

# Rockmount Nursery Day Care of Children

Dowanhill Park  
46 Havelock Street  
Dowanhill  
Glasgow  
G11 5JE

Telephone: 0141 357 6699

**Type of inspection:**

Unannounced

**Completed on:**

14 May 2019

**Service provided by:**

Rockmount Nurseries Ltd

**Service provider number:**

SP2004005098

**Service no:**

CS2003048877

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

Rockmount Nursery has operated since 2004 and has been registered with the Care Inspectorate since 1 April 2011.

The service is registered to provide a care service for a maximum of 27 children aged from 2 years to those not yet attending primary school. No more than 2 children can be aged 2 to under 3 years.

The service is provided by Rockmount Nurseries Ltd and operates from stand alone premises within a park in the west end of Glasgow. The accommodation is open plan and children enjoy free flow play to one of the safely enclosed garden areas.

The service is in partnership with Glasgow City Council to provide early learning and childcare for children aged 3-5 years.

The main aim of Rockmount Nursery is to provide a warm, friendly and stimulating environment, in which children can feel safe and happy.

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

On the day of inspection 27 children attended the nursery. We observed that children were happy and confident, enjoying activities of their choice. They involved us in their play and were happy to tell us about the things they enjoyed doing at nursery.

Their comments included:

"I'll tell you what the best thing is - this! The slide."

"I'm writing with the green pen, it's chalk."

"We've been planting and learning about transport."

"That's when we were learning about frogs: see the line?"

"I think I drew that dinosaur."

We issued 15 care standards questionnaires to the service to distribute to parents/carers prior to the inspection taking place. We received 11 completed questionnaires. All responses from parents were very positive and seven had taken time to expand on their views. Their comments included:

"My child has a great time, I love the amount of outdoor play and I think the girls are great. Brilliant!!"

"Rockmount has provided a safe, nurturing environment for my children from 2 to 5. It's a fantastic service and I would highly recommend it to other parents."

"We are very pleased with nursery, our son has improved socially and academically already. He can recognise letters and numbers in such a short space of time. Best nursery in Glasgow! Warm and loving care."

"My daughter has loved being at nursery school. She is making friends and become more confident in her speech. After starting she has toilet trained very quickly. Loves being in the big garden and park."

"My daughter has been attending the nursery since 2016. I trust the staff implicitly. (My child) loves her teachers and has lovely relationships with them all. Staff have changed very little in the time she has been there. They provide an excellent environment and activities and always have. They keep me informed of her development and include me in planning her care. We will be very sorry to leave them behind when (my child) goes to school in August."

"I am absolutely delighted with this nursery and my child is really happy. It is a caring and interesting environment where he has developed his confidence, interests and knowledge. I would have liked a bit more information as to my child's attitude to learning and activities. This is only a very minor point for an overall fantastic establishment and service. All staff are professional, competent and caring!"

"Great staff, great leaders. They all work together as a team - Karen and Natalie work great together - Karen is great in settling my child, he loves her. Love the homeliness, it's a nice place. Very happy."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork, including their improvement plan. These demonstrated the service priorities for development and how they were monitoring the quality of their provision.

## 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

Throughout our inspection children were happy, confident and nurtured by an enthusiastic and motivated staff team. We found that staff had an enabling attitude and engaged extremely well with children, encouraging them to follow their play ideas and scaffolding their learning. Where any child was found to need additional support to

reach their full potential, staff worked closely with parents and sought advice from other agencies to identify strategies that would help the child. In their questionnaire responses parents spoke very highly about the nurturing ethos promoted in the nursery. They appreciated how staff used social media to share their child's achievements with them.

Children's health and wellbeing was supported as they had daily access to outdoors for fresh air and exercise. A member of staff was based outdoors daily, which enabled children to spontaneously choose to go out to play. Children benefited nutritionally from home cooked meals and we could see that they enjoyed the food that was offered. Snack time was a social experience for children as it was relaxed and staff modelled expected behaviour such as turn taking. Children's life skills were further promoted through routines such as tooth brushing and independently dressing for outdoor play.

The child protection policy explained to people how the nursery would ensure the welfare and wellbeing of all children; this included annual training of staff to keep them up to date with legislation and guidance. When we spoke to staff we were satisfied that they had a very good knowledge of their responsibilities and the procedures to ensure that children were safeguarded in their care.

Staff had formed a close knit team who were respectful of each other's contribution to early learning and childcare. Safe recruitment practices were in place and included a clear induction programme so that new staff felt welcomed and understood their role. Staff were registered with their professional body, Scottish Social Services Council (SSSC) and were diligent about keeping their post registration training and learning record (PRTL) up to date. This demonstrated their commitment to meeting the requirements of their registration and also met a previous recommendation for management to monitor SSSC registration. Through regular staff supervision the manager was supporting individual staff to evaluate their professional development and build confidence in reflecting how to implement best practice.

We particularly liked that some of the findings were recorded in big book format and shared in team meetings. This meant there was shared learning and a celebration of individual as well as whole team achievements.

## What the service could do better

We sampled children's personal files and learning journals for evidence to support how children's health, wellbeing and safety needs were being met. Although there was some very good information, we found that children's voice was not evident and staff observations of children could be recorded more meaningfully to enable this. One parent questionnaire response confirmed that they would appreciate more information about their child's views. We discussed how the service approach to maintaining children's personal plans could be further developed by using GIRFEC wellbeing indicators within their individual personal plan. This would help to reflect children's achievements and all round wellbeing through the learning experiences offered. The management team agreed that it would also be helpful to signpost people to where information could be found about children's individual needs across the different elements of their personal plans, such as within confidential files.

On the day of inspection there were no children present who required medication although we could see from children's personal plans that one child had been prescribed medication. We reminded management that when medication is accepted by the service it should be accompanied by a record for its administration to the child. This measure will contribute to children's health and safety. We signposted them to our good practice guidance - Management of medication in daycare of children and childminding services (2014).

We were confident of the service capacity to implement the above improvements in order to ensure positive outcomes for children. We encouraged the manager to continue to identify leadership roles for individual members of staff so that everyone felt ownership for taking areas for improvement forward.

## 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](http://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

The service manager should review the systems for monitoring staff registration with the appropriate regulatory body, such as Scottish Social Services Council (SSSC). This is so that they are adhering to the SSSC Code of Practice for Social Service Workers and Employers.

For example: staff payment of annual registration fee; progress toward meeting any qualification conditions imposed by SSSC within the required timescales.

National Care Standards early education and childcare up to the age of 16. Standard 12: Confidence in Staff and Standard 14: Well-managed service.

**This recommendation was made on 9 May 2017.**

## Action taken on previous recommendation

The manager was utilising SSSC employers page to track registration of individual members of staff. Staff employment files a set time frame for individuals to overtake any conditions on their registration. Supervision and appraisals supported staff to identify and access training, including directing to professional reading on our HUB.

This recommendation had been met.

## Inspection and grading history

Date	Type	Gradings
9 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
17 Jun 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Aug 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
29 Jun 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
19 Jan 2012	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	Not assessed
27 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 2 - Weak Not assessed
11 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
8 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 2 - Weak 4 - Good
3 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate

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