

# First Step Community Nursery Day Care of Children

Thornhill Road  
Hillhouse  
Hamilton  
ML3 9PS

Telephone: 01698 825087

**Type of inspection:**

Unannounced

**Completed on:**

27 November 2019

**Service provided by:**

South Lanarkshire Council

**Service provider number:**

SP2003003481

**Service no:**

CS2003015293

## 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](http://www.careinspectorate.com)

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

First Step Community Nursery is an early learning and childcare service provided by South Lanarkshire Council. The service can accommodate a maximum of 109 children divided as follows:

9 children aged from 0 to 2 years

30 children aged from 2 to under 3 years

70 children aged from 3 years to those not yet attending primary school.

The nursery operates from a purpose built building and is situated in the Hillhouse area of Hamilton. The service operates Monday to Friday, 52 weeks per year. There are currently 169 children accessing this service. Attendance patterns vary from morning/afternoon sessions to two full days and one half day. The flexibility of the service takes account of children and family needs.

The accommodation consists of different playrooms which have direct access to their own outdoor area, toilets and cloakrooms.

The aims of the service are to "ensure that children and young people and their families get the help they need, when they need it."

We checked the service was meeting the principles of Getting it Right for Every Child (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 parents to work with the services that help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

We observed and chatted with many of the children attending the nursery. Older children confidently told us about their experiences, resources they liked and friends they had made. Children in all playrooms were engaged in a wide range of activities both indoors and outdoors. Children's comments included:

"Playing in the water is my favourite."

"I like splashing in the water with my friends."

"My favourite is doing puzzles as I'm really good at them."

"I like going outside to play."

"My best thing is playing with my friends."

"I love doing everything at nursery."

"I like to play in the sandpit."

"I like the playdough."

"My best thing is painting."

"I like to draw pictures."

During the inspection process we seek feedback from parents who use the service via care standards questionnaires. We sent thirty questionnaires to the service to distribute to parents/carers of children who used the service, twelve of which were returned before the inspection. We had the opportunity to speak with a further nine parents during our visit. Feedback was very positive with parents telling us how happy they were with the quality of care their child received. Comments included:

"My child hasn't long started in the nursery but staff have been great with helping her to settle in. Any questions I have had have been dealt with promptly."

"Staff within the rooms are absolutely fantastic. They are always warm, approachable and upbeat. I have no worries when leaving my children."

"The nursery setting itself is engaging and my two year old is able to tell me about what is on the walls, showing his involvement."

"I think the nursery practitioners are an absolute credit to the nursery."

"The nursery is a great setting with amazing staff. The outdoor area is great and always used."

"My child has come on leaps and bounds since starting at this nursery."

"The staff provide me with lots of information about my child's progress."

"Great nursery with good staff who are friendly, approachable and caring."

"The staff get to know the whole family and listen to your requests."

"Everyday staff tell me what my child has been doing."

## Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We discussed the improvement plan for the service which demonstrated clear priorities for improving as well as progress made.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed

### What the service does well

First Step Community Nursery provided an inclusive, welcoming and nurturing environment that respected and valued the opinions and experiences of children, parents and staff.

We observed that room staff knew the individual needs of the children very well and strived to provide individualised care and support to meet the emotional and development needs of babies and young children who were attending the nursery. We saw children received lots of cuddles, praise and reassurance from staff who were caring and responsive to their needs.

The service underpinned their work with the principles of Getting it Right for Every Child (GIRFEC), this ensured they had a framework in place if children or families needed extra support. The service had developed positive links with external agencies to assist them to help all children to reach their full potential.

The learning environment captured children's interests and staff were on hand to extend and support children's learning. They observed and listened to children's views and interacted positively to help children assess their own personal safety during active play. We saw children in all playrooms were enjoying exploring the wide range of loose parts play materials available to them during child led activities. These opportunities encouraged them to problem solve, work together and be creative.

Management and staff demonstrated a commitment to continuous improvement to the all round quality of the service. Staff met regularly to plan for children's learning, discuss any concerns and review best practice. They worked well as a team and felt supported by management and each other.

There was a service improvement plan in place which identified key priorities for the nursery. This working document evidenced any action taken and progress made. One area highlighted was to further develop the opportunities for all children to participate in loose parts play. To extend staff knowledge and understanding of this they visited other establishments and accessed training. Parents were encouraged to recycle items from home which could be used by the children. During our visit we noted the positive impact the loose parts play was having on the children's learning and development.

Another area included in the improvement plan was to review and update the daily routine and procedures to take account of the new 1140 hours allocated to the children. This was to ensure children's learning experiences and quality of care was consistent regardless of attendance patterns. This was achieved by management, staff and parents working together, sharing information and having effective communications systems in place.

### What the service could do better

During feedback we discussed the lunch time experience for the children. Due to the extended hours the room used for lunch was very busy with morning session children still playing and parents coming to collect them. Management agreed to review the location used for children's lunches to ensure the experience was a positive one.

### 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	
19 Oct 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Dec 2015	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
25 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
1 Nov 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Aug 2009	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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