

Silverdale Nursery Day Care of Children

41 Williamson Street
Glasgow
G31 4LA

Telephone: 0141 550 1964

Type of inspection:

Unannounced

Completed on:

26 September 2018

Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Service no:

CS2003014877

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Silverdale nursery is situated in a purpose built building with a safe, secure outdoor area. It is located in the East End of Glasgow, Parkhead.

They provide a early learning and childcare service to a maximum of 140 children:

12 children aged 0 to under 2 years old

40 children aged 2 to under 3 years old

88 children aged 3 to those not yet attending primary school. *To build on the success children bring from home.

Aims include:

- To build on the success children bring from home.
- To work in partnership to provide the best outcomes for children and families.
- To provide an environment that supports and further develops children's knowledge.
- To have our children and families at the heart of our decision making process.
- To ensure all children have the opportunity to be a successful learner, confident individual, responsible citizen and effective contributor within the local community and wider world.
- To foster a positive, inclusive partnership with all parents/children/families and strong collaboration with colleagues from other sectors in our community to promote the health and wellbeing of all the children who attend Silverdale Nursery.

The unannounced inspection visit was carried out on Wednesday 26 September 2018 by two Early Learning and Childcare inspectors.

During this inspection we spoke to the children, parents/grandparents, child development officers and the management/staff team. We looked at a number of documents including children's personal plans, safety records, training plans and various quality assurance evidence.

Feedback was delivered to the head of nursery and acting depute head of nursery.

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

Fourteen parental questionnaires were returned prior to the visit. Some comments included:

"The service will do anything they can to support you or your child. The manager is very friendly and approachable. She is very interested in the families. She listens to you and try's her best to help. ***** is

amazing! She is the most caring nurturing lady. She provides a variety of stimulating experiences and is enthusiastic about whatever she is doing with the children, she is so professional and the very best at her job"

"Staff here and the manager in particular always make time to answer any questions or queries or just a chat in general. Always a warm welcome when arriving and an update on my son's day when collecting"

"My daughter has cystic fibrosis and both myself and my partner were nervous about her going to nursery as she has some additional dietary requirements and personal needs. The nursery and staff have all made her going to nursery very easy both for us as her parents and also for her"

"The management and staff treat all as individuals whether you are a parent or know kinship carer, they treat everyone with respect and dignity. If you have concerns regarding anything, there is support from management and staff which has been reassuring when needed"

"My son has been attending Silverdale nursery for only 6 months, from early on we both have been welcomed by every member of staff in the nursery. Practitioners, kitchen staff and clerical staff have all been very friendly and made us both feel very comfortable. I am happy and content knowing my son will be well looked after".

We spoke to four parents/grandparents, they told us :

"A beautiful nursery with a great outdoor area, the resources are good quality"

"It is so handy and they make you feel welcome"

"Lovely staff and my wee one loves coming, he is happy so I am happy"

"They all take the time to get to know you and your child".

Self assessment

We did not request a self assessment this year. We reviewed the nursery's own improvement plan.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

The service offers an attractive welcoming, spacious environment. The babies and the 2-3 years children enjoyed a nurturing, personal responsive experience. Babies enjoyed malleable and physical play. They enjoyed a nutritious, well presented, unhurried lunch. Staff constantly used positive language, they genuinely cared and knew the children's personal routines well. The children were soothed to sleep, the staff followed best practice safe sleeping guidance. The children aged 2-3 years, were busy and engaged in creative, exploratory and inquisitive play throughout the visit. Staff showed a willingness to ensure children's needs were met for example outdoor play was continuous throughout the day for this age group. Every child aged 2-3 years enjoyed fresh air and physical play.

The nursery are in partnership with a local outdoor play initiative. This is a rolling eight week programme for children aged 3-5 years, to visit local adventure playgrounds once a week. The early years worker from this project and nursery staff work together to enhance the children's resilience skills, risk taking with 'loose parts' materials and problem solving in a natural environment.

This service had been chosen to be an Early Adopter for the pilot of the expansion early learning and childcare last year. This is to provide 1140 hours of early learning and childcare to children aged 2-5 years in line with the Scottish Government blueprint. To provide early learning and childcare over 39/50 weeks per year. The service has a blended model of staff who work 39/50 weeks per year, all staff work a range of shift pattern. The management team told us, they found adapting to the big increase in hours and numbers of children, very challenging. As a result of sickness absence the nursery has undergone some major staffing issues. We saw a member of staff had been assigned to complete the children's register, this meant that she was not available as a key worker for children that really needed support. The manager agreed to utilise the best use of staff skills within the playrooms.

The manager stated one of the key areas when the nursery first opened was to concentrate on the positive ambience and relationships with parents being developed. It was evident through some observations this was being created.

The management team demonstrated a commitment to further improve the all round quality of the service. They had made a good start to develop quality assurance systems. They had carried out staff support and supervision sessions. This informed them of the skill mix and confidence of the staff team.

The overall quality is monitored and evaluated using various bench marks including best practice guidance, "How Good is Our Early Learning and Childcare" (HGIOELC), "Curriculum for Excellence" and "Building the Ambition".

The management team agreed to review the balance and flow in the play sessions in the 3-5 years playrooms. Children should be offered as much uninterrupted learning opportunities as possible. More opportunities could be offered to allow children to direct their own learning. Staff should be deployed effectively at all times.

What the service could do better

We discussed issues that the management had already identified and were planning to address. These include that children should have complete personal care plans signed and dated, this should include personal tracking of development and learning, to inform planning for individual progress. The plan should include additional strategy's for children who may face challenges. We saw a child with additional support needs had multiple accidents, these should be audited and trigger risks identified and a plan implemented. (See requirement 1)

The older children should enjoy a calm, nurturing lunch experience. They should be encouraged to be independent and have a sociable time with friends. (See recommendation 1)

In the 3-5 years playroom, some staff had missed opportunities to use skilful questioning to maximise the children's own learning potential. We could not track children's learning progress or assess if resources and activities were age and stage appropriate, as there was no evidence of children's personal learning journals. (See recommendation 2)

The older children should be able to access the outdoor area as much as possible. However we are aware of the planned developments for the outdoor doors/area and would welcome this. The management team and family outreach worker have had to be ratio committed at times.

This is to ensure health and wellbeing of children's needs are being met. Lunchtime cover was a particular problem as there is often not enough staff to enable children to have the best experience.

The provider should endeavour to recruit staff to fill the available posts. They should consider offering more support to the management team to manage the changes effectively, this would enable the children to experience the best outcomes.

Two recommendations have been carried over from the last inspection report. (See recommendations 3 & 4)

Requirements

Number of requirements: 1

1. All children should have a personal care plan, this must be set out how the child's needs are met. A learning journal must be in place to assess and plan for the child's learning and development.

This requirement complies to Scottish Statutory Instruments, SSI 2011/210 5 Personal plans.

(1) Subject to paragraph (3) a provider must, after consultation with each service user and, where it appears to the provider to be appropriate, any representative of the service user, within 28 days of the date on which the service user first received the service prepare a written plan ("the personal plan") which sets out how the service user's health, welfare and safety needs are to be met.

(2) Subject to paragraph (3) a provider of a care service must.

(a) make the personal plan available to the service user and to any representative consulted under paragraph (1);

(b) review the personal plan

(i) when requested to do so by the service user or any representative

The timescale to meet this requirement: by 31 January 2019.

Recommendations

Number of recommendations: 4

1. The service should review the lunchtime procedures.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that: 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible'. HSCS 1.35

2. The service should review the adult directed experiences. Children should direct their own play.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that:

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity'. HSCS 2.27

3. The manager should further develop and implement monitoring and evaluation quality assurances systems.

National Care Standards Early Education and Daycare up to 16 – Standard 14 A Well Managed service.

This is carried over from the last inspection report.

4. The manager should audit the children's learning profiles, these should include planned next steps learning and outcomes. Personal care plans should include all individual support offered to children.

National Care Standards Early Education and Daycare up to 16 – Standard 14 A Well Managed service.

This is carried over from last year's report.

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	
31 May 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
17 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
5 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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