Castle Gate Nursery & Out of School Care
Day Care of Children

Old Squash Court Building
Castle Avenue
Uddingston
Glasgow
G71 7HJ

Telephone: 01698 810081

Type of inspection: Unannounced
Inspection completed on: 30 August 2017

Service provided by:
Castle Gate Nursery Limited

Service provider number:
SP2014012392

Care service number:
CS2014333289
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](http://www.careinspectorate.com).

Castle Gate Nursery and Out of School Care 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 36 children using 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.

We inspected this service on 28 and 29 August 2017. We provided feedback to the manager on 30 August 2017.

What people told us

Children were settled at nursery and osc. They were confident and comfortable in their surroundings. They responded positively to staff. Younger children were inquisitive and eager to explore their surroundings. Older children were able to express their needs and ask for support from staff when required.

We had seven Care Standards Questionnaires completed and returned to us during our inspection. Four staff questionnaires were also returned. Parents were happy with their child’s care. Some comments from parents were: “The communication in the nursery is excellent and I am kept up to date with all events and changes. The staff are very loving and my child is very fond of them all”, “Both my children have attended this nursery and they love it. They are treated as individuals and asked their opinions whilst being cared for in a friendly, caring nurturing and safe environment” and “The osc staff provide a variety of fun activities for my son and he enjoys his time there”.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their monitoring paperwork. These demonstrated their priorities for development and how they were assessing the quality of the provision within the service.
From this inspection we graded this service as:

Quality of care and support 4 - Good
Quality of environment 4 - Good
Quality of staffing 3 - Adequate
Quality of management and leadership 4 - Good

Quality of care and support

Findings from the inspection

Staff had created a caring, supportive and nurturing environment. Children were valued and respected throughout the service. Younger children were settled and enjoyed exploring resources while older children were relaxed and benefitted from a 'homely' osc. Children were able to approach staff for support when needed. Staff responded positively to them. Children were confident and happy in the service. They were aware of the routine and able to follow instructions.

Staff actively encouraged positive relationships between children of all ages. The majority of children had either siblings within the nursery and osc or had been with the service from a very young age. This helped to strengthen the relationship between staff and families.

Personal plans were in place for children and parents were able to give their input. The manager advised that these were in the process of being reviewed to capture more meaningful information. They used target sheets to identify the next steps in learning for children. The service had used questionnaires to consult with families about how the service is provided and identify gaps. Children in the osc had floor books which were used to capture their interest and plans for future experiences. This was good as it showed parents and children’s voices were valued and listened too.

Staff advised of the changes to their planning for children’s learning and development. Children’s experiences were linked to observations and were tracked by staff. Whilst there was some variety for children this could be further improved. We discussed how staff could use the best practice guidance available to them to develop the range and quality of resources and experiences (see recommendation 1).

We found the service’s performance was good for this theme.

Requirements

Number of requirements: 0
Recommendations

Number of recommendations: 1

1. Staff should consider the content and pace of the day for children who attend full time to ensure they have access to a wide variety of challenging and engaging experiences both indoors and outdoors.
NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience

Grade: 4 - good

Quality of environment

Findings from the inspection

The service had a secure door front entry system in place. New flooring has been laid in some parts of the building with plans to extend the refurbishment as needed. Playrooms were welcoming and child friendly. Resources were accessible and older children were able to ask for other items if they wanted them.

Lunches were home made and children seemed to really enjoy them. Snacks also reflected healthy choices. Older children were keen to have more influence over their snacks and we discussed this with the manager. Infection control procedures were in place and children were able to follow them with ease. Younger children especially were always keen to wash their hands.

More opportunities for different play types should be provided by all staff. This includes the layout of all playrooms, how they are used and the variety and challenge of the experiences that are provided. Staff in the 2-5 room had started an audit of their playroom. We discussed schemas and the best practice documents Building the Ambition, Loose Parts Play and Space to Grow (which can be found on our website) as tools to assess and ensure that children benefit from an environment that is tailored to meet their learning and development needs (see recommendations 1 and 2).

The rear outdoor area was not being used during our inspection as the surface was slippery. The manager advised that she was in the process of receiving quotes to address the various issues that the rear area presented. Parents were involved in these discussions. The front outdoor area had scope for children to be involved in messy, investigative and sensory play.

We found the service’s performance was good for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff should use best practice guidance to assess and make improvements to playrooms to ensure they meet children’s learning and development needs.
NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience
Children should have access to a wide variety of experiences that include natural, sensory, investigative, messy and scientific resources.

NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff in the nursery were aware of best practice guidelines. They engaged in professional dialogue with us. 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.

Staff we spoke with were able to identify where the service could make improvements and were keen to be part of this development. Some advised of their increase in confidence due to their recent training. They were able to demonstrate how aspects of their training had made a positive impact on children’s experiences. There were some new members to the staff team.

The service had followed safer recruitment procedures for new staff. Most staff were registered with the Scottish Social Services Council (SSSC). One member of staff was found not to be registered with the SSSC which meant that the service’s new system for checking that all staff were fit to practice and care for children had not worked on this occasion (see requirement 1 and recommendation 1). We discussed how the system could be improved to eliminate this happening in the future.

Staff in the OSC had worked on furthering their knowledge of play types and the playwork principles. They advised that their research and learning had made them more confident in their practice and provided them with an understanding of how to progress children’s learning and development at different ages.

We found the service’s performance was adequate for this theme.

Requirements

Number of requirements: 1

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 it 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.
Recommendations

Number of recommendations: 1

1. The provider should develop a system to monitor staff registration with the SSSC to ensure that it is completed within timescales and active.

NCS 12 Early Education and Childcare up to the age of 16 - Confidence in staff

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager was keen to make sure parents are kept informed and up-to-date with changes in legislation as well as changes within the service. She had implemented new systems to monitor staff practice on the floor, children’s experiences and how the playrooms were being used. This had led to some improvements. The service’s development plan had realistic action points for the service to achieve.

Staff were encouraged to access best practice guidance and legislation to inform their practice. They were also supported to share their skills and knowledge. Appraisals took place on a regular basis and staff were able to identify professional and personal learning opportunities. The manager keeps a training and monitoring calendar for an overview of evaluating the service.

The manager had recently started to use How Good is Our Early Learning and Child Care (HGOELCC) document to evaluate how the service was provided, identify gaps and compile action points to take forward. This was good as it would allow the service to look deeper at the quality of their provision, with staff having a clearer understanding of how to grow and develop their existing knowledge and skill base. We will look at how the self evaluation process has impacted on the outcomes for children at the next inspection.

We found the service’s performance was good for this theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good
What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 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.

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Timescale for completion - Within 3 months.

This requirement was made on 6 October 2016.

Action taken on previous requirement

Whilst action had been taken to ensure staff were registered with the SSSC, we found that a member of staff had been removed from the register at the time of inspection due to not renewing their registration. Therefore this requirement will be repeated.

Not met

Requirement 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.

This requirement was made on 6 October 2016.

Action taken on previous requirement

Staff were able to access training and support to perform their tasks associated with their employment.

Met - within timescales
Previous recommendations

Recommendation 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

This recommendation was made on 6 October 2016.

Action taken on previous recommendation

This recommendation has been met. The service had reviewed their records for personal plans and planning for learning.

Recommendation 2

The daily routine within the 0-2 room should be reviewed so that childrens 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

This recommendation was made on 6 October 2016.

Action taken on previous recommendation

This recommendation has been met. The routine within the 0-2 room had been reviewed with childrens needs being met timeously.

Recommendation 3

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

This recommendation was made on 6 October 2016.

Action taken on previous recommendation

This recommendation has not been met and will be repeated. Whilst the manager had a system in place for checking the SSSC register on this occasion it had not been effective. We discussed how the system should be reviewed to eliminate this happening in the future.

Recommendation 4

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

This recommendation was made on 6 October 2016.
Action taken on previous recommendation
This recommendation has been met. The management team had implemented a programme of monitoring including staff practice and the environment.

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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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>30 Aug 2016</td>
<td>Unannounced</td>
<td>Care and support: 3 - Adequate</td>
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<tr>
<td></td>
<td></td>
<td>Environment: 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing: 2 - Weak</td>
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<td>Management and leadership: 3 - Adequate</td>
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