

# Monkey Puzzle Glasgow Day Care of Children

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Glasgow  
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Telephone: 0141 429 1114

**Type of inspection:**  
Unannounced

**Completed on:**  
3 April 2019

**Service provided by:**  
Choice Start Limited

**Service provider number:**  
SP2014012246

**Service no:**  
CS2014323565



## 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](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 29 August 2014.

The service is registered to provide a care service to a maximum of 122 children at any one time under the age of 16, of whom 82 are not yet attending primary school, of whom no more than 57 are aged under 3, of whom no more than 24 are aged under 2 years.

The service operates Monday to Friday, 7am to 6:30pm, 51 weeks per year closing between Christmas and New Year.

The service is provided by Choice Start Limited which was established as a private company limited by guarantee in April 2013. Choice Start Limited uses a franchise model through Monkey Puzzle Day Nurseries Limited. This franchisor started in the childcare sector in 1978 and currently has 31 franchisees. Choice Start Limited is the first and only franchisee in Scotland. Choice Start Limited receives the support of the franchisor. The property is a former school, owned and leased to Choice Start Limited by Glasgow City Council. The service is based in the Gorbals area of Glasgow, close to local amenities and convenient to public transport.

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 (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

There were 67 children present during our inspection on Wednesday 3 April 2019. This included 12 children who were attending the after school holiday club. We spent time observing and talking to children in the nursery and the holiday club.

For this inspection we issued 35 care standards questionnaires to the service to distribute to families. We received responses from 20 parents/carers whose children attended the service. All 20 respondents strongly agreed or agreed that they were happy with the overall quality of the service. Some of their comments included:

'Great staff and lovely atmosphere.'

'Fantastic staff, learning zones. My son loves it. We enjoy being in the community events. So much fun!'

'The staff are excellent, hard-working, committed. They have built a fantastic relationship with my son. The activities they do are great. They took on feedback and improved communication and demonstrate more about what they've done throughout the day. I'm glad it was recently painted as it was lacking imagination and inspiration. I still think this could be improved.'

'My children have used Monkey Puzzle for two years and the staff have supported them extremely well.'



'The manager is never too busy to talk and is incredibly inclusive. She knows all the children individually. I couldn't have found a better nursery.'

'They tell me daily what my daughter has done each day and I couldn't be more pleased with my daughter's development since starting nursery. My daughter loves going to nursery and when she is at home she talks about all the friendly, helpful staff.'

'My child really enjoys going to nursery. She is stimulated with all the different activities and loves the food.'

'The staff continue to support my son in his learning journey even though he is at school. The activities, visits and materials in the after school area available to my son are fantastic. The relationships built with all staff between myself and son are second to none.'

## 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	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

We observed confident, happy children across all age ranges. Children were engaged in a variety of stimulating activities, both indoors and outdoors. Staff had involved children in deciding what activities they wanted to be involved in. Staff involved children, particularly children who were attending the holiday club, in deciding what they wanted to learn. Children's views were respected and their ideas and opinions were considered when planning and preparing activities.

Staff knew children very well. Some parents we spoke to described a very robust system for settling their baby or child into nursery. Essential information was gathered and built upon in children's personal plans as staff got to know children and families. This meant that staff met children's individual needs effectively.

Children's health and wellbeing was at the heart of the service. Staff supported children who required additional support effectively. They worked well with other agencies to share strategies and information to support children. Children benefitted from a variety of healthy snacks and lunches, which the service provided. We observed children over snack and lunchtime. Staff were confident in their knowledge of children's individual likes, dislikes and dietary requirements. Staff supported children's independence throughout snack and lunchtime, enabling them to choose their food and drinks.



The service had made further improvements to their outdoor play area. Throughout our inspection, we observed children learning and having fun outdoors. Staff were aware of, and used the Care Inspectorate publication 'My World Outdoors' to improve learning outcomes for children outdoors.

Staff we spoke with told us that they felt very well supported by the management team. They told us that the manager was approachable and proactive in her assessment of their work and progress. Staff were supported to gain additional qualifications and attend relevant training.

The manager had developed effective systems for monitoring all aspects of the service. We saw strong evidence that regular meetings took place with staff individually and in teams. Staff told us that they felt valued and were regularly consulted and involved in planning the future development of the service as well as their own personal development.

## What the service could do better

The manager should continue to develop and streamline existing systems for monitoring and assessing the quality of the service provided. She should continue to support and encourage staff in their personal development, in order to continue to build on their skills, knowledge and experience.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## 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	
14 Apr 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
14 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good



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