

TASK Childcare Services Ltd. **Day Care of Children**

347 Caledonia Road
Gorbals
Glasgow
G5 0JY

Telephone: 0141 429 1140

Type of inspection:
Unannounced

Completed on:
22 August 2019

Service provided by:
T.A.S.K. Childcare Service

Service provider number:
SP2007009004

Service no:
CS2007147569

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

TASK Childcare Services is registered to provide a care service to 138 children.

On the ground floor, the care service may be provided to a maximum of:

- 18 children aged 0 - under 2 years
- 30 children aged 2 - 3 years.

On the first floor, the care service may be provided to a maximum of:

- 32 children aged 3 years to those not yet attending primary school
- 58 children of an age to attend primary school to 16 years in the designated out of school care room.

The service is based within a two-storey building in the Gorbals area of Glasgow. The accommodation comprises of five playrooms for children, appropriate changing areas and children's toilets, kitchen, office and staff facilities. A roof garden is available for children using the first floor and a separate outdoor area is available for children using the ground floor.

The service mission statement is: "To be the best provider of fully inclusive integrated childcare by offering a welcoming, nurturing play based environment at the heart of the Gorbals."

What people told us

During the inspection there were approximately 31 children attending over the morning and afternoon sessions. A further 28 children attended the service after school. We observed these children at play indoors and outdoors. Children throughout the setting were happy and settled and we observed children having fun in their play and learning during the inspection. We went to the adjacent play park with the older children and they told us how much they enjoyed going to the park and confidently demonstrated how high they could climb.

The children attending after school care spoke highly about the service, telling us about their opportunities to make choices and vote. They told us about the activities they enjoyed and discussed the venues for trips and outings during holidays. They spoke positively about the staff team and the choices they could make.

We received 13 completed care standards questionnaires from parents/carers using the service. Respondents indicated a high level of satisfaction with the care their children received. We also spoke with five parents during the inspection. Parents expressed their satisfaction with the service provided to their children and commented:

"All my children have attended TASK Childcare. I'd recommend TASK to everyone seeking safe, honest and trustworthy childcare."

"From day one of my child starting TASK nursery all staff members were welcoming and friendly. The building itself is always clean and tidy and always feels like a lovely atmosphere inside. My child is in the 3-5 room and I feel like they have really helped her to grow in confidence as well as flourish in areas such as learning colours, numbers, shapes, etc. My child loves going to nursery to see her friends and learn new things. More importantly to myself though, my child also loves going to see her teachers and she feels safe in their company and has formed a great relationship with them."

"Extend hours to 6pm which is noted for funding."

"As parents we could not be happier with the service provided at TASK Childcare. Every member of staff knows our kids and the kids know them. They always provide plenty for the kids to do at summer, Christmas and throughout the year. Keep up the good work!!"

"Both my children (aged 1 + 4) attend TASK. I am extremely happy with the level of care and development shown to my children. My eldest has attended since 18 months and counts the ladies as significant adults in her life. I feel extremely happy that my children are receiving excellent care whilst at TASK."

"Staff are excellent always friendly and making sure all children are happy and looked after. Excellent service wouldn't use any other service for my children apart from TASK."

"My child loves task and it has helped create a sense of community for her. I look forward to taking her to the events we are invited to as parents. In my opinion the service is excellent."

"TASK is very good. My child is enjoying it at present."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service improvement plan and quality assurance processes. These demonstrated the priorities for development and how the quality of the service provision was being monitored.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

We found that TASK Childcare Services promoted a very strong commitment to working with and offering support to families and the local community. The service played an important part within the local community and was used as a hub for many community services, including Bookbug sessions and providing an important base for play therapy for children from within the local learning community. The full staff team was warm and welcoming to all children and their families, ensuring they were nurtured and supported from the minute they walked through the door.

We found that children were happy, confident and engaged within the service. Newer children were becoming familiar with routines and beginning to form early attachments with staff, who provided regular reassurance when it was needed. Returning children were busy and motivated to lead their own play and learning both indoors and outdoors. Children were well cared for in an environment where consistency, familiar routines and clear boundaries were in place to ensure they felt safe and secure and understood what was expected of them.

Staff ensured that those children requiring additional support for learning received the support they needed in partnership with the relevant agencies. Staff were trained and confident in their responsibilities for safeguarding children from harm, neglect, bullying and abuse.

Through conversation, we confirmed that staff knew children very well and could talk confidently about children's individual care, learning and development needs and plans that had been put in place to support these. Staff placed a high value on the comprehensive information recorded about children in these plans, using it sensitively to tailor their care and learning to meet their individual needs. Staff were responsible for ensuring that these plans were updated at six monthly reviews to ensure information remains current and relevant.

The format for recording children's individual learning profiles had been well established. The learning profiles we sampled clearly showed children's progress in learning and development. Parents/carers and children had a high level of involvement in reviewing these profiles and for setting learning targets for their children. These learning profiles in conjunction with the established floor books illustrated the broad range of learning activities children could experience across the curriculum.

Comprehensive arrangements were in place for children's transitions - from home to nursery, within the nursery and from nursery to school. These arrangements were sensitive and developed to support children and their parents/carers with these transitions. During the inspection, we observed several children who were in the early stages of their transitions to the next playroom. We noted that they were happy, settling quickly and easily and being well supported by staff.

Throughout the inspection, we observed children who were having lots of fun in their play and learning and were regularly involved in quality conversations with staff on a variety of subjects.

The environment was welcoming and relaxed with a calm and pleasant atmosphere. The playrooms and outdoor space were well thought out to offer children a breadth of experience across the curriculum. The resources were in good condition and well organised to support children in their play and learning.

What the service could do better

During the inspection, we found that two of the playroom registers did not accurately reflect the number of children in attendance. We discussed this with the management team and confirmed that they understood that it was important to maintain accurate registers for health and safety reasons at all times. It was agreed that this would be discussed with the staff team.

We noted that on one occasion staff did not comply with best practice guidance in relation to controlling the risk of infection. We were satisfied that this was an oversight and we discussed alternate methods of carrying out the specific task with staff to ensure there was no risk of cross contamination in the future.

We looked at the recruitment records for four members of staff who had started since the last inspection and while we could see that the appropriate checks had been carried out, we reminded the management team to ensure that they recorded the date that Protecting Vulnerable Groups (PVG) checks were returned. We also advised that best practice guidance in relation to recruitment suggests that employers do not accept generic references about applicants. The management team agreed to take this forward.

Although, we acknowledged that the location of the outdoor play area for older children presented some challenges, the staff team may wish to explore ways in which children could have more control of access to outdoor play.

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	
31 May 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 May 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
2 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed

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

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