

Cherrie Children Daycare Day Care of Children

Cherrie Centre
3/5 Birch Place
Moorpark
Renfrew
PA4 8FD

Telephone: 0141 886 6388

Type of inspection:

Unannounced

Completed on:

18 July 2019

Service provided by:

Moorpark Community Association
Cherrie Children's Day-care

Service provider number:

SP2003001049

Service no:

CS2003004978

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.

Cherrie Children Daycare is based within a community centre in the town of Renfrew and is provided by a voluntary management committee. The service currently registered to provide early learning and childcare to a maximum of 58 children:

18 children aged 1 to 3 years
40 children of primary school age.

The care service operates Monday to Friday, 50 weeks a year, between the times of:
Daycare -

09:30 to 12:00 hours & 13:00 to 15:30 hours

Out of School Care -

15:00 to 18:00 hours - Term Time
08:30 to 18:00 hours - School Holidays.

The aims of the service include the following:

'to stimulate and develop the physical, intellectual, social and emotional interests of the child in a safe and caring environment. The out of school service aims to 'provide good quality childcare at affordable prices, where parents can be confident that their child will be cared for in a safe and secure environment.'

The Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is 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. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

We compiled this report following an unannounced inspection carried out Thursday 18th July 2019 by two early learning and childcare inspectors.

What people told us

Prior to inspection we sent out 20 care standards questionnaires to the manager to distribute to parents using the service. We received 6 completed questionnaires prior to this inspection. The respondents to our questionnaire strongly agreed that they were happy with the quality of care provided by the service. Comments included.

"Both my children have attended the Cherrie Centre Nursery I highly recommend the nursery and have never had any problems. We love the garden and that they use local parks etc. Lots of stimulating experiences offered to my children, peace of mind when I am at work"

"The Cherrie Centre run a fantastic out of school care programme and especially their holiday programme is wonderful. My son thoroughly enjoys it and I am confident he is well cared for"

"Service has encouraged my child confidence, staff very friendly and attentive."

"Very pleased with service, my daughter loves to attend"

"My little girl loves going to this nursery, they are always busy doing activities"

"I feel safe leaving her with the girls"

"I love the outdoor activities"

"Overall best nursery we will be sad to move on"

"The staff are amazing and worth their weight in gold and its a fabulouse place, we are honoured our son has a place here"

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance paperwork.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

During our inspection we found that staff were friendly and welcoming towards children and families. Relationships formed between staff and children were positive. Children were visibly happy, settled and confident with staff caring and responding to children at their level, which resulted in children approaching staff for help and support. We observed children being given praise and encouragement and when needed, cuddles and reassurance. The relaxed, nurturing and caring atmosphere provided by the staff was supporting children to feel safe and secure.

We found relationships with parents to be positive, parents had some opportunities to be involved with their child through attending stay and play sessions. Parents and staff had recently held a successful fundraising event to support the summer trip to Blair Drummond Safari Park. We found this had supported parents to feel included, building stronger relationships. Staff valued the connections they had with families and endeavoured to

involve them more in the future life of the centre. Parents commented positively on the staff team and the care and support their child received. They told us they could approach staff with ease and that staff and management were kind and friendly in their approach. We found this contributed to parents feeling valued and listened to.

During the inspection we found the pace of the day and routines were mostly child led, with staff responding appropriately allowing children to lead aspects of their own learning. The service has been going through a period of change since our last inspection. We found staff and management had been working hard to create more free flow and child led experiences.

We observed children having regular access to the newly developed outdoor area which offered a variety of experiences for all children and provided an exciting range of learning opportunities. Children were able to run, climb, balance, explore and investigate. Staff supported children to think about and manage risky situations allowing children to develop their skills in problem solving and be more willing and confident to try out new experiences. We observed children enjoying the freedom to experiment and work through a broad range of play and learning experiences developing their curiosity.

On arrival at the service we were told that the After School Care children were on their way out on a visit to the local cinema. When they returned in the afternoon, we observed children engaged in a variety of activities including playing pool, card games, arts and crafts and playing with construction resources. Children particularly enjoyed playing in the tents where they could rest and have valuable time on their own. We also observed staff supporting and interacting well with children in their play.

Effective systems were in place to safeguard children. Staff demonstrated a good knowledge and awareness of how to keep children safe and protected. The child protection policy provided guidance for staff to follow in the event of any concerns. This meant that they were well placed to take the appropriate action to keep children safe, supporting their health and wellbeing.

Management held monthly staff meetings and used this as an opportunity for the team to review and reflect on what was working well and identify areas of improvement. The team also used this time to share information about children supporting them to meet children's individual needs. We found this was a valuable opportunity for the team to reflect collectively and plan on how to support best outcomes for children and families.

Management are in the process of developing systems to carry out annual appraisal meetings with staff. This included targets being set for staff to meet and identify their training needs to further assist them in their role within the service. Management should continue to encourage staff to be reflective during these discussions and within their practice, recognising meaningful next steps in their development journey which in turn will support continuous improvement.

Management and staff engaged well during the inspection process taking on advice and support given, demonstrating a commitment to their improvement journey. We recognise there have been changes to the team and the management structure since our last visit. Staff told us they were supported by management, creating a positive working ethos.

What the service could do better

During the inspection, we sampled personal plans that were in place and most plans identified how children's health, welfare and safety needs would be met. We have asked management to review the format in place to reflect current legislation and ensure information recorded is meaningful and reviewed in line with legislation. The service was requested to review this at the last inspection on 30th August 2017. This recommendation had not been met and remains. (see recommendation 1)

We discussed with the management the importance of building links with outside agencies in relation to managing transitions and children's health, welfare and safety needs. Management should consider establishing relationships with Health Visitors, Speech and Language Therapists and local nurseries. Effective links will help improve outcomes for children and families.

To further support the service developments, we have recommended that the service further develops the staff supervision, appraisal and monitoring procedures. Staff development and training should be more closely monitored and tracked, to ensure it is having a direct impact on the outcomes for children. Staff training and development should be personalised, but still reflect the needs of the children and service. Management to use best practice documents; How Good Is Our Early Learning and Childcare and Building the Ambition to support improvements.

When reviewing children's medication records, we found most details were correct. However, within one record we discussed with the manager how the symptoms and steps to be taken were not as clear as they should have been. The manager agreed to review the medication recording format to ensure children's health needs are effectively managed. The manager was aware of the Care Inspectorate guidance 'Management of medication in daycare of children and childminding services'.

Nappy changing procedures should be monitored in relation to how often children are being changed.

During the inspection we sampled policies and procedures in place. We found these had not been updated and reviewed for some time. We have asked management along with staff and parents to up date policies in line with legislation and best practice documents to ensure information is accurate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Personal plans for children should be further developed to ensure that purposeful individual observations and clearly identified next steps are recorded for each child.

Staff should ensure that spontaneous observations are carried out, where appropriate. This will give clear information on children's individual learning and support each child's keyworker to identify individual next steps in learning for each child in their group.

Children's personal plans should be reviewed every six months, or when appropriate, with parents.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15), and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

Recommendation 1

1. Transitions plans, personal plans and learning profiles should be further developed to ensure staff effectively plan, assess and review the health, wellbeing and safety needs and outcomes for individual children. Staff should consider the GIRFEC health and wellbeing indicators, Playwork Principals and Building the Ambition guidance.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing

This recommendation was made on 30 August 2017.

Action taken on previous recommendation

The service submitted an action plan to the Care Inspectorate on 1st November 2017. They The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance paperwork.wrote and told us:

To ensure we further develop the children's personal plans and learning profiles as a staff team, we have and will continue to use advised guidelines and literature to ensure all staff have the knowledge and resources to do so.

Staff will also access suitable and appropriate training to further develop skills and to ensure they are confident in their role and responsibilities. This training will both be in house and with outside agencies.

Parents, carers and children's views and experiences will be used to support personal plans and through observations and interactions with staff and peers we can gather further information to support and personalise individual children's profiles and personal plans.

During our inspection on 18th July 2019 we found that this recommendation is:
not met.

Inspection and grading history

Date	Type	Gradings
30 Aug 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
17 Aug 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
23 Aug 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
6 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
19 Aug 2010	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed
1 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
14 Jul 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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