Glenburn Nursery
Day Care of Children
19A Glenburn Road
College Milton
East Kilbride
Glasgow
G74 5BA

Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 29 October 2013
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>3</td>
</tr>
<tr>
<td>1 About the service we inspected</td>
<td>5</td>
</tr>
<tr>
<td>2 How we inspected this service</td>
<td>7</td>
</tr>
<tr>
<td>3 The inspection</td>
<td>12</td>
</tr>
<tr>
<td>4 Other information</td>
<td>22</td>
</tr>
<tr>
<td>5 Summary of grades</td>
<td>23</td>
</tr>
<tr>
<td>6 Inspection and grading history</td>
<td>23</td>
</tr>
</tbody>
</table>

## Service provided by:
Mackin Childcare Limited

## Service provider number:
SP20100011143

## Care service number:
CS2010274102

## Contact details for the inspector who inspected this service:
Kara Doonan  
Telephone  01294 323920  
Email  enquiries@careinspectorate.com
Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>4</td>
<td>Good</td>
</tr>
</tbody>
</table>

What the service does well

We found children to be taking part in a range of activities that reflected their interests, self-selecting where and what they wanted to participate in.

The service had effective systems in place for staff to plan children’s care and support ensuring their individual needs and interest were met.

Staff were welcoming, friendly and had a very good rapport with the children. Parents described the quality of staff as one of the service strengths.

What the service could do better

The service should consider if they could improve the opportunities for children to become more independent when visiting the toilets.

The service was currently refurbishing the nursery garden and staff planned to further develop the children’s learning experiences outdoors.

The service should complete a risk assessment for the nappy changing facilities and heating source. This is to ensure that they have appropriate measures in place to reduce the risk to children.
What the service has done since the last inspection
The service had addressed the requirement and recommendations made since the last inspection.

Conclusion
The service provided a welcoming and caring environment for children. Parents gave positive feedback about the quality of staff and our observations supported this.

Most areas for improvement are in relation to the service environment. These improvements would ensure that they service environment and procedures followed best practice guidance.

Who did this inspection
Kara Doonan
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was registered with the Care Inspectorate on 5 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Order made under the Act or a condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service can be provided for a maximum of 58 children aged between babies and those not attending primary school. The nursery has sole use of the building the service is provided from, which is located in East Kilbride.

The service is available Monday to Friday between the hours of 7:30 and 6:00pm. The service aims to provide comprehensive childcare for children up to five years old in a safe, happy and secure environment.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
We wrote this report following an unannounced inspection. This was carried out by inspector Kara Doonan.

The inspection was completed over two days. The first visit was on 28 October 2013 between 11:30am and 4:20pm and the second visit was on the 29 October 2013 between 7:55am and 6:00pm.

As part of the inspection we took account of the completed self-assessment and annual return forms that we asked the provider to complete and submit to us.

We sent 30 care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned 10 questionnaires before the inspection.

We gave the manager staff questionnaires to distribute to staff. We received 5 completed questionnaires during the inspection.

During this inspection process, we gathered evidence from various sources, including the following;

We spoke with:
- the service manager
- practitioners
- the children using the service
- parents of children using the service
- specialist support teacher

We looked at
- children’ records
- policies
- service questionnaires/evaluations
- accident records
Grading the service against quality themes and statements

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any requirements we made at our last inspection

The requirement
We made this requirement as a result of inspection activity. The service must notify the Care Inspectorate when an accident results in a person using the service visiting a GP, Hospital or when injury is reportable to RIDDOR.

What the service did to meet the requirement
The service had notified the Care Inspectorate of an accident which resulted in a service user visiting the hospital.

The requirement is: Met - Within Timescales

What the service has done to meet any recommendations we made at our last inspection

1. We made this recommendation as a result of inspection activity. The manager should monitor and ensure that staff complete the children’s learning books and observations profiles with the relevant information and that any information recorded is dated. This includes children’s date of birth, child keyworkers and start date. The records should show children’s progress and development.
   Progress: children’s records viewed were completed, kept up to date and had appropriate information such as child’s date of birth recorded.
   Outcome: there was sufficient evidence to support this recommendation had been addressed.

2. We made this recommendation as a result of inspection activity. The manager should ensure; all staff know how to complete the medication forms correctly clearly stating time and dosage, the audit of these records identifies and addresses any inconsistencies, medication forms must be signed by parent/carer giving consent for the nursery staff to administer the medication and ensure that the section of when parent/carer administered last dosage is recorded.
   Progress: Management held a staff training session on medication to ensure all staff were aware of the services policies and procedures including record keeping. The forms viewed were completed in full and were signed by parents/carers.
   Outcome: there was sufficient evidence to support this recommendation had been addressed.
3. We made this recommendation as a result of inspection activity. The manager should carry out a review of the playrooms during the time periods when staff are having their breaks. They should ensure that there is appropriate staffing levels to ensure the needs of the children are met at all times.

Progress: The manager confirmed that a review of staffing levels during staff breaks had been undertaken and that appropriate staffing levels were maintained to meet the needs of the children. We found staffing levels were being maintained within the building, the manager could consider deploying staff more effectively between the playrooms.

Outcome: there was sufficient evidence to support this recommendation had been addressed.

The annual return

Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

Taking the views of people using the care service into account

We observed the children using the service during the inspection. Children were observed to be taken part in a range of activities. The children that spoke with the inspector gave positive feedback about the service.

Taking carers' views into account

We sent out 30 questionnaires and 10 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

- most people indicated had been involved in developing the service.

- all people indicated that they were happy with the quality of the service.
- all people indicated the environment is safe, secure, smoke free, pleasant and stimulating.

- all people indicated that staff asked their child’s views about activities and planning.

- all people indicated that they had confidence in staff’s skills and experience.

Comments included:
'My husband and I are more than happy with the nursery; all the girls are great and always helpful. The manager is always about and is flexible to our needs. My child loves the nursery and they learn so much and is full of information on the topic they have been learning about and has a wide circle of friends. We are more than confident leaving our son at the nursery.'

'Very professional and 100% trust in the staff.'

'The staff at Glenburn are just fantastic. I have complete trust and faith while at work. My child always comes home and tells me about their day and the amazing things they have learned.'

'I have always been made to feel welcome by all staff and felt very comfortable in the setting. Staff delivers a high level of care to the children, providing a safe and nurturing environment.'

We spoke with some parents and carers during the inspection to find out their views on the service. All parents/carers gave positive feedback about the service and staff. They spoke very high about the whole staff team. They commented on how well children and their families were welcomed into the service and how staff supported them in meeting their children’s needs.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects considered. We gathered evidence from talking to staff, observing children, collating feedback from family members, and information written and verbally presented by the service.

Staff used methods such as observations and regular discussions to gather children’s views and interest. To support these staff planned activities, created play areas and made appropriate resources available. Children told us that they enjoyed nursery and that there were lots of toys and activities to participate in. To ensure each child’s needs were met staff tracked and monitored their experiences. We concluded that children’s needs and interests were routinely gathered and used to plan the service provided. As a result we found children to be taking part in a range of activities that reflected their interests, self-selecting where and what they wanted to participate in.

Parents told us that all staff were very approachable, welcomed parental input and supported them in meeting their children’s needs. They told us that they had been involved in planning their child’s care and been kept informed of their child’s progress. Parents found staff’s approach to working in partnership with them and the support they had received to be a key strength. As a result children benefited from receiving childcare from welcoming and caring staff that met their individual needs.

The service had effective systems in place to gather views on the quality of care and support being provided. These included children’s involvement in planning their own learning, regular discussions/meetings with parents/carers and personal plans for each child. We found evidence to support the service routinely responded to the views
of parents/carers and children and had taken positive steps to provide the appropriate care and support needed. We concluded that the service demonstrated and recognised the benefits of working in partnership with children and their families to ensure the service provided met their needs.

Areas for improvement
The service had successfully organised a parents committee. The service planned to develop their roles and responsibilities.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects. We looked at how the service provided care to meet children’s individual needs, awareness and use of ‘getting it right for every child’ (GIRFEC) and the opportunities to promote healthy living and develop social skills.

Staff informed us of the methods used to gather information about the children’s needs and interests. Staff effectively demonstrated how this information was used to plan meaningful and appropriate care to support children’s individual needs. Parents told us they were encouraged to be involved in children’s care and learning programmes. We concluded the service had effective systems in place for staff to plan children’s care and support ensuring their individual needs and interest were met.

Staff discussed the systems in place to access additional support services and the support they received. We spoke to the special support teacher who regularly visits the service and viewed children’s individual learning plans. We concluded that when a child required additional support such as speech and language therapists that the service was confident and well versed in supporting this. The outcome being that children received the care and support they required.

The management discussed how they planned using the well-being indicators for children with additional support needs, were implementing South Lanarkshire Council’s new child protection policy and improving communications with other professionals from children’s inductions to day to day care. The benefits of these changes were to improve the care the service provides for all children.

The service participated and supported government initiatives such as visual
screening and tooth brushing. Through participating in these activities children were learning about healthy living choices.

**Areas for improvement**

Children were encouraged to develop their social skills during meal times, getting ready for outdoor play, selecting day activities etc. Due to the nursery layout most children were supervised to and from the toilets. The service should consider if they could improve the opportunities for children to become more independent when visiting the toilets.

Children, staff and parents informed us that children had access to the nursery outdoor area. We found that children were offered the opportunity to play outdoors. We concluded children had access to fresh air and exercise and had the opportunity to enjoyed learning outdoors. The service was currently refurbishing the nursery garden and staff planned to further develop the children’s learning experiences outdoors.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We found some parents were involved in the refurbishment of the nursery garden area. This project was still on-going at the time of the inspection.

Staff were becoming more confident in creating playrooms in response to the children’s needs and interest. Children were involved in selecting the toys at the beginning of each session.

Areas for improvement
The staff should continue to develop the under two area to ensure they are making best use of the space and resources. For example is the changing area in the most appropriate location. This will ensure that children receive a service from within a well-planned and resourced space meeting best practice guidance.

The service should continue to develop methods of involving the children in assessing and improving the quality of environment within the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.
Service strengths

At this inspection we considered the premises are maintained and how well service users are protected. We found all aspects considered were met. We gathered evidence through viewing the areas used by children, considering the space, layout and equipment, examining relevant records and observing how environment and equipment was used.

The indoor playroom was well laid out providing ample space for children to move freely and safety between activities. Resources viewed were found to be well stocked and in good condition.

Parent informed us that they felt the service provided a safe and secure environment for their children.

The service had notified the Care Inspectorate of accident/incidents that had occurred as required to by legislation.

Areas for improvement

We viewed a sample of the risk assessments completed. These confirmed that the service measured the level of risk for example of activities, equipment and where identified put appropriate measures in place. The service should further assess areas such as changing facilities and heating sources. This is to ensure they are following best practice guidance and legislation. (See recommendation one)

Staff were introducing the children to assessing risks. The staff should continue to involve children in this area but ensure that they find a more effective system to involve children.

The outdoor area was under refurbishment. We found the area had a high fence creating a secure area however some ground surfaces were uneven, some areas good be better maintained. The service should continue with the planned improvements to ensure they provide a safe, stimulating outdoor area.

We found the indoor area used for planting and growing had an infestation of greenfly. We notified the management. The area was cleaned up immediately and the infected plants removed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should complete a risk assessment for the nappy changing facilities and heating source. This is to ensure that they have appropriate measures in place
to reduce the risk to children.

National Care Standards Early Education and Childcare up to age of 16, Standard 3: health and wellbeing and Standard 2: safe environment.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

Parents and children voted for the staff member of the month award. We found that the service received very positive feedback about staff during this process. The results were shared with staff, giving them reassurance about the service they provided.

Staff told us how they evaluated their practice in response to children’s reactions and used these to improve their practice.

Areas for improvement
The service planned to encourage parents to become involved in the service recruitment process. They planned to involve the parents committee in preparing interview questions and invite them to attend second interviews.

The service should continue to develop methods of involving the children in assessing and improving the quality of staffing within the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.
Service strengths
At this inspection, we found that the performance of the service was very good for this statement. The service had met all aspects considered. We looked at staffs communication and interaction with the children and their families, staff awareness and knowledge of the children in their care, and how staff shared practice and staff training opportunities.

We found staff to be welcoming, friendly and having a very good rapport with the children. Parents described the quality of staff as one of the service strengths. They described all staff as being approachable and very supportive. As a result of our observations and talking to children and their families we felt the children were confident and relaxed with all staff. We concluded that all staff had very good awareness and knowledge of the children in their care.

Staff were enthusiastic about their roles within the service and passionate about providing the best care for the children and their families. They felt supported by their colleagues. They informed us that they held regular staff meetings to discuss nursery issues and share views. Staff had undergone and completed qualifications to meet their conditions of registration. We concluded that staff worked well as a team and had the initiative and motivation to continually develop their own skills and abilities. As a result improving the quality of the service provided for children and families.

Areas for improvement
Staff should continue to identify and address personal development needs to support the service in achieving their identified areas for improvement.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

The service had successfully introduced a parents committee. This had increased parental opportunities to help make decisions about the direction of the service.

Areas for improvement
The service should continue as planned to distribute the service evaluation questionnaires to provide all parents/carers the opportunity to contribute to improving the service provided.

The service should consider involving parents in assessing the quality of daily communications between staff and parents, outdoor learning experiences and parental involvement within the nursery, as these were possible areas for improvement which parents discussed with us.

The service should continue to develop methods of involving the children in assessing and improving the management and leadership within the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.
Service strengths
At this inspection, we found that the performance of the service was good for this statement. We found all aspects we considered were met. We looked at the quality assurance systems and processes being used to assess and improve the service being provided.

The evidence presented supported that the service had identified priorities to monitor and improve the service in response to feedback for all those involved. This included children’s involvement in planning learning experiences, the outcome of the parents’ committee meetings, regular meetings for staff to share views. We concluded that the service had successful systems in place to identify how well they were doing and where they should go next.

We found that the management regularly observed staffs practice, reviewed staffs plans and identified next steps along with staff members. As a result staff were supported in improving the service they provided.

The parents involved in the inspection gave very positive feedback about their involvement in the service. They told us they had been involved in developing the service and were happy with their level of involvement.

The service had taken positive actions on the areas for improvement identified at the last inspection.

Areas for improvement
The management planned to develop a quality calendar to support them in achieving their quality assurance plans.

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 4</td>
</tr>
</tbody>
</table>

6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Apr 2012</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
</tr>
</tbody>
</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats
This inspection report is available in other languages and formats on request.

Telephone: 0845 600 9527
Email: enquiries@careinspectorate.com
Web: www.careinspectorate.com