

Glenwood Family Centre Day Care of Children

Woodfarm Road
Thornliebank
Glasgow
G46 7HD

Telephone: 0141 570 7520

Type of inspection:

Unannounced

Completed on:

28 February 2019

Service provided by:

East Renfrewshire Council

Service provider number:

SP2003003372

Service no:

CS2003014614

About the service

Glenwood Family Centre registered with the Care Inspectorate in April 2011. It provides a care service to a maximum of 80 children from three years to those not yet attending Primary School. Glenwood Family Centre operates from a purpose built building in the Thornliebank area of East Renfrewshire. The care service provider is East Renfrewshire Council. The service changed its name to Glenwood Family Centre on 11 August 2015. The accommodation comprises two main playrooms for children with access to secure enclosed outdoor play areas. In addition, children had regular access to a nearby woodland area for forest schools.

The nursery vision, values and aims were reviewed in 2015-16 and include: to "work in partnership with parents/ carers, other professionals and other agencies to meet the individual needs of the child"; to provide a "nurturing, safe and stimulating environment where children are supported and challenged in the learning"; to ensure "excellent opportunities for 'Learning for a Better World'. We are rights respecting, eco-friendly and appreciate the wonders of the outdoors."

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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

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 built dens outdoors with ropes, cardboard tubes and tarpaulin; designed and constructed wooden towers with bricks; engaged in imaginative play with pretend stick figures; experimented with mark making using pens and a whiteboard attached to a shed; engaged in energetic running games with games ribbons and balls; worked out and navigated a travel route through sand for large trucks.

We issued 25 questionnaires for parents and carers, 19 were completed and returned before the inspection. Feedback from parents and carers 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:

"Great little nursery. Staff do an excellent job. They provide a fun and informative learning environment for kids and make great use of outdoor space. Responsive to family needs, operate as part of the community. Our kids love it there."

"I feel confident that my son is well cared for in a happy, fulfilling and inclusive environment. It gives me peace of mind to know that he is attending an excellent nursery. One that has a structured educational base whilst still allowing the children freedom of movement."

"Glenwood is an excellent family centre and my child thoroughly enjoys his time there. The staff are caring, compassionate and approachable at all times."

"Staff are excellent. My child has had a very positive experience at Glenwood Family Centre."

"Staff are positive and friendly, despite being a busy nursery, it is very well organised and has a friendly atmosphere. Staff work well with each other and the children."

"I am delighted with the level of child care that Glenwood Family Centre provides for my son. He has the opportunity to go outside every day which he loves. Mrs Husbands identified the fact that my son is more confident outdoors and included him in a weekly woodlands outing which he looks forward to every Wednesday. They are great at communicating with parents, keeping us up-to-date with all that goes on within the family centre."

"Glenwood Family Centre is exactly that! My child and I have been made to feel welcome and safe from day one. My child's development and welfare is treated with respect, discretion and purpose. There is always Ms Davidson, my child's key worker, on hand at the beginning and end of sessions to welcome/say goodbye to my child and myself - along with daily verbal reports on my child's day."

"Glenwood Family Centre provides a safe and happy environment for children. It is an excellent service. More varied snacks would be helpful for children who are fussy eaters, not keen on fruit."

"I am very happy with Glenwood Family Centre and it has helped me even more with being able to have extra hours in the nursery too. This is my second child attending Glenwood and both children love this nursery. Really can't fault it! Very happy parent and I know my child is safe and well looked after."

"I feel very confident that the staff are well-trained and follow best practice at Glenwood. They are all so welcoming and I feel 100% comfortable leaving my daughter with them. I love the fact that children have so much opportunity to access outdoor play. My daughter talks fondly of her trips to the woods, climbing trees, playing on the tyre swing, making soup in the mud kitchen (the list could go on)."

"My son has had a very positive experience at Glenwood. The range of activities on offer are very impressive. The staff are all extremely friendly and nurturing. The nursery are fantastic in making sure parents can be involved at every opportunity and keeping us up to date on our son's progress."

"The service provides my son with access to fresh air and energetic play but "child led choice" means he doesn't often access it and go outside despite loving it when he is there. While some child led choice may be helpful, monitoring and guidance is also required at this stage of development."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own 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	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

The service's planning approaches for children's care, learning and development ensured they experienced high quality outcomes. We observed staff being consistently responsive to children's changeable interests and demands. Children were given opportunities to make sensible choices about their learning by being involved in making decisions about what could be provided. Children told us how they used their own video recordings to evaluate and change the layout of their play environments. Staff followed an effective system for recording children's play and learning and made use of and shared this information with parents. This encouraged genuine partnerships that respected parents' knowledge of their children.

Personal plans reflected children's experiences from home and were used to support their transition into the nursery. Staff understood their roles in relation to planning for play and were confident when sharing information about children's wellbeing needs. Overall, this approach helped children to develop close, positive relationships and supported continuity in their care and learning.

The staff routinely engaged in a range of professional learning activities that built on and sustained their practice. The senior leadership team expressed a commitment to the staff enthusiasm for undertaking advanced levels of professional development including degree and masters level qualifications in Early Years Pedagogy and Childhood Practice. This had served to enrich a strong collegiate learning culture within the team. Staff had regular opportunities to engage in peer learning, professional dialogue and receive constructive feedback.

All staff contributed to the service improvement plan that set out the service priorities and expectations for improvement. The collaborative approach to self-evaluation ensured staff engaged in regular discussion of the impacts of recent improvements and changes within the centre. These approaches supported everyone involved within the family centre to develop a shared understanding of its vision, values, strengths and improvement needs.

Staff were given opportunities to take on leadership roles in areas of the curriculum in which they had identified a particular interest or strength. These covered a broad range of areas such as musicality, outdoor learning, family engagement, messy maths, technology and quality meal times. The distributive management style contributed to positive outcomes by increasing the range of approaches available to meet children's individual needs. We found that staff had regularly shared innovative and effective aspects of their work at a number of educational conferences, professional networks and regional collaborative forums. This included discussing topics such as woodwork and technology, outdoor learning and playful pedagogies or interactions and experiences that support the process of how children learn with other professionals. These had often involved teachers drawn from across the education sector who were engaged in the delivery of the early level of Curriculum for Excellence. This had contributed to a wider professional understanding of the role of indoor and outdoor play in raising young children's attainment.

What the service could do better

We had conversations with staff about the pace of children's learning through play and the frequency of their entries within individual learning journals setting out next steps for children. We found, and staff agreed, that their observation and recording approaches could be adapted to capture more of the depth and richness of the challenges children experienced through play. Staff agreed that the approaches we shared had the potential to enhance the flexibility of their planning to support children's immediate and ongoing play preferences.

We discussed with staff an approach to extending their leadership roles using indicators from national quality assurance tools such as 'How good is our early learning and childcare?' This can support staff to further extend opportunities for parents and carers involvement in the self-evaluation of the service.

We highlighted to staff our observations of the arrangements surrounding the management of the meal time including hand-washing and registration routines. Staff agreed that by varying the length of the preceding group time opportunities and following an alternative approach to meal time registration it would help minimise the time children spent waiting or queuing. This will increase the time and opportunities for children to engage in more purposeful activity.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings
18 Jan 2016	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
28 Feb 2013	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
8 Feb 2012	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent

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