

Crookston Early Years Centre Day Care of Children

Crookston Castle Campus
Glenside Avenue
Glasgow
G53 5SD

Telephone: 0141 883 6094

Type of inspection: Unannounced
Inspection completed on: 31 August 2016

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Care service number:
CS2008179196

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.

We carried out a Quality Themed inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under 2 Quality Themes - Care and Support and Environment.

Crookston Early Years Centre operates from a purpose built unit within Crookston Castle Campus in the Crookston area of Glasgow. The service is provided by Glasgow City Council and is registered to provide a care service to 64 children aged from birth to those not yet attending primary school. Three playrooms were available to the children with all having direct access to the secure and well resourced outside play area. A secure door entry system was in place and the service was well maintained throughout.

A full statement of the service's aims and objectives was available to parents/carers in the welcome pack, web page and was displayed within the service. These confirmed the commitment of the service to work in partnership with parents/carers, children and other professionals and this commitment was evident during the inspection visit.

This report was written following an unannounced inspection which took place on Wednesday 31 August 2016 between 0945 and 1400 hours. The inspection was carried out by an inspector from the Care Inspectorate. Feedback was given to the manager on the same day as the inspection visit. There were 48 children in the service during the inspection.

As requested by us the service completed an annual return and a self assessment document.

During the inspection we gathered evidence from different sources:

We spoke with: manager, eight staff and eight children.

We looked at: the service's self assessment, health and safety records including infection control, risk assessments, medication, questionnaires that had been requested, filled in and returned to the inspector from parents/carers, service questionnaires for parents/carers, children's files, personal plans and learning journals, Child Protection case file management, transition information and paperwork, additional support needs plans and paperwork, Registration Certificate and Insurance certificate.

We observed: staff's childcare practice, environment, equipment and outdoor areas.

All of the above information was taken into account and reported on under the relevant Quality Themes within this report.

What people told us

We issued 30 care standard questionnaires to the service to distribute to parents/carers of children who used the service. We received 13 completed questionnaires before the inspection with five having additional comments as follows:

"My daughter loves nursery and has a great relationship with the girls in her playroom."

"Crookston Early Years is a great nursery. The staff are nurturing and knowledgeable. The environment is welcoming and creative with a good mix of indoor and outdoor activities."

"After using private childcare for years for my older children I feel that the care and education provided from the staff at Crookston Early Years is of a top quality. The staff are attentive and work with my child to develop her learning skills to the highest standard."

"This centre has a very high standard of care and should take pride in the level of service they give. As a parent of looked after children they are always there to listen and assist in any way possible. They are very sensitive and understanding with the children's needs and emotions and play a very positive role in their lives."

"The nursery and all staff involved with my child provide a loving and nurturing environment and encourage her to be involved in play with other children. Due to my child's significant health needs the staff have really been taken out of their comfort zone. I am happy and confident in the care they provide as it is difficult to trust people with a child with significant needs. I always know my child's needs will be met. All staff are well trained and are great with all the kids."

We also asked the manager to give out 10 questionnaires to staff and we received seven completed and returned. Staff agreed with all statements.

We spent time in the nursery playrooms and outdoor area and observed children who were happy, settled and enjoying a variety of play experiences.

The interactions between staff and children were friendly and nurturing which created a positive and stimulating learning environment.

We spoke with eight children and all of them told us that they enjoyed coming to the service. We observed that all were gainfully employed and very settled within the nursery environment.

Self assessment

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

The service identified what they thought they did well, areas for development and any changes they had planned.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed

Quality of management and leadership

not assessed

What the service does well

The service provided a high quality environment for children to grow and learn. The outdoor area provided a stimulating setting for free play with activities mirroring playroom learning.

Staff were well trained and very enthusiastic in their individual roles providing positive outcomes for all children.

Children presenting with significant support needs were well integrated into the service due to the nurturing environment provided by staff and management.

The manager provided skilled support and excellent guidance to staff and service users.

What the service could do better

The service should continue to maintain the excellent level of care and learning opportunities offered to all children and families.

The manager told us that they would continue the on going use of GIRFEC in all children's recorded information as well as the continual development of the outdoor area to enhance children's learning.

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.

Inspection and grading history

Date	Type	Gradings
9 Sep 2014	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
10 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
6 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
11 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good

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