

Healthy Steps Organic Nursery Day Care of Children

c/o The Church of the Good Shepherd
Hillington Road South
Hillington
Glasgow
G52 2AA

Telephone: 0141 882 4038

Type of inspection: Unannounced
Inspection completed on: 28 April 2017

Service provided by:
Healthy Steps

Service provider number:
SP2006008611

Care service number:
CS2006136758

About the service

Healthy Steps Organic Nursery registered with the Care Inspectorate in April 2011. It provides a day care service for a maximum of: 6 children between 0 to under 2 years and 27 children between 2 years to those not yet attending primary school. The service operates from. The service operates from identified accommodation, at ground level, within the Church of the Good Shepherd, in the Hillington area of Glasgow. Children were cared for in different rooms dependent on their age groups. A secure garden gives children daily opportunities for outdoor play. The service aims include: "to deliver a childcare service of the highest standards; to provide a curriculum which is well planned and designed to help children achieve their full potential; to provide a safe, caring and happy environment; to value partnerships with parents/carers."

What people told us

Children attending on the day of inspection were observed as happy, busy and engaged. Positive, nurturing relationships had developed between staff and the children as well as with the children themselves. We found the whole staff team were very kind and caring with respectful approaches observed.

We found staff responded in a sensitive and supportive manner to the children during play, for example, as they explored the texture of paint on their hands and fingers, searched for mini-beasts and played football and chasing games in the nursery garden.

We issued 8 questionnaires for parents and carers, 7 were completed and returned before the inspection. During the inspection we spoke with an additional 4 parents. Feedback from parents was very positive. All 'strongly agreed' or 'agreed' that they were happy with the overall service provided by staff and management. Comments included the following:

"Fantastic nursery. I feel my child has a great advantage starting school due to the learning, support and discipline the nursery has taught him. Staff are confident, knowledgeable and supportive."

"My son is a very happy going to nursery. We are extremely happy with the service. Staff and management are always giving feedback on the developments of the nursery and always ask for myself and my husband ideas to help my son's development. We love the activity bags that are sent home to do with my son."

"My child loves nursery. He gets excited coming in and my family always comment on how much he has come on. He is 2 and knows his Italian numbers and months of the year! My child loves his food at nursery too. Healthy organic food all day. He loves Soccer Tots and talks about it all the time."

"I feel confident leaving my child at the nursery. The permanent members of staff are all great. I feel I know them and can approach them. There is a wide range of activities. I am very well-informed of how my child is doing long-term and day-to-day. I receive the monthly newsletter and feel informed with what the nursery is doing. "

"Overall very happy with the nursery and the staff. Wouldn't hesitate to recommend them to anyone."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the nursery improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The service was good at supporting children's leadership of play to support positive outcomes. Staff supported children in making choices about their own learning by providing many opportunities for experimenting with play resources such as: glue sticks and glitter shakers for picture making; exploring feathers and flowers in sensory play; investigated how balls rolled in trays of water and paint; counted pebbles and sorted them in plant pots. We observed staff support children who were less confident in expressing their views' and preferences. This helped children to become increasingly confident when interacting with others. Children were given opportunities to recognise their achievements for example, when reflecting on photographic records of their play displayed in talking and thinking floor books and wall displays. These approaches encouraged children to learn new skills and promoted confidence and self-esteem.

Staff demonstrated a comprehensive understanding of the policies and procedures in place to ensure care and welfare of children including children protection. All staff received regular professional learning in safeguarding and told us they were confident in dealing with child protection concerns. The manager was aware of her need to undertake enhanced child protection training to support her role as child protection co-ordinator, ensuring continued safeguarding of children within the centre.

The service followed clear procedures to ensure safe recruitment of new staff. The checking of the Scottish Social Services Council (SSSC) register was included as part of the recruitment process. Personal references and Protection of Vulnerable Group (PVG) checks had been completed for successful applicants. This contributed to children being cared for by staff who were suitably qualified and fit for the role in which they were working. We spoke to some recently recruited staff and they told us about the positive experience they had while being recruited and inducted. They also told us about the core training that they were required to attend as part of their employment with the service.

We found that staff were very good at taking account of views of children and parents/carers to support the continuous evaluation of the service. This supported everyone involved with the centre's community to develop a shared understanding of its strengths and improvement needs.

What the service could do better

Discussed with staff observation approaches that could help identify and evaluate play experiences that children found particularly engaging and challenging. We highlighted how this could help to staff to efficiently update and maintain children's personal plans as well as foster meaningful discussion between children, parents, and staff about play and development. Staff agreed that this could enhance the systems in place for recognising children's learning as well as extend children's sense of ownership and leadership of play.

We found some talking and thinking floor books were not up to date which meant they did not reflect children's current play interests. This restricted the staff's ability to be flexible and responsive in their planning approaches. We discussed with the manager and staff the need to ensure that a robust monitoring system was in place to ensure children's all records used to support planning were completed in a timely manner. Such an approach will ensure all daily planned activities are directed at improving experiences and outcomes based on children's shared play interests.

We encouraged staff to reflect on the balance of adult directed and children's free play activities within the nursery daily routine. We discussed with staff how the playroom routine could be adapted to enhance children's active role in their own play and learning. This will promote children's sense of achievement from engagement in activities. It will provide more opportunities for children to play independently as well as work co-operatively with their peers on self-chosen projects.

We discussed with staff potential future professional development opportunities that would extend their skills to engage children in talking about what they already know and to support the development of higher order thinking. Staff agreed this would enhance the strategies already in place for encouraging children's thinking and problem solving during play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
29 May 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
7 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
20 May 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
21 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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