Happitots Day Nursery - Bishopbriggs
Day Care of Children

28 Colston Drive
Bishopbriggs
Glasgow
G64 2AZ

Telephone: 0141 772 4708

Type of inspection: Unannounced
Inspection completed on: 21 April 2017

Service provided by: Bertram Nurseries Limited
Service provider number: SP2003002955

Care service number: CS2003003685
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 registered with the Care Inspectorate on 1st April 2011.

Happitots Day Nursery - Bishopbriggs is part of Bertram Nurseries Limited and is registered to provide a daycare of children service to 97 children in the following age ranges:

- Children aged 12 weeks to 1 year - maximum of 15
- Children aged over 1 year to 2 years - maximum of 12
- Children aged over 2 years to 3 years - maximum of 20
- Children aged over 3 years to under primary school age - maximum of 30
- Children primary school age - maximum of 20.

The service operates from a detached villa in Bishopbriggs. Children below school age have access to four playrooms on the ground floor of the building. Children attending the after school service can access three playrooms on the upper floor. There are also changing and toilet facilities for children; an office, kitchen and staff facilities.

Children aged over two years share an enclosed outdoor play area, which offers children opportunities for fresh air and active play and learning. Some additional areas have been identified for development. Children aged under two years have access to their own small enclosed garden area, which can be accessed directly from their playroom.

The service aims include the following information: “to ensure that all children are treated as individuals and all learning opportunities are matched to their individual needs. Encourage children to become successful learners, responsible citizens, confident individuals and effective contributors”.

What people told us

During the inspection there were approximately 65 children attending over the morning and afternoon sessions. We observed these children at play indoors and outdoors. Children were happy and settled in the nursery and were actively engaged in their play and learning throughout the inspection. Some of the older children told us what they enjoyed about nursery and told us about their favourite toys and activities. Children in the after school service told us that they were happy with the recent improvements that had been made and the new play resources that had been purchased for their use.

We received eight completed Care Service Questionnaires from parents/carers using the service. These indicated a good level of satisfaction with the care their children received. During the inspection we spoke with three parents/carers. They expressed their satisfaction with the service provided to their children and agreed that they could see that improvements had been made since the last inspection.

Parents told us:

“My child is always happy to arrive at nursery and keen to see which activities are set out ready. The staff are friendly and welcoming. When they speak to me at the end of the day I feel they know my child well.”
“My child loves nursery and I am always kept up-to-date with everything my child does on a daily basis.” (<1)

“My child attends ASC and always comes home telling me how much fun she has had and how nice the staff are that look after them.”

“I am happy to have my child in Happitots and I feel that she has come out of her shell a little more within every room, which is down to the great staff and the activities they do. I feel confident she is getting the right support in nursery, from the minute she walks in the door.”

“I’m really pleased about the range of activities my child can be involved in such as drama, gymnastics and even Spanish! The nursery are very proactive in seeking out new ideas for activities and feedback from both parents and children. Staff can’t do enough for the children and are always supportive to the parents. I wouldn’t send my two children anywhere else! Facilities and staff in both the pre-school room and baby room are excellent. All the staff and management are great.”

“Our child has really grown and developed very well since going to nursery and is more than happy to go to the staff, looks for cuddles and seems to have a great time. The staff always show concern if they think our child is having a bad day or is ill. They genuinely care.”

“The quality of handover information during drop off/pick up could improve. More parental involvement would be welcome.”

“I am more than delighted at the care my child receives. My child has been attending this nursery since 4 months and is now in the pre-school room. I recommend this nursery to anyone who asks.”

**Self assessment**

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service improvement plan and quality assurance processes. These demonstrated the priorities for development and how the quality of the service provision was being monitored.

**From this inspection we graded this service as:**

<table>
<thead>
<tr>
<th>Quality</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of care and support</td>
<td>4 - Good</td>
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<tr>
<td>Quality of environment</td>
<td>4 - Good</td>
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<td>4 - Good</td>
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<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
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**Quality of care and support**

**Findings from the inspection**

We found that good improvement had been made since the last inspection.

Children benefitted from individualised care routines. Each child had their own personal plan detailing how their care needs could be met. Those we sampled contained appropriate information about children and their needs.
and had been reviewed within the required timescales. Staff told us that these personal plans enabled them to tailor care to meet children’s individual needs. While we found the content of these personal plans to be of varying quality, we found that staff knew children very well and were able to talk confidently about children’s individual care and learning needs.

Through discussion we confirmed that staff were clear about their responsibility for safeguarding children and confidently discussed the internal procedures for highlighting any concerns to the management team. Staff were able to participate in annual training to refresh and underpin their knowledge and practice.

Appropriate procedures were in place to allow the safe storage and administration of medication to children. We confirmed that the procedures been followed for all children requiring medication at the time of inspection.

We confirmed that children were able to enjoy healthy snacks and lunches. The lunchtime routines had significantly improved and children aged 3-5 years now enjoyed a pleasant and sociable lunchtime routine.

Staff had developed confidence in working to promote positive behaviour within their playrooms and we observed children being encouraged to be respectful to each other and observe their playroom golden rules.

Overall, we observed a more pleasant atmosphere within the nursery. Children were happy, confident and settled. Children of all ages enjoyed freedom to explore the play and learning resources within their playrooms with appropriate levels of staff supervision and intervention.

Babies enjoyed a range of sensory activities, including access to sand, water and play dough. Staff were assisting children to meet their developmental milestones and we saw them encourage a child to pull herself up and stand independently. We could see that the child was thrilled with her achievement and loved the praise she received from staff.

Tweenies enjoyed sand and water play and dancing during our visit. They enjoyed good access to their outdoor area.

Toddlers were much more engaged at this inspection. There was good a range of interesting activities on offer and they were making good progress in their development.

Children aged 3-5 years told us about the new resources they enjoyed within their room and were being supported to make good progress in their learning and development. Children were calm and engaged throughout our visit.

Children attending the service after school were very positive about their experiences. They told us they enjoyed the snacks, new resources and the trips during holiday periods.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good
Quality of environment

Findings from the inspection

We found that there had been significant improvements in the environment since our last inspection:

- new toilets and a changing area had been created for the toddlers within their playroom. This meant that children could develop more independence and created less disruption within the playroom. The kitchen area had also been replaced within this playroom making it a much more attractive area for children and staff;

- the changing area and toilets in the communal area had been removed. This gave the nursery a brighter and more pleasant cloakroom area for children and their parents;

- new radiator covers had been fitted in the baby room which enhanced the pleasant and homely atmosphere within this room;

- the linoleum in the corridor had been replaced;

- the carpet in the after school care playroom had been replaced;

- the after school care toilets had been redecorated and the damp areas had been treated;

- the area outside the front entrance had been upgraded;

- many areas within the nursery had been redecorated;

- both outdoor play areas had been refurbished and the tweenies boat had been repaired.

The environment was now much more inviting and pleasant for children, parents and staff. Staff had worked hard to make improvements within their playrooms ensuring that they provided attractive learning environments for children. Each playroom had received new play resources and we could see that these had impacted very positively on outcomes for children.

Children were able to participate in more meaningful play and learning within the outdoor play areas and all weather suits had been purchased to ensure children could go outdoors in all weathers. The manager told us that staff were working with parents to further develop the outdoor areas.

Staff confidently told us about the measures in place to keep children safe in nursery. Older children were encouraged to take responsibility for keeping themselves safe. A range of formal risk assessments were in place to tell staff how hazards could be minimised indoors and outdoors.

We found that accurate attendance registers were kept to ensure staff knew which children were on the premises at all times. This information was crucial in the event of an emergency.

Appropriate procedures were in place for recording accidents and incidents. Parents were routinely informed of any accidents/incidents involving their children and completed records were audited by the management team to ensure identification of patterns of risk or hazard.
Quality of staffing

Findings from the inspection

We found that children received care and support from a staff team, who were appropriately qualified and registered to practice with the Scottish Social Service Council (SSSC). Four modern apprentices were being mentored through a childcare qualification within the service. Two staff within the after school service had recently enrolled to undertake a playwork qualification to enhance their existing qualifications and knowledge of working with older children.

We checked the recruitment records for two members of staff who had been employed since the last inspection to confirm that their appointments had been carried out in accordance with best practice guidance. We found that appropriate checks had been completed to ensure their fitness and suitability to work with children. All new staff had participated in an induction process to familiarise them with nursery policies and procedures.

Since the last inspection the manager had returned to work and we could see that this had a positive impact on standards within the nursery and had raised staff morale within the service. We spent considerable time talking with staff and found that most were very enthusiastic about the return of the manager and the improvements that had been made in the service. Staff were keen to talk about their role in the improvements and demonstrate the impact that this had on improving outcomes for children. Through discussion, we found that staff were more knowledgeable and positive about their work. Staff knew children and their families well and confidently discussed children’s care and learning needs.

Throughout the inspection we observed improved interactions between staff and children. Staff were warm, caring and nurturing in their approach to children. We could see that strong attachments had been developed with younger children enabling them to feel confident and secure within the setting. Staff were keen to ensure children were able to participate in a range of stimulating play and learning experiences to help them meet their learning and developmental milestones.

Staff were very positive about the support they received from their peers and the management team. Most told us that they had recently participated in formal appraisal, which had enabled them to formally reflect upon their practice, receive feedback on their performance and identify any areas for development which could impact positively on outcomes for children. Staff told us that this experience had been positive and rewarding.

Staff told us that they had good access to training and confidently discussed some best practice guidance. We noted that staff training had been an identified as a priority in the action plan following the last inspection and regular discussion about best practice took place at staff meetings and staff supervision sessions. The manager
should continue to support staff to build confidence in the practical application of Building the Ambition guidance.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

### Quality of management and leadership

**Findings from the inspection**

We were able to see that standards had significantly improved across the nursery as a direct result of the investment by the service provider in raising the quality of the environment and resources. Children were now able to spend time in an attractive and stimulating learning environment.

Following the last inspection an action plan had been developed identified how the areas for improvement identified would be taken forward. We found that very good progress had been made in addressing the requirements and recommendations we made to improve standards. The temporary management team had worked closely with the area managers and the staff team to improve standards across the nursery. The return of the permanent manager had led to increased improvements in practice and in staff morale. The manager now needed to look at how these improvements could be sustained and enhanced.

Staff within the 3-5 playroom had benefitted from targeted support from the quality improvement officer from East Dunbartonshire Council. This had led to improvements in practice from staff and improvements in the learning environment for children.

Parents/carers had opportunities to be involved in assessing and improving standards within the nursery through a range of methods including question of the month, social media and questionnaires. The manager planned to implement a monthly parents’ surgery to allow parents to visit after hours to discuss issues.

We noted that staff had developed improvement books for their playrooms. These detailed how improvements were identified and taken forward and the impact of these improvements on outcomes for children. As mentioned at the last inspection “How Good is Our Early Learning and Childcare” was introduced in 2016. This guidance was developed to support self-evaluation in early learning and childcare. The management team should continue with plans to raise staff awareness of this guidance until they can use it confidently as a self-evaluation tool for measuring the effectiveness of their practice and the effectiveness of the service overall (see Recommendation 1).
Recommendations

Number of recommendations: 1

1. The service provider should continue to ensure that robust procedures remain in place to assess the quality of the service including:

   (i) ensuring all staff are familiar with How Good is Our Early Learning & Childcare

   (ii) ensuring all staff are involved in the systematic evaluation and discussion of the effectiveness of their work and the work of the service

   (iii) ensuring that the views of children and their families can influence this process.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service.

Grade: 4 - good

Previous requirements

Requirement 1

The service provider must ensure that the premises are:

   (i) returned to a good state of repair externally and internally

   (ii) decorated and maintained to a standard appropriate for the care service.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 10.2 (b) & (d)

Timescales - 3 months from the date of issue of the draft report.

This requirement was made on 16 December 2016.

Action taken on previous requirement

Since the last inspection considerable work had been carried out within the nursery to bring the standard of the accommodation up to a good standard both inside and outside.

Met - within timescales
Requirement 2

The service provider must ensure that the outdoor play areas are:

(i) refurbished/repaired and subsequently maintained to a good standard

(ii) able to offer children safe and stimulating outdoor play and learning experiences.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 10(2)(b)

Timescales - 3 months from the date of issue of the draft report.

This requirement was made on 16 December 2016.

Action taken on previous requirement
Both outdoor areas for children had been refurbished. Staff were keen to show us how the improvements in the garden areas had impacted positively on both their own practice and on outcomes for children.

Met - within timescales

Requirement 3

The service provider must ensure that there are sufficient resources available to support children in their play and learning at all times.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulations 3 and 10(2)(a)

Timescales - 3 months from the date of issue of the draft report.

This requirement was made on 16 December 2016.

Action taken on previous requirement
At the inspection we noted a large improvement in the number and quality of play resources available to support children of all ages in their play and learning. A full inventory had been developed to enable the management team to keep track of resources available at all times.

Met - within timescales

Requirement 4

The service provider must ensure that an accurate record of attendance is kept at all times for use in the event of an emergency.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 4(1)(a)

Timescale: By no later than 3 November 2016 (following feedback meeting).

This requirement was made on 16 December 2016.
**Action taken on previous requirement**

During the inspection we checked all registers several times. We found that they had been maintained accurately. A system had been put in place to check registers regularly to ensure their accuracy at all times.

**Met - within timescales**

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**Previous recommendations**

**Recommendation 1**

The service provider should ensure that personal plans for children contain meaningful and up-to-date information.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support and Development.

*This recommendation was made on 16 December 2016.*

**Action taken on previous recommendation**

We found that staff had been given some additional support to complete personal plans for children. The plans we sampled contained up-to-date information. We were aware that the service provider was carrying out some work to review the format of personal plans used to ensure that more relevant and meaningful information was captured. We were satisfied with the progress made on this recommendation.

**Recommendation 2**

The service provider should ensure that all staff comply with the procedures for the administration and storage of medication at all times, ensuring that paperwork is completed and stored correctly.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

*This recommendation was made on 16 December 2016.*

**Action taken on previous recommendation**

We sampled the records for children requiring medication at the time of inspection and found that they were in order. All staff had received some input from the manager on to support them with the completion of consent forms. We were satisfied with the progress made on this recommendation.

**Recommendation 3**

The service provider should support staff to ensure that children in the 2-3 & 3-5 playrooms and after school care service can experience choice and meaningful play and learning opportunities throughout the day.

National Care Standards Early Education and Childcare up to the age of 16: Standard 5 - Quality of Experience.
This recommendation was made on 16 December 2016.

**Action taken on previous recommendation**
We found that experiences for children had improved within the age ranges we highlighted at the last inspection. Children were more engaged in meaningful play and learning during our inspection. Staff were keen to discuss the improvements they had made and show us how these had made an impact on outcomes for children. We were satisfied with the progress made on this recommendation.

### Recommendation 4

The service provider should refer the document to "Setting the Table - Nutritional guidance and food standards for early years childcare providers in Scotland" to ensure that children can experience mealtimes which offer children:

(i) a healthy, well balanced menu

(ii) opportunities to develop independence skills

(iii) opportunities to take part in the social interaction and learning experiences associated with eating and drinking together.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing and Standard 5 - Quality of Experience.

This recommendation was made on 16 December 2016.

**Action taken on previous recommendation**
We found that the menu had been revised and contained more healthy and nutritious choices and that lunchtime arrangements had improved. We observed lunch in the 3-5 playroom and noted that lunchtime monitors were selected to help with setting the table; children served themselves and poured their own drinks; and on member of staff worked through the whole lunchtime. This enabled children to be supervised and supported appropriately. During lunchtime we observed good manners being promoted and lots of nice social chatting taking place. We were satisfied with the progress made on this recommendation.

### Recommendation 5

The service provider should ensure that the standards of cleanliness are improved within the nursery, particularly in the children’s changing areas to prevent the risk and spread of infection.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

This recommendation was made on 16 December 2016.

**Action taken on previous recommendation**
Cleaning rotas had been revised and staff took more responsibility for ensuring a good standard of cleanliness was maintained throughout the nursery. A carpet cleaning schedule had been put in place. We observed that the nursery appeared much cleaner and much more attractive. We were satisfied with the progress made on this recommendation.
Recommendation 6

The service provider should ensure that:

(i) a schedule for staff appraisals is put in place without further delay

(ii) each member of staff has the opportunity to reflect on their practice and development needs as part of this appraisal process

(iii) an appraisal is carried out for each member of staff

(iv) following the appraisals a training programme is developed focusing on the outcome of these appraisals and taking into account the findings from this inspection.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff.

This recommendation was made on 16 December 2016.

Action taken on previous recommendation

Since the manager returned to work, the majority of appraisals had been carried out. Those outstanding had been scheduled. A training plan had been put in place and we noted that staff participation in training had increased since the last inspection. We were satisfied with the progress made on this recommendation.

Recommendation 7

The service provider should ensure that at least one member of staff working within the after school care service has an appropriate playwork qualification and is familiar with the Playwork Principles.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff and Standard 5 - Quality of Experience.

This recommendation was made on 16 December 2016.

Action taken on previous recommendation

Since the last inspection three members of staff had been allocated on a permanent basis to the after school care team. Two members of this team had now registered to complete a formal playwork qualification. We were satisfied with the progress made on this recommendation.

Recommendation 8

The service provider should look at the deployment of staff in each playroom taking into account:

(i) adult:child ratios

(ii) the needs of individual children within the rooms

(iii) consistency and continuity of care for children, particularly at break times

(iv) the need to provide children with positive outcomes at all times of the day.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff and Standard 5 - Quality of Experience.
This recommendation was made on 16 December 2016.

**Action taken on previous recommendation**
During our inspection we found that there was much more consistency in the deployment of staff within all playrooms. Adult: child ratios were met throughout the inspection. Children’s play and learning was no longer significantly disrupted by staff breaks. We were satisfied with the progress made on this recommendation.

**Recommendation 9**

The service provider should ensure that staff are supported to improve their practice in promoting positive behaviour within the playroom.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff and Standard 7 - A Caring Environment.

This recommendation was made on 16 December 2016.

**Action taken on previous recommendation**
We found that staff had implemented more structured routines to ensure children could experience more meaningful play which led to reduced noise levels. Staff reported that this had impacted positively on children’s behaviour. During the inspection we noted that children were kinder to each other and more meaningfully engaged. Staff told us they felt more comfortable about setting boundaries. Parents confirmed that staff in the 3-5 playroom worked in partnership with them to promote positive behaviour strategies with their children when required. We were satisfied with the progress made on this recommendation.

**Recommendation 10**

The service provider should ensure that effective support arrangements for the acting management team are put in place and maintained.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well Managed Service.

This recommendation was made on 16 December 2016.

**Action taken on previous recommendation**
Temporary arrangements were put in place following our inspection. We were formally advised of these arrangements at the time. However, at the time of inspection these arrangements were no longer required as the manager had returned to work. We were satisfied with the progress made on this recommendation.

**Recommendation 11**

The service provider should ensure that robust procedures are put in place to monitor the quality of outcomes for children and the quality of the service overall.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well Managed Service.

This recommendation was made on 16 December 2016.

**Action taken on previous recommendation**
Since returning to work the manager had implemented a monitoring calendar to ensure that all aspects of service delivery were audited and monitored effectively. We suggested that the manager looked at methods for monitoring playroom practice more robustly. It was agreed that she would seek advice on this from the area management team. We were satisfied with the progress made on this recommendation.
Recommendation 12

The service provider should ensure that robust procedures are put in place to assess the quality of the service including:

(i) ensuring all staff are introduced to How Good is Our Early Learning & Childcare

(ii) ensuring all staff are involved in the systematic evaluation and discussion of the effectiveness of their work and the work of the service

(iii) ensuring that the views of children and their families can influence this process.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service.

This recommendation was made on 16 December 2016.

Action taken on previous recommendation
While we found that considerable improvement had taken place since the last inspection, the focus for improvement had been on the action plan developed following the last inspection. The manager had begun to raise staff awareness of How Good is Our Early Learning and Childcare, however, this was at the early stages. Therefore, we have continued this recommendation at this inspection.

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

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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Please get in touch with us if you would like more information or have any concerns about a care service.

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