James Hamilton Early Childhood Centre
Day Care of Children

William McIlvanney Campus
Sutherland Drive
New Farm Loch
Kilmarnock
KA3 7DF

Telephone: 01563 558508

Type of inspection:
Unannounced

Completed on:
13 November 2019

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Service no:
CS2003016961
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.

James Hamilton Early Childhood Centre is registered to provide a day care service for a maximum of 82 children from two years to those not yet attending primary school. This consists of no more than 10 aged two to under three years and 72 aged three to those not yet at primary school.

The service operates within the William McIlvanney Campus in the New Farm area in the town of Kilmarnock, East Ayrshire. The service is provided by East Ayrshire Council. A manager and early years staff are employed to provide the day-to-day care and education for children.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of ‘Getting It Right For Every Child’. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

Throughout this report, any reference to ‘parents’ also includes carers and guardians.

During our inspection visit we spoke with 20 children attending the early childhood centre. The children told us they enjoyed attending the nursery, they liked their teachers and they enjoyed playing with their friends. We observed the children enjoy taking part in a range of good quality activities.

Prior to inspection, we sent 25 care standards questionnaires to the manager to distribute to parents using the service. We received 11 completed questionnaires prior to this inspection. The majority of respondents to our questionnaire agreed that they were happy with the quality of care provided by the service. Comments made included:

“I have found the coffee and chat with the communication champion really useful. I have really liked the new sign in with the children at the tables and picking them up at the tables too”

“All staff are friendly and welcoming on arrival. Overall great nursery”

“absolutely wonderful !”
“My children have become confident, outgoing and developed good communication with their peers and other children”

“I feel since August 2019 new ideas are being implemented by new management team. I already feel this is making a difference. I look forward to more of these positive changes”

“We always feel that the staff are approachable, welcoming and friendly. Our daughter always enjoys the variety of resources and activities the early childhood centre has to offer and she always enters the centre full of enthusiasm and excitement”

“My child is very happy at her nursery and I feel she is developing well. The staff are excellent and my daughter likes spending time with them”.

During this inspection we discussed comments a parent made concerning the accidents their child had experienced within the nursery.

**Self assessment**

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan. This 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**: 4 - Good
- **Quality of environment**: 4 - Good
- **Quality of staffing**: 4 - Good
- **Quality of management and leadership**: 4 - Good

**Quality of care and support**

**Findings from the inspection**

During this inspection children were busy, engaged and relaxed within the nursery. Staff were seen interacting with the children and were responsive to requests for assistance. We saw this in a range of practice observed during the inspection visit when children were taking part, co-operating with others and were listening well.

Children benefit from having access to an enclosed outdoor play area. Staff told us of how they plan activities using ideas from best practice to further extend the children’s learning. They told us that children participate in the wider community, visiting local parks, the beach, library and local supermarket. Children’s ideas and views were gathered on a regular basis. Staff used this to influence their planning. This offered children opportunity to contribute to planned experiences.

A range of resources had been added to the outdoor play area including ‘Loose Play’ resources. We saw that the children were having a good time whilst playing in the outdoor area.
Samples of completed children’s medication records highlighted that they should be expanded. For example, if a medication has to be given on a ‘when required’ basis, staff should record their reasons for administering it.

We found there were opportunities for children to develop their independence skills at snack time. Children were actively involved, collecting their own plate, pouring own drink and being encouraged and supported when choosing what they wanted to eat. Staff also used this as a time to develop conversations, positive relationships and peer support. We found this supported children in evaluating their likes and dislikes, whilst offering some self control over their choices.

We asked the management team to ensure that drinking water is readily available and easily accessible to all children throughout the session.

During this inspection we sampled children’s personal plans. We saw that a new recording format had been introduced. We found that some children’s personal plans contained limited information regarding children’s health, welfare and safety needs. We asked the service to continue to develop their recording methods to ensure a consistent approach to documenting children’s needs and how these will be met in line with current legislation and guidance. Recommendation 1.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 1

1. James Hamilton Early Childhood Centre should ensure that children’s personal plans reflect how children’s health, welfare and safety will be met.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 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).

**Grade:** 4 - good

**Quality of environment**

**Findings from the inspection**

We saw that the playrooms were well laid out. We found that staff observations had led to recent changes within the playrooms. Staff told us that the children were using different areas more often. The playrooms had a very good range of resources including loose parts and natural resources. We saw that the children really enjoyed playing with the toys and resources including very good natural resources were seen to be easily accessible to the children encouraging their creativity and curiosity.

The outdoor area had been developed. This included a willow tunnel, a tunnelled hill and space for children to be physically active and explore the natural environment. Children had the opportunity to access outdoor play
and learning but we found that the children could not open the heavy exit door. To enable the children to independently access the outdoor play area we recommend that management and staff review the access to the outdoor area (recommendation 1).

During our inspection, we noted that there was limited areas for children to rest or relax. The service was aware of this and we discussed some ideas to provide cosier spaces. The service should continue with their plans to develop this.

To ensure that patterns of accidents and incidents are identified and consideration of measures the service can take to minimise these, we have asked the service to complete an audit of accident and incidents.

We found that the service had been maintained to be safe, clean and well organised. Effective health and safety procedures were seen, however we asked the service to review and update risk assessments where required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To enable the children to independently access the outdoor play area James Hamilton Early Childhood Centre should review the children’s access to the outdoor area

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. (HSCS 1.25).

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were welcoming and friendly towards children, parents and visitors. Children approached staff freely and confidently, secure in their relationships. Good working relationships meant children experienced a warm atmosphere. We observed staff talking to, and sharing information with parents, at collection times. Parents who completed care standards questionnaires, and those we spoke to agreed that their children appeared happy and confident with staff and that staff treated their children fairly and with respect.

Staff knew the children well and were responsive to their care needs; they were kind, caring and nurturing. Staff were sensitive to individual circumstances and engaged well with children to provide the support needed for them to enjoy and learn in the nursery.

Staff were trained and knowledgeable in their roles of safeguarding and protecting children. They attended annual child protection training and had effective systems in place to report, record and refer when they had concerns. This meant that they were well placed to take the appropriate action to keep children safe.
Staff had attended core training, such as first aid, child protection and food hygiene, supporting them to keep children safe and healthy. During discussions, staff demonstrated pride in their work and a commitment to improvement. They were benefitting from opportunities to visit other early years settings and discussed how they were using the knowledge gained to support them to extend children’s learning experiences and offer further challenge.

Staff told us that the improvement plan had been shared with them and that they had been given some responsibilities based on their interests and skills. Staff told us that they felt supported by the management team.

We found relationships were developing within the team as there have been significant changes with staff and management since the previous inspection. Management and staff were committed to the development of the service, working together to establish a shared vision.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Since the previous inspection, a new manager had been appointed. We saw that the new manager and staff team worked well together. Through observations and discussions, we found that they were respectful in their interactions with each other, motivated to provide positive outcomes for children and committed to the development of the service. An improvement plan was in place which identified key areas for improvement.

The management team recognised that each member of staff was a skilled individual. As a result, they listened carefully to their views, and considered how to further support the development of the service. We saw that this had resulted in staff being confident, motivated and happy at their work. This had impacted positively on the relationships established.

Regular meetings gave management and staff the opportunity to discuss what was going well and identify areas for improvement. We discussed how management should continue to develop their self-evaluation processes, using ‘Building the Ambition’, ‘Health and Social Care Standards’ and the self-evaluation toolkit ‘How good is our early learning and childcare’.

Quality assurance systems were seen to have been introduced. They should continue to develop this, ensuring that their evaluations identify what they are doing well and what they need to improve.

We found that the manager and staff team were keen to improve and were committed to developing the
The management team's hands-on approach enabled them to have good relationships with staff. Staff commented that management were very approachable and supportive. This view was also supported by parents who commented that management were visible and accessible; this created a welcoming and friendly environment.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

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**What the service has done to meet any requirements we made at or since the last inspection**

**Previous requirements**

There are no outstanding requirements.

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**What the service has done to meet any recommendations we made at or since the last inspection**

**Previous recommendations**

**Recommendation 1**

It is recommended that the service develops a consistent system to record children's identified needs and show how these will be met by the service.

This is to ensure 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)

This recommendation was made on 5 December 2018.
Action taken on previous recommendation
The service submitted an action plan to Care Inspectorate on 7 February 2019, they wrote: Senior management team will contact other colleagues within the authority and out with to obtain examples of good practice with regards to care plans.

We will then have professional dialogue regarding examples collated and devise a new care plan to reflect the children’s individual needs in line with Care Inspectorate recommendations.

This will be shared with staff during the February in-service days and guidance around the appropriate competition will be issued to all staff. SMT will support keyworkers to complete the new documents during parent meetings until staff feel competent to complete on their own with parents. Small test of change to be undertaken with the first roll out of the document with four parents, and SMT will review the process and adapt document if required to do so.

During this inspection visit we found that a new personal planning format had been introduced. A timetable for implementation had been identified. We have asked the manager review the information regarding children’s health, welfare and safety needs to ensure it meets the current legislation.

Recommendation met

Recommendation 2
It is recommended that staff review and change the daily routine to better reflect the needs of individual children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that ‘As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity’ (HSCS 2.27)

This recommendation was made on 5 December 2018.

Action taken on previous recommendation
The service submitted an action plan to the Care Inspectorate on 7 February 2019, they wrote: All staff to attend learning visits to other centres that deliver 1140 (52 weeks) to share best practice on the pace of the day.

Professional dialogue with the principal teacher from the teacher access programme to her share her knowledge and good practice regarding daily routines and pace of the day. ELC Graduate to complete and oversee model of improvement to test small changes to the pace of the day and daily routine.

During this inspection visit we found that the childrens daily routine had been reviewed. observations made on the day of inspection found the pace of the daily routine was meeting the needs of the children present.

Recommendation met

Recommendation 3
It is recommended that the service uses best practice documents to ensure that children have access to a rich and stimulating environment which meets their developmental needs.
This is to ensure care and support is consistent with the Health and Social Care Standards which state that ‘As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity’

This recommendation was made on 5 December 2018.

Action taken on previous recommendation
The service submitted an action plan to Care Inspectorate on 7 February 2019, they wrote: Senior management team will continually support new staff in the development of planning learning experiences for the children. Senior staff and the ELC Graduate will lead the learning demonstrating the use of effective questioning, higher order thinking skills and facilitating learning experiences reflecting good practice from Loose Parts Play, My World Outdoors, Our Creative Journey, Building the Ambition and HGIOELC..

During this inspection the manager told us the management and the staff team had consulted Building the Ambition and How good is our Early Learning and Childcare for some guidance on developing the environment. They had obtained funding for new play and learning resources.

Recommendation met

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

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