

## Kilbowie E.E. & C.C. Day Care of Children

Kilbowie Primary School  
West Thomson Street  
Clydebank  
G81 3EA

Telephone: 0141 941 2266

**Type of inspection:**

Unannounced

**Completed on:**

27 August 2019

**Service provided by:**

West Dunbartonshire Council

**Service provider number:**

SP2003003383

**Service no:**

CS2003014735

## 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)

Kilbowie Early Education and Childcare Centre is located in a custom-built unit within the campus of Kilbowie Primary School in Clydebank. The children have access to three open plan playrooms and a small parents' room. Two enclosed outside play areas are also available.

The service has been registered with the Care Inspectorate since 01 April 2011, to provide care for a maximum of 60 children. The age range of the children will be from three years to those not yet attending primary school.

Aims of the service include the following statement: 'Our aims are to provide an enjoyable and motivating environment where we work together with parents to provide a high-quality learning environment to support the needs of individual children'.

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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

There were 35 children present during the morning session and 26 children during the afternoon session.

We observed the children at play throughout the day. The children presented as happy and curious. Children smiled, laughed and chatted with staff and each other. The children engaged well in their activities.

Some children were keen to be involved in the inspection and told us about the things like do in the service. For example, children told us they were making an aeroplane with the wooden blocks "to go on holiday and to look for spiders"

Some children were engaged in using flour and water to make a paste. They told us they had made "soup and Spider Man's soup". We observed staff using story telling activities well. This resulted in a responsive and relaxed experience for the children.

We saw some children playing in the garden, balancing on natural stepping-stones, playing in the mud kitchen and using some loose parts resources to create a bridge.

Parents we consulted indicated their satisfaction on different aspects of the service including, care and support, management, staffing and the environment.

Parents' comments included:

- "The staff at the nursery are amazing. They always go above and beyond for the kids".
- "My child really enjoys their time at the nursery and I have seen improvements over the last few months".

One parent commented about the level of staff changes. The manager acknowledged there had been a number of staff changes. She spoke about the new staff team and about plans to support the children and staff through any further changes.

One parent commented about the lack of outings and home learning links. The manager acknowledged the need for development and had plans in place to introduce more opportunities for children to go on outings and was currently developing more ways for parents to be involved in their child's learning.

- "Safe, clean nursery and the manager and staff are very approachable and supportive".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance processes and how they were monitoring the quality of the provision.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

Children were happy when arriving; they played cooperatively with friends and engaged well in activities. Staff treated children and parents with respect and were getting to know new children. Staff were sensitive and nurturing and this contributed to children feeling respected and included.

Staff attended child protection training and were aware of their roles and responsibilities in safe guarding children. Staff recorded accidents and shared this information with parents. Management monitored accident records to ensure there were no recurring patterns.

Management and staff were currently developing a more responsive style of planning for children's learning, with an increased focus on children's health and wellbeing. They were clear children needed to feel happy, healthy and safe before they could start learning.

Children helped to prepare tables and set up the snack café. Children were developing independence through using money to buy their snack, pouring their own drinks and recycling unwanted food. We spent time with children and staff involved in food recycling and heard staff discussing how children could improve their environment. For example, children were developing an understanding of using the compost to help their vegetables grow in the garden.

For most of the session, children were able to move freely between the playrooms accessing activities that interested them. Management and staff had spent time reorganising learning areas and we noticed that in particular children used block play well. We observed children problem solving and negotiating in this area.

Children had some opportunities to free flow to the garden. Staff supported children in their play and we saw children have fun examining mini beasts with magnifying glasses.

## What the service could do better

Staff had not fully recorded and updated children's personal plans, including staged plans for children in need of additional support. Some plans did not include full information about children's health and well-being needs and children's preferences. Plans did not include purposeful observations, reflect children's individual learning, or clearly identify next steps to challenge and impact positively on outcomes. See recommendation 1.

The acting manager agreed to update the medication log, return any medication no longer required, ensure consent forms reflect symptoms for administering 'as required' medicine and ensure regular reviews. She agreed to revisit the provider's medication policy and our good practice guidance with staff. This will help support staff in this improvement.

Staff confirmed they intended to continue to develop loose parts play and encourage more free flow play for children in the garden. Staff had plans to continue with developments in the outdoor learning environments and to introduce forest school opportunities. Staff should use good practice documents to guide them and promote further positive outcomes for the children.

Children had lunch in the school dining hall. Schoolchildren supported the children and dining hall staff were very welcoming. This created a relaxed and sociable lunch experience. However, there was only one choice of meal for children and a significant amount of food was wasted. The acting manager told us she was aware of the need for continued development and was planning to feedback her concerns about the food to the provider. She also intended to provide place mats for the children and provide parents and children with information about healthy choices for packed lunches. We discussed ways of improving outcomes further by giving children more opportunities for independence.

Management had requested improvements to the laundry, as it was not in line with best practice. Staff monitoring, and the secure entry system helped maximise security. However, risk assessments were not up to date and did not include some hazards we observed. Entrance arrangements were confusing, some self-closing fire doors did not fully close, there were splits in the flooring and in the sinks splash back in the toilets and the changing unit was dirty and not maintained. This could lead to safety and infection control issues. See recommendation 2.

There had been significant staff and management changes and this had impacted on the quality of the service. However, the acting manager had taken time to consult staff and agree an improvement vision. Management and staff should use good practice documents, from our HUB, to guide them in service development. They should continue with plans to improve self-evaluation processes and to record evidence of the impact of their self-evaluation on improving outcomes for the children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Management should continue with plans to record observations and next steps for children to ensure they are purposeful and reflect children's development and learning. This will allow staff to track and celebrate children's development and learning. Staff should ensure they record fully information they gather about children in need of additional support. All of this information should be included as part of the six months review or be updated when needed. This will result in clear detailed information being in place for each child in order to support individual needs and promote positive outcomes.

This ensures the 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).

2. Children should be cared for in an environment that is safe and secure. Management should improve the way risk is accessed to help minimise hazards and help reduce risks. This should include carrying out, recording and following meaningful risk assessments of the areas accessed by children and maintaining a log of any maintenance issues.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I am protected from harm by people who have a clear understanding of their responsibilities' (HSCS 3.20) and 'My environment is safe and secure' (HSCS 5.17).

For fire safety advice please contact the Scottish Fire and Rescue Service.

## 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

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings	
10 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.