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Type of inspection: Unannounced
Inspection completed on: 30 August 2016

Service provided by:
Castle Gate Nursery Limited

Service provider number:
SP2014012392

Care service number:
CS2014333289
About the service

Castle Gate Nursery and Out of School Care registered with the Care Inspectorate on 23 July 2015. The service is registered to provide a nursery service to a maximum of 27 children aged from birth to those not yet attending primary school and an Out of School Care (OSC) service to 40 children enrolled in primary school up to the age of 14. At the time of this inspection there were 59 children registered with the service.

The service is provided from accommodation within the Uddingston Cricket and Sports Club grounds in South Lanarkshire. The nursery is provided from the lower level of the building which is split into two playrooms, both of which have access to the rear outdoor area. There is also an exploratory garden at the front of the building for children. Children using the OSC had the top floor of the building which was split into two rooms. They also had access to the outdoor areas.

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. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

This was the service’s first inspection.

What people told us

Children and young people were observed to be happy, relaxed and comfortable in the surroundings. They responded positively to staff. Some children advised that they had “Time to make friends”, “Staff are nice and good”, “Learn how to be kind, its lovely, its fun and it’s a good place”.

We had twelve Care Standards Questionnaires completed and returned to us during our inspection. We also had feedback from three parents/carers by email. Overall all parents indicated they were very happy with the quality of care their child received. Additional comments from parents included “I am informed about what is going on in the service with my children by their key worker when I pick them up in the afternoon. Additionally, I am given my child(s) personal learning plans (folders) regularly to take home. An information sheet is sent home to explain what topic my child is learning about and there is a showcase at the end of each topic where parents and children can look at floor plans and the child’s work (also partake in different activities related to topic)”, “Wonderful! Any queries are answered promptly by management and the nursery staff are great!”, “The new management team under Tracey’s direction has improved greatly over the past few years. Kirsten has been a huge asset to the nursery and her creativity and passion shines through. Similarly Ann and Chelsey are just great and have brought a lot to the nursery. The staff seem more mature and passionate.” and one parent advised of the valuable support they received while going through a difficult time for both themselves and their children.
Self assessment

The Care Inspectorate received a fully completed self-assessment from the service. This was completed by the manager. The self-assessment gave examples of improvements they had implemented as well as areas for development. The manager and staff spoke with us about their plans for these improvements. We discussed how the information within the self-assessment could be improved and used to develop the service.

From this inspection we graded this service as:

- **Quality of care and support**: 3 - Adequate
- **Quality of environment**: 4 - Good
- **Quality of staffing**: 2 - Weak
- **Quality of management and leadership**: 3 - Adequate

Quality of care and support

Findings from the inspection

Staff had created an inclusive and supportive environment for children and young people. Children were confident and happy in the service. Older children and young people were keen to tell us what they thought of the service and how much they enjoyed attending. The OSC had evaluated how the service was provided, for example changes had been made to the snack menu to reflect their choices. Parents also had the opportunity to evaluate the service and the responses were audited with action points taken forward.

Personal plans were in place for children and the service used the SHANNARI indicators to capture information from their own observations and parents. We discussed how these could be improved so that they were more meaningful and reflected children’s support needs. Staff advised of the changes to their planning for children’s learning and development. We discussed the quality of the information being recorded and how this could be improved (see recommendation 1).

Children and young people were able to access resources independently but were confident in involving staff if they needed help or guidance. The service had daily routines in each room which reflected who was using it. We discussed the routine within the 0-2 room and how this could be improved so that children were supported promptly and that staff anticipated their needs so that delays were kept to a minimum (see recommendation 2).

We found the services performance was adequate for this theme.

Requirements

**Number of requirements:** 0
Recommendations

Number of recommendations: 2

1. Personal plans and planning for children and young peoples learning and development should include children’s and parents input. The information recorded should be meaningful, reflect their needs and have next steps to achieve.
National Care Standard 5 Early Education and Learning up to the age of 16 - Quality of experience

2. The daily routine within the 0-2 room should be reviewed so that children’s needs are met without unnecessary delay by staff.
National Care Standard 5 Early Education and Learning up to the age of 16 - Quality of experience

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The service had a secure door front entry system in place. One child in the 0-2 room was able to open the door into the secured rear garden. We discussed how an alert of some kind should be used on the door so that staff were aware of when the door was opening. Toilet facilities were accessible and appropriate to the children attending. The playrooms had some colourful displays of children’s work, activities and other points of interest. They were organised for the different age groups using the service, creating quiet, cosy and busier areas for individuals to freely move around in.

Some refurbishment of the interior had taken place with new floor coverings and decoration. Children in the 2-5 room were involved in risk assessing the outdoor areas and one child was able to explain what they were looking for when they used the risk assessment.

The front garden had recently been refurbished and provided many opportunities for children to explore and enjoy a natural space. It was a compact area but had lots of experiences for children such as a covered pond where they found a small frog, a mud kitchen, a bug hotel and areas for digging.

We found the services performance was good for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good
Quality of staffing

Findings from the inspection

Staff in the nursery were aware of best practice guidelines. They were able to demonstrate how aspects of their training had made a positive impact on children’s experiences. They engaged in professional dialogue with us and were enthusiastic as to how they wanted the service to develop. Staff were keen to provide a good service for children and their families. We observed staff supporting and having fun with the children. Parents advised of the good relationships they had built with staff.

Some staff were not registered with the Scottish Social Services Council (SSSC) which meant that the service was not checking that these staff were fit to practice and care for children (see requirement 1). Not all staff had qualifications suitable to their post. This meant that some staff had limited knowledge of what was expected of them and how to take forward children’s development. For example staff in the OSC were not aware of the Playwork Principles and how they impacted on the service (see requirement 2).

We found the services performance was weak for this theme.

Requirements

Number of requirements: 2

1. The provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body, or who are newly recruited and are capable of achieving such registration within six months of commencing in post, may carry out work in the care service in a post for which such registration is required.

This is to comply with: (The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 9(2)(c) which refers to the provisions of regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered; also regulation 15 - Staffing, and regulation 19 Offences, in particular regulation 19(1) which makes if an offence to contravene or fail to comply with regulation 9(1) together with and the Regulation of Care (Fitness of Employees in relation to Care Services) SSI 2009/118 (Scotland) (No 2) Regulations 2009 as amended by SSI 2009/439 and 2010/443.

Timescale for completion - Within 3 months.

2. The provider must ensure that staff have the skills, experience and access to training to do the work they are employed to do.

This is to comply with: SSI 2011/210 Regulation 9 (2) (b) Fitness of Employees and SSI 2011/210 Regulation 4 Health and Welfare

Timescale for completion - Within 3 months.
Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

The manager was responsible for the day-to-day running of the nursery as well as the overall service. The newly appointed depute manager was responsible for the day-to-day running of the OSC. The management team were keen to make sure parents are kept informed and up-to-date with changes in legislation as well as changes within the service. The service had a development plan in place which reflected the changes that were needed for improvement.

There had been some staff changes since the service was first registered. The staff and manager advised that this had been a positive change and that they were committed to working together to provide quality experiences within a supportive environment as the children transitioned through the different areas of the service.

There was no system in place for checking that all staff were registered with the SSSC (see recommendation 1). Formal monitoring of the OSC had not been completed. We discussed how future monitoring of all areas of the service could be more focussed on promoting positive outcomes for children and young people (see recommendation 2).

We found the services performance was adequate for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should develop a system to monitor staff registration with the SSSC to ensure that it is completed within timescales and active.
   National Care Standard 12 Early Education and Childcare up to the age of 16 - Confidence in staff

2. Formal monitoring should be in place and cover all areas of the service provision. It should capture areas for improvement and action points to take forward.
   National Care Standard 13 Early Education and Childcare up to the age of 16 - Well managed service

Grade: 3 - adequate
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

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.
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