

The Avenue Childcare Services - Daycare of Children

Day Care of Children

8 & 10 Tourhill Road
Onthank
Kilmarnock
KA3 2BZ

Telephone: 01563 572828

Type of inspection:

Unannounced

Completed on:

29 May 2019

Service provided by:

The Avenue Childcare Services Board of Directors

Service provider number:

SP2003000713

Service no:

CS2003003480

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found 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 Avenue Childcare Services - Daycare of Children is provided by a voluntary board of directors. A manager is employed who takes day-to-day responsibility for the service. The service is located in the Onthank area of Kilmarnock, East Ayrshire and is registered to provide a care service to a maximum of: 13 children 0 - under 3 years in the downstairs playroom and 16 children aged between 2 and 5 years in the upstairs playroom. The accommodation has ground level access to a large enclosed outdoor play space. At the time of inspection, there were 37 children registered to attend the service at various times over the week. A full statement of vision and values is available from the 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 parent(s) 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. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

We observed all children during the inspection. Children presented happy and confident in their environment. We noted positive bonds between staff, children and their families with staff supportive and sharing information on children's sessions during respectful and warm exchanges. We received 11 completed care standards questionnaires from parents/carers. All indicated they were very happy with the service their child and family received. Comments included:

"Since my daughter started The Avenue she has played so much better with other kids, her speech has come on great and she interacts with other people so well."

"The service delivers excellent care."

"The staff in this service are absolute brilliant. They always find the time to speak to me when I need them."

"My boy loves attending The Avenue. All the staff are approachable and friendly. There is always lots of activities for him to take part in."

"The service provided has been excellent, staff are friendly, kind and caring. My son loves going to the nursery."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at quality assurance records to show where the service had plans for improvement.

From this inspection we graded this service as:

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

What the service does well

Personal plans had been developed by staff creating a clear, personalised plan detailing how the service would meet children's health welfare and safety needs. Children received very good care and support because staff had the right information to meet their individual needs. Staff supported children in their communication, playfully and respectfully aware of children's developmental stages and learning styles. Children could go at their own pace as staff used their observations of the children to respond, using language suited to the children's developmental stage. As a result we observed children happy, settled and secure demonstrating they felt valued and cared for.

Snack and meal times were unhurried and sociable with staff offering children support to develop their listening and self help skills. Children benefitted from appropriate praise and encouragement with staff using gentle voices to encourage them during the session. This helped children to develop a positive view of themselves developing trusting relationships and learning to care for others. Children were supported to develop skills in understanding, thinking, investigating and problem solving. Physical energetic play outdoors helped children to explore the outdoor environment as they explored the sand and collected daisies.

Staff worked well together clear in their roles and responsibilities creating a nurturing and welcoming environment for children and their families. Led by the manager, staff had embraced change to support improvement, placing children and their families at the heart of their work. Staff demonstrated a sound understanding of safeguarding, ensuring children's continued health and wellbeing. Reflection and self evaluation was a key part of staff's working day. Staff used knowledge and self evaluation from national guidance and training to make improvements as they planned for family learning and developing a tracking system for children's progress, supporting children to achieve. Regular staff meetings and training days allowed staff to explore the Health and Social Care Standards and other national guidance, considering how they are meeting children's needs. This information was used to plan change. Staff demonstrated leadership and confidence, sharing good practice both at local events and national events. Children received care from a staff team who were trained, competent and skilled, able to reflect on their practice following their professional codes.

What the service could do better

Younger children should be provided with knives and forks at lunch time to further develop their independent eating skills.

Staff should review opportunity for early literacy to be included within play activities both indoors and outdoors. They should continue with their plan to develop a formal system to track children's progress and development.

Floor books used to share with parents would be improved by recording evaluations, helping parents to see the next steps in their children's learning and development.

The manager should consider how the six capabilities of leadership found at www.stepintoleadership.co.uk could be integrated into Scottish Social Services Council registered staff's annual reviews.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

Recommendation 1

Management should monitor effectively the quality of work of each member of staff and the service as a whole. In order to do this they should review their recording methods and what is written with a focus on outcomes for children.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 14, A well managed service

This recommendation was made on 26 August 2015.

Action taken on previous recommendation

The service had been on an improvement journey with monitoring and self evaluation included to improve children's experiences and outcomes.

Inspection and grading history

Date	Type	Gradings
5 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
29 Jul 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
24 Jul 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Dec 2011	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
6 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Jan 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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