

# Glenpark Children's Centre

## Day Care of Children

Madeira Street  
Greenock  
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Telephone: 01475 715620

**Type of inspection:**

Unannounced

**Completed on:**

7 November 2019

**Service provided by:**

Inverclyde Council

**Service provider number:**

SP2003000212

**Service no:**

CS2003015998

## About the service

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

Glenpark Children's Centre is a daycare of children service provided by Inverclyde Council. Within the last year, the service has moved to a purpose built campus and has sole use of the premises and outdoor play area. It is currently registered to provide a care service to a maximum of 100 children aged from 2 years to not yet attending primary school of whom a maximum of 20 may be under 3 years of age.

The service's vision and values statement includes:

"At Glenpark we try to be the best that we can be, our vision and our values are always clear to see.

Parents, carers, children, staff are equal - everyone!

Play and share, grow and laugh, learning is such fun!"

A full copy of this statement can be obtained from the service. We found very good evidence that this service had fulfilled this aim.

## What people told us

We saw that the children were very settled, happy and secure in the care of the staff team. We observed positive relationships between children and staff and we saw that staff were kind, caring and nurturing towards children. Staff were responsive to children's individual needs and made efforts to include all children in activities.

We issued 39 questionnaires for parents and carers, 30 were completed and returned before the inspection. Feedback was extremely positive and told us that parents were very happy with the care and support that their children received. Included in the comments were:

"The staff in Glenpark go above and beyond their job requirement. They provide a happy place for the children and, because of this, I am completely content, knowing my daughter is in a good place where she always has high quality attention"

"Glenpark is a fantastic learning facility with excellent staff"

"I see and feel that all of the staff really know, and have a relationship with my child. The team know every child's name and it is clear that they genuinely care for each child. We have had nothing but the most positive experience"

"I'm delighted with the care provided and have seen my son grow in confidence since starting in August 18. He loves to be outdoors and the team do everything to ensure he is happy and safe"

"My child is warmly welcomed by all staff in the service and they have an excellent awareness of his needs and developmental requirements. I feel very confident about the high standards of care he receives"

"Glenpark children's centre is an exceptional early learning establishment. All staff members are professional, approachable, nurturing, positive, enthusiastic about early years and 100% dedicated to providing enriching and valuable learning experiences for all of our little ones"

"My son loves nursery, he asks to go even when it's the weekend...I find the management really approachable and I like that they are at the door each morning"

"Amazing staff...trust them 100% with my children"

"The nursery is nothing short of fantastic. All staff are exceptionally nice and caring"

"We are extremely happy with all aspects of the nursery...The staff have been great, the building is fantastic and everything is of a high standard"

"The staff in the nursery are all amazing workers and take great care of my children"

"All staff go above and beyond what is expected and make every child feel important"

"Glenpark children's nursery is overall a fantastic nursery, this is not only for the children but the parent and carers too. The nursery excels in every area and my son is excited to go every day"

"Glenpark is a fantastic nursery and I feel so fortunate that my child has access to such an amazing facility"

"I feel like the staff make every effort to get to know every family member individually which makes me feel very comfortable leaving my daughter in their care"

"I could not speak higher of this service and all staff involved. It is a very friendly and professional nursery"

"This nursery is the best nursery I've stepped foot in"

"This (nursery) is by far the best, staff are so welcoming"

"I have nothing but praise for Glenpark ELCC...I honestly cannot thank Glenpark enough for the support they give to our family"

"My daughter has become so much more confident since starting nursery"

"Very friendly and helpful staff. I could not be happier with the service they provide"

"The nursery and staff are amazing"

"Fantastic nursery! Staff are amazing and so caring...such a friendly and caring environment"

"The staff are all lovely and take time to ensure that (my child) and myself are happy. The building is out of this world and the developing creation of the outdoor playground is wonderful"

"Nursery environment is top class, staff is also top".

## 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	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

Children across the nursery received outstanding care and support from a staff team who knew them very well. Staff placed children and their families at the heart of their work, creating a positive, inclusive and nurturing environment.

A strong vision within the nursery recognised children and families as experts in their own experiences, needs and wishes. As a result, children and families were valued and included in the nursery. Interactions between staff, children and families were kind, caring, responsive and loving. Staff had built trusting relationships with parents, working in partnership to meet the needs of children. Many parents told us that they thought highly of management and staff and they valued the level of care that they and their children received.

A very effective planning system ensured that children's needs were fully met. Individual personal plans reflected children's interests and significant needs. They also detailed clearly how support would be offered. As a result, children were making good progress in their learning and wellbeing. Plans were reviewed with parents, and staff regularly updated them to ensure they reflected children's current needs. 'Wellbeing passports' recorded key information about children and guaranteed that any temporary or covering staff were well equipped to meet children's needs. Children were given a voice through 'mini management meetings' where they met with the management team to discuss their thoughts and ideas. This provided a novel way of involving children in their own learning and helped develop their confidence.

Children were developing positive attitudes to healthy lifestyles. Regular yoga sessions supported them to learn about their bodies and self-regulate their emotions through breathing exercises. This innovative programme ensured that children achieved high levels of self-esteem as they expressed "my body is strong, I feel brave, and I am happy and relaxed". This was evident during our observations and discussions with children who were content, secure and confident to speak with us.

Children participated in freely chosen extended play which was stimulating and contributed to their social, emotional and intellectual development. An excellent range of natural and open-ended materials encouraged children to be creative, curious and solve problems. For example, we observed children weighing and measuring as they investigated water, and challenging each other to build the highest tower using a variety of building materials. Carefully planned resources in each area supported children's curiosity and encouraged them to develop their literacy and numeracy skills through play.

Children were exceptionally skilled in assessing their own risks and they showed confidence and resilience during play. Staff worked with them to gain a shared understanding of hazards. For example, children had learned about fire safety and had helped to write nursery policies, including a fire safety policy. We saw that children could confidently identify hazards that may prevent their safe exit from the building, and they directed us to the meeting points in the event of fire.

Children benefited from relaxed and sociable mealtimes. Snacks were offered on a free-flow basis, allowing children to self-regulate, eating when they felt hungry. Staff sat with children during lunch and were entirely focused on their needs. They supervised effectively to keep children safe, and supported development of social skills and independence.

## What the service could do better

The service should continue to provide an excellent service to children and families. They should continue to drive forward the priorities identified in the service improvement plan.

## 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

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings	
13 Dec 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

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