

## Kirktonholme @ Wishaw Day Care of Children

Wishaw General Hospital  
Glasgow Road  
Wishaw  
ML2 0DP

Telephone: 01698 366 917

**Type of inspection:**

Unannounced

**Completed on:**

10 July 2019

**Service provided by:**

Kelly Care Limited trading as  
Kirktonholme Nursery

**Service provider number:**

SP2003001303

**Service no:**

CS2003016287

## 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](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 1 April 2011.

Kirktonholme @ Wishaw is provided by Kelly Care Limited trading as Kirktonholme Nursery. The early learning and childcare centre operates from a purpose-built building within the ground of Wishaw General Hospital.

Children have access to playrooms and enclosed outdoor play areas. The centre can accommodate 53 children aged from birth to those not yet attending primary school and operates Monday to Friday, 52 weeks of the year.

The service's aims include:

'To provide high quality care and education for all children in a safe, secure and nurturing environment where all service users are encouraged to learn skills for life and are involved in developing the setting by looking inwards, outwards and forwards.'

At the time of the inspection the service vision was being reviewed. Parents were involved in consultations regarding this.

We wrote this report following an unannounced inspection that was carried out by one early years inspector. We gave feedback to the area manager, manager and depute.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI'.

## What people told us

We issued 30 Care Standards Questionnaires to the service to distribute to parents prior to the inspection taking place. We received 11 completed questionnaires. We spoke with three parents and five children during the inspection visit. Responses from parents were generally positive with some issues raised. These were discussed with the manager. Written comments included:

"I am really happy with everything at the nursery. My son loves it there. I can see a difference in him in a positive way and he is constantly developing. Staff go that extra mile for you".

"I am extremely satisfied with the care provided by all members of staff. The nursery as a whole is a warm and friendly environment and my child loves going in each day".

"We are very happy with the care and support our children receive. Staff are approachable and helpful and have a great way with the children".

"There have been times when I've had to raise issues with nursery as sometimes care has not been as it should be in terms of staff changes. New members of staff not being introduced to parent or child. Lack of communication through appropriate channels ie. social media not always suitable. Online learning journals not being utilised as they should be as a way for parents to learn what child is doing and achieving or not at nursery".

"I have concerns around staff turnover but overall I am impressed with the nursery".

"Would like the baby room to let the children experience outdoor play more".

Parents we spoke with commented:

"My child has settled really well. I am very happy with the service. Staff are good at feeding back what my child has been doing".

"Staff are the best thing here. Staff make the nursery. They are very approachable and I know my child is well looked after".

"Care of the children is great. I couldn't fault anything. Communication is great. Activities are great".

## 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 the 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	4 - Good
Quality of management and leadership	not assessed

## What the service does well

The quality of care and support for children in the service was good.

The recently appointed manager was conscientiously establishing and building relationships with parents and children. She had a clear focus and direction for the service and this was positively impacting on staff practice and outcomes for children. A parents' group had recently been established to work in partnership with the service.

Staff were caring, enthusiastic, motivated and experienced. They improved the health and wellbeing of children by providing child centred, responsive care. We observed happy, confident children who enjoyed positive relationships and attachments with staff.

We saw that there was a focus on child led play with staff supporting children to lead their play, learn at their own pace and make choices and decisions. We observed children actively engaged in a range of stimulating play experiences, facilitated by resources that promoted interest, creativity and problem solving.

Children enjoyed free flow, open-ended play using a range of loose parts and transient materials. They were learning to make their own play dough and had recently planted seeds and examined snails in the garden. We saw children building a fairy castle in the sand pit and excitedly watching out for visiting birds to the garden.

Staff engaged well with children, supporting and extending play and learning.

We discussed the provision of more natural materials in the baby garden and asked the manager to ensure that existing plastic items were replaced when funds were available.

Information about children's learning and development was well documented in personal plans and online learning journals and was regularly shared with parents. Daily communication sheets and daily diaries were completed at parents' request. E mails and whatsapp messages were regularly sent to parents to share information. Parents could easily speak with keyworker staff on a daily basis. Care plans had recently been reviewed by two staff from other services by the same provider.

Transitions were well managed with staff supporting parents and children to settle in and later move to other playrooms.

Children enjoyed a sociable lunch experience with healthy food and drink options. The manager told us there were plans to introduce a rolling lunch to avoid interrupting children's play and learning.

Staff had a sound understanding of how to protect and safeguard children. A robust child protection policy and procedure was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection.

The quality of staffing in the service was good.

The new manager, depute, staff and parents had recently developed a service improvement plan and were working on a new service vision. The manager was supporting the transition and movement of staff in the service through team meetings, 1:1 staff discussions and team building activities. She was supporting staff with training and development and the introduction of new leadership roles. Staff told us that they were now more supported and settled. They commented that the manager and depute were very approachable and involved staff in the delivery of service. This had improved staff motivation and morale.

New monitoring and quality assurance processes, involving staff, parents and children, were in use to evaluate service provision. There were improved opportunities for staff to come together to discuss policy and practice. Recently staff were able to use the provider's closed face book page to share good practice with staff from other services. There were plans for staff to showcase 'music' at the provider learning festival in August 2019.

We conducted a recruitment audit and found that there was a safe, robust procedure in place for recruiting staff.

Staff who completed staff questionnaires prior to the inspection taking place commented:

"There has been a lot of change within the company but there has been a lot of positiveness from it. I feel the changed have actually been for the better of the company".

## What the service could do better

The provider should continue to support the new manager and staff in the overall delivery of service. This should involve team building, staff training and development, supervision and appraisal.

The manager and staff should continue with plans to introduce a 'rolling' lunch for children.

The manager and staff should continue to develop parental involvement in the service.

The manager and staff should continue to develop the baby garden and provide more natural resources for children. The manager should continue to support staff with auditing and monitoring of children's learning journals.

## 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](http://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

#### Recommendation 1

The manager should continue to monitor personal plan recording systems to ensure information provided by parents/carers takes account of any additional support needs and details how these needs will be met. This information should be used to inform personal plan reviews. Written records should be used to monitor significant changes to children's routines/development and show actions taken to meet their current needs. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

**This recommendation was made on 7 July 2017.**

#### Action taken on previous recommendation

This recommendation had been addressed. Personal plans reflected detailed information about children's needs and development and were reviewed every six months or as required.

### Inspection and grading history

Date	Type	Gradings
7 Jul 2017	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
24 Jul 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
25 Feb 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
20 Jan 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed

Date	Type	Gradings	
28 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good

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