

# Cradlehall Early Learning & Childcare Centre Day Care of Children

Cradlehall Primary School  
Community Lounge  
Cradlehall Park  
Inverness  
IV2 5DB

Telephone: 07495 576937

**Type of inspection:**

Unannounced

**Completed on:**

1 July 2019

**Service provided by:**

CALA Direct Management Services

**Service provider number:**

SP2010011106

**Service no:**

CS2017361897

## About the service

This service registered with the Care Inspectorate on 3 September 2018.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Cradlehall Early Learning and Childcare Centre is registered to provide a care service to a maximum of 15 children aged from two years to those not yet attending primary school. The service is located within the community lounge of Cradlehall Primary School, Inverness. The accommodation is shared at other times with community based groups and staff are required to set up and clear equipment away at the beginning and end of sessions. The premises consist of a large playroom with kitchen area and toilet facilities. The service also has regular use of the school playground, the school garden and eco garden.

## What people told us

All the children present were observed as being very happy and relaxed in the care of the staff. There was a very good rapport between the children and staff which allowed for natural and open communication. The children in the morning session told us all about the different activities they enjoyed taking part in. We were able to observe all the children having lots of fun outdoors.

During the inspection we spoke with five parents and two parents and carers gave us feedback through our questionnaires. They were all very positive in their comments about the quality of the service provided.

Comments made included:

'My child is always excited to go to playgroup. This is mainly due to the hard work of the staff supporting her.'

'The staff have been so lovely and approachable.'

'I feel that Cradlehall Early Learning and Childcare Centre provide an excellent service to local children and their families.'

'Staff are very friendly and approachable with the knowledge and skills and personality required to support the children in their care.'

## 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 systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

During this inspection we looked at quality statement 1 - We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service; and quality statement 3 - We ensure that service user's health and wellbeing needs are met. In particular we focussed on communication and information sharing between the service and all relevant stakeholders, how the service supported and encouraged the children to develop a healthy lifestyle and transitions. We found that the service was performing to a very good standard.

Ensuring regular consultation with parents and carers was a priority for the manager and the staff. As a small service, the staff had established very good relationships with the families which allowed for open communication. There was a very good range of both formal and informal methods for information sharing with parents and carers. The service made use of newsletters, texts, noticeboards, wipe board, questionnaires, stay and play sessions as well as informal discussion at the beginning and end of sessions. This was confirmed by the parents we spoke with. Parents described staff as being very friendly and welcoming. Parents appreciated staff sharing information about their children's day when they came to collect them.

During the inspection, we looked at the personal plans in place for the children attending. These were fully completed and routinely reviewed in conjunction with parents and carers to ensure that they were up to date.

Encouraging the children to develop a healthy lifestyle was an ongoing process within the service and included learning about how to look after their bodies and their teeth, learning about healthy eating, taking part in physical exercise and energetic play, encouraging supportive relationships with others and keeping themselves and others safe.

During the inspection visit, we observed a very sociable snack. The snack helpers enjoyed the responsibilities of their role and enjoyed being involved in snack preparation. The children were being encouraged and supported to develop their independence skills. We discussed with staff how they could extend the experience and replace plastic cups and plates with ordinary crockery.

Outdoor play and learning was a priority and was very popular with all the children. The playroom opened onto an enclosed outdoor space which was well used. The outdoor play area contained a wide range of resources, including loose parts and open-ended resources, which encouraged the children's imaginative play and learning. There were opportunities to take part in planting activities, investigative play, numeracy and literacy, a mud kitchen and various physical activities. The staff were both enthusiastic about how this element of the service could be expanded to enrich the children's learning and experiences.

Being based in the local primary school allowed for a good programme for transitions to be put in place between the childcare centre and the primary school nursery. The children had opportunities to have introductory visits to the nursery and spend time in the class. The parents and carers we spoke with were very happy with the programme for transitions.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

During this inspection we looked at quality statement 2 - We make sure that the environment is safe and service users are protected; and quality statement 5 - The accommodation and resources are suitable for the needs of the service users. We found that the service's performance in this area was very good.

The service was based in a community room attached to Cradlehall Primary School and as a consequence staff had to set up and then put away the equipment each day. The room was clean, bright and child friendly. There were bright displays of the children's work. The parents we spoke with appreciated the displays and being able to quickly see what the children had been focussing on.

The staff made very good use of the space available to them. There was a good range of toys and equipment which challenged and motivated the children. We discussed with the manager and staff the need to ensure that they had a sufficient range of resources which challenged the older children. Very good use was made of open-ended and natural resources. We observed the children all having fun playing and investigating at the tough tray which contained porridge oats. They used various sizes of containers and weighing scales to move and sort different amounts of oats.

Outdoor play and learning was very popular with all the children. The playroom opened onto an outdoor space which contained a full range of resources and activities which the children could access independently. The children had taken part in a range of planting activities. They told us about the various vegetables they had planted including potatoes, lettuce, radishes and beans. The children enjoyed measuring and recording how much the plants had grown.

As well as making use of the outdoor area, the service also had access to other parts of the main school's playground, eco garden and school garden. All the parents we spoke with were extremely happy with the opportunities the children had to play and learn outdoors.

We discussed with the service how they were proposing to continue to develop the outdoor learning experience for children. The staff were enthusiastic about outdoor play and learning and already had lots of ideas as to how they could extend the children's learning outdoors. We directed the manager and staff to various websites where they could access relevant guidance and best practice to develop this area of their service including; 'Loose parts play', 'Space to Grow' and 'My World Outdoors.' The children would benefit from the installation of an outdoor tap which they could independently access.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

During this inspection we looked at quality statement 3 - We have a professional, trained and motivated workforce; and quality statement 4 - We ensure that everyone working in the service has an ethos of respect towards service users and each other. We found that the service's performance was very good.

The staff had previously worked together for a number of years and had established very good working relationships. They very much worked as a team and there was good levels of communication in place. The staff were committed to providing the children with a fun and exciting learning experience.

We observed staff being very welcoming when the children and their parents and carers arrived. They were extremely caring and nurturing towards the children. Staff interacted well with the children and offered very good levels of praise, encouragement and reassurance when it was required. While outdoors, the staff encouraged and supported the children's learning.

The parents and carers we spoke with were all in agreement that the staff were friendly, approachable and professional. Parents and carers appreciated how flexible, helpful and supportive the staff were. Similar comments were made by the parents and carers who completed our questionnaires.

Staff development, ongoing training and keeping up to date with current best practice was seen as important by the manager. Staff had the opportunity to access a range of training to ensure they had the necessary knowledge and skills to meet the needs of the children attending. Staff were enthusiastic about extending their own knowledge and in turn extending the learning opportunities for the children. They discussed with us the various ideas they had taken from the training and from accessing various best practice guidance.

During the inspection we directed the manager and staff to various useful websites including; Education Scotland, Scottish Social Services Council and the Care Inspectorate Hub which provide information in relation to professional learning. We discussed the various options available in terms of training as well as visiting other similar childcare services.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

During the inspection we looked at quality statement 2 - We involve our workforce in determining the direction and future objectives of the service; and quality statement 4 - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide. We found that the service was performing to a very good standard.

The manager explained that she very much valued staff feedback and their involvement in the ongoing evaluation of the service. There were various options available to allow for staff consultation and feedback. These included staff meetings, individual annual appraisals, group support and supervision meetings, as well as frequent informal discussion. The staff felt very much involved in the identification of the future objectives of the service. They were of the opinion that the manager appreciated, valued and took account of their suggestions.

There were also options available for parents and carers and children to give feedback. The manager and staff recognised that meaningful communication with parents and carers was an ongoing priority as was encouraging greater stakeholder participation in the process of quality assurance. The parents and carers we spoke with confirmed that the manager and staff were very approachable and welcomed any feedback they might have. As well as being invited to give feedback informally, parents and carers explained that they were also encouraged to complete feedback forms and questionnaires.

Listening to the children and taking forward their ideas and suggestions was a priority for the manager and staff. The children were actively involved in decisions relating to planning. There were mind maps and floor books illustrating what the children wanted to learn about, what they already knew about any given subject, what they had learnt and what they would like to learn next.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## 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.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

This service does not have any prior inspection history or grades.



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