

Lennoxtown Nursery Day Care of Children

Lennoxtown Primary School
School Lane
Lennoxtown
Glasgow
G66 7LX

Telephone: 0141 955 2267

Type of inspection:

Unannounced

Completed on:

31 October 2019

Service provided by:

East Dunbartonshire Council

Service provider number:

SP2003003380

Service no:

CS2003014697

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

This service registered with the Care Inspectorate on 1 April 2011.

Lennoxtown Nursery is a purpose built facility situated within the grounds of Lennoxtown Primary School in Lennoxtown. The nursery is provided by East Dunbartonshire Council and is registered to provide a care service to a maximum of 80 children aged from under 2 years to not yet attending primary school, of whom no more than 9 children are aged under 2 years, 15 children are aged 2 to 3 years and 56 children are aged 3 years to not yet attending primary school.

The service operates throughout the year providing extended days as well as sessional care. The Nursery is managed by the Head Teacher of Lennoxtown Primary School and a Depute Head of Centre, with a teacher, two seniors and early years practitioners employed within the service.

Children aged under 2 years and aged 2 to 3 years have their own playrooms with older children having access to a large open plan playroom. A parents' room, children's lunch room are also available as well as outdoor play facilities. Children also use the school gym for physical play.

We wrote this report following an unannounced inspection that was carried out by one early years inspector. We gave feedback to the manager (Headteacher) and depute manager of the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI'.

What people told us

We issued 30 care standards questionnaires to the service to distribute to parents prior to the inspection taking place. We received 10 completed questionnaires. We spoke with 8 parents and 7 children during the inspection visit. Responses from parents were generally positive.

Written comments included:

"Staff are fantastic. My son enjoys nursery and looks forward to his session. Would like nursery menu for lunch looked at. Other than that, excellent nursery".

"Cannot fault the management and staff. I have twin girls attending this nursery and have always found the staff and facilities to be first class".

"Huge improvement in structure, activities and communication this year. A lot of work has been put in. My child loves going to nursery".

"Overall a great service is always provided in all aspects".

"We are very happy with Lennoxtown nursery in general and our child is usually settled and enjoys the wide range of activities on offer. When small issues have arisen staff have responded promptly to resolve these issues. The changes to the lunch menu whilst healthy, have resulted in less choice and possibly more suited to adult tastes rather than children's. Our child has progressed hugely in the course of her time at nursery, both academically and socially".

"My son was made to feel very welcome into this nursery, as was partner and I".

"The depute and team provide a fantastic learning environment for both my children. They are nurtured and stimulated in a fun approach. My kids love the staff at the nursery and I do too".

"My son has settled in well to nursery, thanks to staff".

We discussed lunch options with the manager and depute manager. Both were already aware that there were some concerns from parents and in response to this plans were in place to consult with parents and children.

During the inspection visit we also spoke with 8 parents. They told us;

"Communication is fantastic, the nursery is outstanding. I am totally delighted".

"Staff are so approachable and helpful. Things have changed for the better".

"Staff are fantastic. Communication is great".

"A very supportive nursery".

"I have a fantastic relationship with my child's keyworker. The service is very inclusive of parents and extended family. My family members have all participated in events".

"Communication is great".

"Staff are really good at listening".

"Communication is brilliant, emails, learning journals and the website".

Children were confident and chatty. They told us about mini beasts and bugs they had been looking for in the garden. They showed us their halloween pumpkins and dressing up clothes.

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	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The quality of care and support for children in the service was excellent.

Since the last inspection the service had further developed to provide care for children aged under 2 years and increased places for children aged 2-3 years. Senior practitioners and additional practitioner staff were recruited and accommodation had been adapted to provide for this.

Care and support in the nursery was provided by well trained staff who were caring, enthusiastic, skilled and experienced. Staff provided child centred, responsive care and children benefited greatly from this. We observed happy, confident children who engaged very well and enjoyed obvious strong relationships with staff.

The Scottish Government asked all local authorities to increase funded early learning and childcare by August 2020. This service was selected by the local authority to complete extensive tests of change in relation to future expansion. The service had successfully managed this and had shared very good practice with other providers. The implementation of this had resulted in improved structure and support to families and their routines and a positive impact on children's experiences.

We saw that children benefited from improved outcomes as a direct result of the holistic approach to supporting the health and wellbeing of families. The service fully recognised the importance of family relationships and maintaining communication.

We observed, and parents told us about very strong, inclusive parental engagement. The nursery was very proactive in developing family initiatives that promoted engagement. They had created a family room where a range of parent and family events were hosted. Parents and children enjoyed initiatives like 'Families Connect', workshops that bring children and parents together to talk about activities that help children learn and share advice and challenges. Various events such as Big Cook, Little Cook, Road Safety Walk, Stay and Play, Triple P Parenting, Coffee Mornings with access to support services such as Speech and Language, Summer Barbecue, Summer Holiday Programme, Child Led Coffee Mornings where children shared their floor books, Care Plan Updates facilitated constructive family work.

We saw that there was a focus on child led play with staff supporting children to lead their play, learn at their own pace and make choices and decisions. Staff provided a productive environment for children. We observed children actively engaged in a range of stimulating play experiences, facilitated by resources that promoted

interest, creativity and problem solving. Children enjoyed free flow, open-ended play using a range of loose parts and transient materials. We saw them experimenting with water and leaves outdoors and examining mini beasts and bugs. Staff engaged effectively with children to scaffold and extend learning.

The service had very good community links and children enjoyed visits to the nearby care homes for older people where they engaged in intergenerational activities such as singing, planting and arts and crafts. A small group of children had joined older people on a recent barge trip. Older people also visited the nursery.

Supporting children to transition was a key strength of the service. Younger children could visit friends and siblings in the 2-3 and 3-5 rooms. There was strong involvement with early level primary school with shared activities, visits and events that helped children in their transition journey to school.

Information about children's learning and development was very well documented and was regularly shared with parents using online Learning Journals. Refined tracking of children's personal plans and the use of targeted interventions based on The Scottish Government's national approach, Getting it Right For Every Child (GIRFEC) meant that very individualised support was provided and the risk to children and families health and social outcomes was reduced.

Staff had a sound understanding of how to protect and safeguard children. A robust child protection policy and procedure was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection.

The quality of staffing in the service was very good.

The service was very well managed. The manager had a clear vision for the service to improve outcomes for children and their families. The manager, depute manager and staff were highly motivated, professional and informed. They were a reflective, evaluative staff group who used the service improvement plan to inform their improvement journey. Rigorous monitoring and quality assurance processes, involving staff, parents and children, were used to evaluate service provision. There were lots of opportunities for staff to come together to discuss policy and practice. This resulted in a cohesive staff team who worked very well together to support children and their families. Staff had various mentorship, leadership and champion roles and were encouraged to engage in personal research and learning and keep up to date with best practice guidance. Staff engaged in regular team meetings and the provider's PDR (Performance Development Review) process.

We spoke with staff who told us;

"I feel people who use this service are receiving a good amount of support and care".

"The manager will meet with staff to discuss PDR (Performance Development Review) or when updating children's care plans. If there is a reason you can speak to the manager privately".

"Recent changes such as new staff members, new senior and new teacher are working well within the nursery".

"Feel the depute has worked really hard to get the lunches for all children up and running and the children seem to be enjoying them".

"Feel like with the new staff members and teacher starting everyone is working well together in the 3-5 room".

What the service could do better

The manager and staff 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.

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	
26 Oct 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Sep 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
21 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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