

We looked at how the service managed the safe recording and administration of medicine. We noted that the management team had consulted with staff and parents to review and update the service's medication policy and procedures. As a result of this safe and effective systems were in place which meant that medication was administered, stored and recorded safely.

Staff had good links with other professionals involved in children's care. Their meetings and contact with other professionals gave them the opportunity to share information and strategies. Staff used effective strategies to help meet the needs of children requiring additional support. Staff had a clear understanding of their roles in supporting and safeguarding children. They attended regular child protection training and knew who the child protection coordinator was.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

The provider had made significant investment and improvements to the environment. We noted that new changing areas and improved toilet facilities were hygienically clean and easily maintained. As a result of these improvements, we were able to report that a previous recommendation about the quality of changing and toilet facilities and the cleanliness of the building had been met. The provider should continue with planned refurbishments, in order to continue to improve the physical environment. The provider should, as discussed at feedback have doors fitted to the entrances to children's toilet. This will help to minimise the spread of infection.

Throughout our visit, children were able to play outdoors. We observed children enjoying a variety of play and learning experiences outdoors, as well as having the opportunity to run about and be involved in physical activity. In order to keep children safe, and protect them from the sun, staff ensured that children wore sun hats and applied sun cream. We raised concerns about the lack of hand washing facilities that were available outdoors. We noted that after applying sun cream staff did not wash their hands. We also observed a child who wanted to wash their hands that was unable to do so. The provider and management team should ensure that hand washing facilities are available outdoors and the staff revisit the best practice document 'Infection prevention and control in daycare and childminding settings' in order to ensure that they are confident in the knowledge of when hand washing should take place. In order to prevent the spread of infection, we have made a recommendation about this that the provider and management team should address. (See recommendation 1).

Staff looked after children in bright, spacious playrooms. We noted that there had been improvements made to the quality of resources and to the setup of rooms. Effective auditing and monitoring of resources, equipment and play areas had led to positive changes. Staff had participated in 'loose parts' and schema training. As a result of this training, they had carried out observations of how children used resources and identified their preferred learning styles. Opportunities for children to be curious with, and explore loose parts had improved indoors and outdoors.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider and management team should review infection prevention and ensure control measures are in place. They should ensure that in order to minimise the spread of infection staff training around effective hand washing practices is delivered and procedures implemented. In addition to this the provider should ensure that doors are fitted in toilet areas, this will help to prevent the spread of infection.

Health and Social Care Standards : 5.17 'My environment is secure and safe.'

Grade: 4 - good

Quality of staffing

Findings from the inspection

The established staff team at Sinclair Nursery were kind, caring and nurturing. They were genuinely interested in providing high quality care and learning experiences to children who attended the service. They knew children and families well, and could describe in detail their individual needs and how they were meeting them. Children's individual needs, progress and achievements were well documented and reflected in their individual personal plans and electronic learning journals.

Staff enabled children to lead and direct their own learning. We observed staff responding to and facilitating children's interests, thoughts and ideas. They were skilled when they intervened to help and support children who required assistance. They took time to listen and respond to children appropriately. As a result of this, the pace and flow of the day suited children's individual needs.

We spoke to most staff during our visit. Staff were confident and keen to engage with inspectors. They described the support they received from the management team and spoke very confidently about training and the impact of training. Staff told us that they were encouraged to attend training in order to continue to develop their skills, and to keep them up to date with current best practice and frameworks. Staff told us that because of outdoor training and numeracy training they were able to extend children's learning experiences, and track progress more effectively in these areas.

As part of this inspection, we looked at how the service recruited and inducted new staff. We carried out an audit to assess how well the provider had managed safer recruitment processes since the last inspection. The provider had employed six new members of staff and Modern apprentices. We looked at their recruitment and induction records. We found that the service's new recruitment policy and procedures supported the safe recruitment of staff and that the service had recruited new staff safely and robustly.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

Findings from the inspection

The service provided a very inclusive environment, they gave children, staff and parents the opportunity to get involved in planning and assessing the quality of the service provided. They regularly sought parent's opinions about the service and improvements during coffee mornings, questionnaires and visual voting systems. Since our last inspection, we could see how the service had involved parents and staff in some policy review. As a result of this, policies had been updated, they reflected best practice and parents and staff had a clear understanding of policies, procedures and of the service's expectations.

The provider and management team had invested in improving the environment since our last inspection. As a result of their willingness and eagerness to support improvements we were able to report, that all of the recommendations made at our last inspection had been met.

The management team had worked very hard to improve, and develop a more robust approach to how they measured the quality of the service provided. The management team had developed a relevant monitoring calendar and improvement plan. We could see that the management team monitored all aspects of the service, including staff performance. Monitoring visits were a useful support to staff. They provided feedback of monitoring and reviewed areas for improvement. As a result of this outcomes for children and families had improved.

Staff told us that they felt well supported, valued and respected by the provider and management team. They were encouraged and supported through monitoring, supervision and appraisal meetings to discuss and identify their training needs and wishes. Having sampled paperwork associated with appraisals, we could see that the management team worked well with staff to support and follow up on training needs and requests. This meant that staff were motivated to continuously reflect on their practice, skills and experience.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very 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

Recommendation 1

The management team should review, update and implement the service's medication procedures, ensuring these reflect best practice guidance. This should include:

- recording clear information about children's medical conditions and how medication has to be administered. This should include any triggers, signs, symptoms and actions to be taken by staff.
- demonstrating how information is shared with parents/carers when medication has been administered.
- ensuring prescribed medication has the appropriate dispensing labels.
- ensuring staff record information about any medication they administer promptly.
- ensuring staff clarify the dose of medication with parents/carers, where this differs from the instructions.

Health and Social Care Standards – 4.14 My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

Health and Social Care Standards – 1.24 Any treatment or intervention that I experience is safe and effective.

This recommendation was made on 4 June 2018.

Action taken on previous recommendation

The service had reviewed and update their medication policy and procedures. We were satisfied that this recommendation had been met.

Recommendation 2

The management team should review and implement systems to ensure the cleanliness and maintenance of the service. They should ensure that staff follow correct guidance around minimising and controlling the spread of infection.

Health and Social Care Standards 4.27 – I experience high quality care and support because people have the necessary information and resources.

Health and Social Care Standards 5.22 - I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

This recommendation was made on 4 June 2018.

Action taken on previous recommendation

The provider had made significant investment in improving the environment. We were satisfied that this recommendation had been met.

Recommendation 3

The management team should continue to develop effective quality assurance systems.

Health and Social Care Standards 4.19 - I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

This recommendation was made on 4 June 2018.

Action taken on previous recommendation

The management team had significantly improved systems to monitor, audit and improve systems for quality assurance. We were satisfied that this recommendation had been met.

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	
20 Apr 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
14 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
21 Sep 2015	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
25 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 May 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
7 May 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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