

Chapelgreen Primary Nursery Class Day Care of Children

Mill Road
Queenzieburn
Kilsyth
Glasgow
G65 9EF

Telephone: 01236 794836

Type of inspection:

Unannounced

Completed on:

30 May 2019

Service provided by:

North Lanarkshire Council

Service provider number:

SP2003000237

Service no:

CS2003015420

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.

Chapelgreen Primary Nursery Class is provided by North Lanarkshire Council and is based in Queenzieburn, Kilsyth. The service is provided from an accessible single storey annex within the school grounds. It features a welcome area where children can store their belongings, toilets, changing facilities, playroom and rear garden which is accessible from the playroom. The children also use the main school for mealtimes and activities.

The service is registered to provide a care service to a maximum of 20 children. The age range of the children will be 3 years to those not yet attending primary school. During the operating times the service will have exclusive use of the premises and secured outdoor play area. The service will comply with the following staffing: Children aged 3 and over, 1:10 adult to child ratio.

There are 16 children currently registered to use the service. All children were present on the first day of our visit. The service had also changed the operating times since the last inspection. Children now attend the service Monday to Friday between the hours of 9am and 3pm.

The head teacher is the named manager of the service. She is present part of the week as she has headship responsibilities for another school.

The day to day care and support is provided by four temporary early learning practitioners with varying working patterns.

The service's aims include:

'To provide a positive, nurturing learning environment where every child feels happy, safe and valued'.

The service's full aims and objectives are available to parents/carers and visitors.

This report was written following an unannounced inspection carried out by one inspector over the course of two days. We visited on Wednesday 29 May 2019 and returned on Thursday 30th May, to conclude the inspection and provide feedback to the head teacher.

During our visit, we spoke with most of the children, parents/carers, staff, visiting professional and head teacher.

The visiting professional had only recently been assigned to the nursery. She confirmed that staff were well informed about the children and that they were able to provide important information about their needs.

We asked the service to distribute eight care standards questionnaires to parents/carers on our behalf. All were completed and returned to us prior to the inspection taking place. We also received three completed questionnaires from staff.

We assessed the quality of care and support and staffing at this inspection.

What people told us

Children's views:

When we arrived at the service the children were preparing for a walk to the woods. While this was a regular activity, they were particularly excited as some parents/carers were joining them. Staff took time to discuss the arrangements and children were able to consider how they would keep themselves and their friends safe. Throughout our visit children spoke enthusiastically about their time at nursery. They talked about how they had enjoyed learning about butterflies and described how they had cared for them, watched them grow and plans for them to be released 'to meet their friends'. One child proudly told us 'look at our beautiful butterflies. They have come from a cocoon. We're going to let them fly away'.

Overall, we found children to be happy and content in nursery. We could see they had formed positive relationships with staff and each other. Children appeared confident in the setting and were familiar with their routines. We saw kind children being caring towards one another, sharing with their friends and helping one another.

The children's comments included:

'I love snack, we get lots of nice things to eat'

'I'm making dinner with this mud'

'This is a yummy dinner'.

Parent/carer's views:

We spoke with three parents/carers during our visit. They spoke positively about their child's nursery experience. They were confident they were well cared for by staff and had a wide range of activities to choose from. They were particularly positive about outdoor experiences and trips in the local community. They felt fully involved in the setting and welcomed opportunities to participate in their child's experiences.

Parents/carer told us the newly extended hours could be used flexibly to fit with their home life and they could see the benefits of their child staying for longer periods. They spoke positively about mealtimes and felt this opportunity had helped develop their social skills and confidence. One parent felt the space in the playroom was limited, however free access to the outdoor area helped with this.

Parents/carers who completed the care standards questionnaires strongly agreed/agreed with all statements. These related to the quality of care and support, environment, staffing and management and leadership. One parent/carer indicated that they were not clear about opportunities for their child to rest or sleep.

Their comments included:

'The nursery staff are so caring towards my child and have supported us both during his settling period.

'The staff are extremely approachable. We are regularly involved in plans, activities and their learning. Parents are kept up to date with good paperwork so we can understand 'getting it right for every child'.

'My child has enjoyed outdoor play, walks and visits to the park and gets excited waking up and knowing it's a nursery day. He has so much fun'.

'Fantastic nursery who have made my child's transition from home very easy'.

'I find that the care and education my son receives is very person centred and adaptable'.

Self assessment

We did not request a self-assessment from the service prior to this inspection. We looked at the service's improvement plan and talked to the head teacher about progress from the last inspection and future plans for improvement.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

Children were happy, content and enjoyed their nursery experience. Each child had a key worker who was responsible for their care and wellbeing. This continuous caring relationship helped children to settle and feel safe and secure. Staff knew children well and were caring and respectful in their approach. Children experienced warmth and kindness from staff and received reassurance and affection.

Staff had established positive relationships with parents/carers. We observed them sharing and gathering information with parents/carers at drop off and pick up times. This supported them to respond to children's changing needs and promoted continuity of care between home and the nursery setting. Regular meetings between staff and parents/carers provided opportunities to discuss children's needs, progress and next steps. Staff demonstrated a commitment to involving parents/carers in activities to promote learning between home and nursery.

Outdoor play was particularly good in this service. The outdoor area was used as an extension of playroom learning and children were able to access outdoors freely, with most choosing to spend most of their time here. Waterproof suits enabled children to experience outdoors in all weathers. Children were well supported to learn from, and be part of their local community. This provided them with meaningful, real life opportunities to experience using public transport, understand the value of local services and explore local natural environments.

Snack time was a relaxed, positive experience for the children and was planned in such a way to promote children's independence and social development. Healthy snacks were offered and staff took time to sit with children, supporting when required and chatting to them about their day. Staff should continue to encourage children in the preparation of snack to enable them to further develop their skills.

The service had experienced some staff changes since the last inspection. Staff were working hard to ensure children had a positive nursery experience. All were qualified and registered with the appropriate professional body. Staff spoke knowledgeably about how they were supporting individual children and they worked well with other agencies, to ensure children were receiving the support they needed to help them achieve their potential. Staff told us they felt consulted on important matters and had opportunities to discuss their work and individual children.

What the service could do better

We made a recommendation at the last inspection, relating to staff supporting children's needs. While we found some progress made with this, there was scope for children's needs to be supported more effectively. For example:

- We could see that staff had considered some useful communication strategies for children who required support, however these could have been applied more effectively and consistently.
- Children were engaged in activities when they were able to choose freely and direct their own play; however, there were times when activities and routines were structured in such a way, that resulted in children sitting for extended periods and becoming distracted and disengaged. There was scope for the playroom and resources to be used more effectively, to provide children with a more stimulating indoor learning environment to motivate them, to learn and stimulate their curiosity and creativity.
- Children would benefit from opportunities to enjoy quiet, restful times and sleep when they wished.
- Children could have experienced a more positive lunchtime experience. While lunch was an appetising meal and children enjoyed the interactions with catering staff, the routine and overall experience could be improved.
- Children's learning journeys provided some meaningful information about their progress and achievements. We discussed how these could more clearly detail how staff plan to support children's needs and next steps in their development. We also suggested plans could more clearly demonstrate how children and parents/carers have been involved.

We acknowledged the positive steps staff took to improve the playroom after our discussions. They told us that the children had responded enthusiastically to the changes. We recommended that staff are further supported to meet children's needs effectively. (see recommendation one)

While there were sufficient numbers of staff to meet the needs of the children during our visit, we were aware there were days when staff numbers were minimal. This was impacting on the quality of experiences provided for children. We have made a recommendation about this (see recommendation two)

While staff were committed, motivated and enthusiastic about their work, we suggested they would benefit from being supported to further develop their skills and knowledge through training, sharing practice, reading and research. Staff would also benefit from engaging in a meaningful, supportive professional review and development programme to help them develop in their role.

The head teacher has responsibility for another school and is present in Chapelgreen Primary School Nursery Class for only part of the week. We have asked that she develop a formal plan detailing management arrangements in her absence. This will ensure everyone is clear about the arrangements in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should ensure children's needs are being supported effectively.

This is to ensure, that care and support is consistent with the Health and Social care Standards which state;

'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and 'my care and support meets my needs and is right for me' (HSCS 1.19).

Special consideration should be given to:

- Activities and routines
- Mealtimes
- The use of supportive strategies
- Children's personal plans.

2. The provider should ensure there are sufficient numbers of staff to meet the needs of children at all times.

This is to ensure that care and support is consistent with the Health and Social care Standards which state;

'My needs are met by the right number of people' (HSCS 3.15)

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

The staff should ensure they support all children's needs. To achieve this they need to have;

- Appropriate communication strategies in place
- Links with other services especially for those children who attend more than one service
- Systems to manage challenging behaviour's.

National Care Standards early education and childcare up to the age of 16 -
Standard 3 health and wellbeing, Standard 4 engaging with children
Standard 6 support and development

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

While we found staff had made some progress with this recommendation for example, helpful communication methods had been developed for individual children, we found that strategies were not being applied routinely or consistently. We have provided more information in the main body of report.

This recommendation had not been met.

Inspection and grading history

Date	Type	Gradings
3 Mar 2016	Unannounced	Care and support Environment
		4 - Good 4 - Good

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	2 - Weak
8 May 2013	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Mar 2013	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
30 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
2 Apr 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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