Glenburn Nursery
Day Care of Children

19A Glenburn Road
College Milton
East Kilbride
Glasgow
G74 5BA

Telephone: 01355 244 448

Type of inspection:
Unannounced

Completed on:
13 November 2019

Service provided by:
Mackin Childcare Limited

Service provider number:
SP2010011143

Service no:
CS2010274102
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 was registered with the Care Inspectorate on 5 April 2011.

Glenburn Nursery is provided by Mackin Childcare Limited and is registered to provide care to a maximum of 58 children not yet attending primary school in the following age ranges:

- 10 children aged under two years
- 17 children aged two to three years
- 31 children three years and over.

The service can operate between 07:30 and 18:00, Monday to Friday.

The service has sole use of the building and has a designated outdoor space at the rear of the building. Children are cared for from three playrooms; a baby room, a toddler room and a playroom for children aged three years and over. The service has a quiet room and a large reception area, where children can participate in indoor physical play.

We check services are meeting the principles of Getting it right for every child, 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 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

During the inspection there were 18 children attending the service across the morning and afternoon sessions. We observed these children at play indoors and outdoors and at snack and lunchtime. Children were happy and busy during the inspection and chatted to us confidently at lunchtime about what they had been learning and discussing at nursery.

We received four completed care standards questionnaires from parents/carers using the service. Parents/carers indicated a high level of satisfaction with the care their children received. They told us:

“*My child is happy and confident going in to Glenburn Nursery each day. There is a lovely atmosphere in the class and the children clearly enjoy being there.*”

“*Glenburn House Nursery has such a warm, lovely inviting atmosphere. The staff always make my child and I feel very welcome. Nothing is ever a hassle and I feel at ease approaching any member of staff with a query. My child loves attending the nursery and the nurture provided by the staff has helped my child grow in confidence. It’s clear that the nursery are striving to improve and further developing the learning environment for the children. This is evident in the engaging resources that they have purchased, which my child loves.*”

“*More parents’ evenings would be good - opportunity for one to one with staff to discuss child. Communications could be displayed more. More outings - outdoor projects?*”
Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed the current plans for improvement and quality assurance processes. These demonstrated the priorities for development and how the quality of the service provision was being monitored.

From this inspection we graded this service as:

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<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
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<td>Quality of environment</td>
<td>4 - Good</td>
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<td>Quality of staffing</td>
<td>4 - Good</td>
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<td>Quality of management and leadership</td>
<td>4 - Good</td>
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Quality of care and support

Findings from the inspection

Although we received a limited response to our request for questionnaires from parents/carers, those we did receive demonstrated that parents/carers were satisfied with the quality of care provided to their children. We could see that parents/carers were warmly welcomed by staff at drop off/collection times. Many thank you cards displayed in the service contained personal anecdotes from parents/carers further highlighted this.

Children were happy, settled and confident in the setting. Many children chatted to us about their new resources and what their favourite part of the day had been. They told us about what they had been learning about fire safety, personal talents and aspirations and books.

Personal plans were in place across the setting which included smart targets for meeting children’s needs. Additional targets were set to enable staff to plan to meet each child’s individual needs. Staff recorded methods for addressing these needs and an evaluation of progress. Helpful all about me summary sheets were easily accessed by staff. We found that staff knew children well and were able to tailor their care and support needs well using this system.

Planning to meet children’s learning and development needs had been improved since the last inspection, staff were building confidence in using the new approaches. Learning journals did not yet accurately capture the very good progress staff were making in supporting children with their learning and development. The manager agreed to discuss parents and carers’ preferences in relation to feedback to ensure that staff did not become overburdened with paperwork.

During the inspection children had good access to fresh air and active play in the outdoor play area. Children spent a significant amount of time outdoors and were developing their independence skills through dressing for outdoors.
Children enjoyed healthy snacks and lunches which were prepared on the premises. Younger children enjoyed exploring their food and feeding themselves with appropriate support. Older children served themselves from the lunch trolley and poured their own drinks. Lunch was calm, sociable and unhurried with children displaying good table manners. The manager initiated in depth conversations with the children which reinforced their recent learning.

Older children were learning to be responsible through tidying and caring for their resources and sharing helper roles. Children worked well together to tidy the playroom, sharing tasks and working co-operatively.

Throughout the inspection, children displayed high levels of engagement in their play and learning. Older children were happy to lead their own learning through well resourced and imaginative role play which was well supported by staff.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 5 - very good

**Quality of environment**

**Findings from the inspection**

The accommodation was clean, well maintained and safe. Secure entry arrangements were in place to ensure children were protected whilst on the premises.

Appropriate procedures were in place to ensure any accidents and incidents were reported to parents/carers. Completed accident and incident forms were audited on a monthly basis to enable patterns and hazards to be identified.

Children were safe, secure and confident in their environment, which was demonstrated through their discussions with us.

Staff were making good use of wall displays to showcase children’s artwork and generate discussion about their learning.

Overall, we noted significant improvements in the environment. Playrooms were more attractive and less cluttered. Many of the synthetic and commercial resources had been replaced and high-quality furniture and fittings had been purchased. Resources were stored at child height and accessible to support children to self-select. Some additional work was still to be completed on labelling to support children with their choices.
Play areas were well defined and a good selection of high quality and natural additional resources were available to support children in their play and learning across the setting. There were more loose parts, ‘treasures’ and fabrics to offer deconstructed role play, open ended play opportunities and to stimulate curiosity, imagination and creativity. We felt that enhanced presentation in the art area would help add to this.

During our inspection the construction area was well used by children using their imagination to create volcanoes and airplanes.

The manager and staff team should continue to monitor and review the effectiveness of the resources, using their additional funding as appropriate.

Good use had been made of the limited space outdoors. Since the last inspection mark making resources and additional water play had been added to the area. Staff told us that they were making more use of the local community, including the library and local parks.

Although new electronic risk assessments had been put in place, these needed to be reviewed to ensure that they identified the hazards and control measures that were specific to the setting. This would assist staff to keep children safe. It would reflect good practice to consider the benefits of risk when doing this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that staff recruited since the last inspection had been subject to rigorous and appropriate selection procedures to ensure their suitability for their roles. All staff were registered to practice in their roles with the Scottish Social Services Council (SSSC) in accordance with legislation.

Staff told us that they felt well supported in their roles and valued the monthly team meetings held to discuss practical issues and best practice guidance.

We could see that staff had developed positive relationships with children and knew them well as individuals. Staff were patient, warm and caring in their interactions. Staff worked effectively to scaffold children’s learning. Since the last inspection, the manager had spent a considerable amount of time in the playroom as a role model for staff and this had had a positive effect on the staff team.

Staff told us that they had good access to online and in-house training to underpin their knowledge and practice. Online training centred mainly on mandatory training around health and safety and legislation.
Training to enhance their knowledge in relation to best practice guidance in early learning and childcare was supplemented by the partnership arrangements with the local authority.

An annual appraisal scheme was in place to enable the manager to assess the effectiveness of staff in their posts. We felt that there was additional scope for staff reflection and participation in this process. An action plan was in place for each member of staff linking to the training plan for the service.

Overall, we felt that morale had improved since our last visit. Staff seemed better focused and organised. The manager should continue to build staff capacity to implement best practice guidance and legislation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We received a completed action plan to address the requirements and recommendations made to improve outcomes for children at the last inspection. We could see that the manager had maintained a commitment to improvement since then and addressed all of the areas highlighted.

The manager had spent additional time working within the playrooms, which had enabled her to acquire a better picture of where improvements were needed. This had also allowed her to model good practice for staff, which had impacted positively on staff practice.

The manager valued the regular input that was received from the local authority quality improvement team and the support received from the service provider.

Staff had spent time reviewing the Health and Social Care Standards considering how these could be used in practice within the setting to improve outcomes for children.

A formal service improvement plan had been developed which identified priorities for improvement, including raising children’s attainment in literacy and numeracy, improving the health and wellbeing of all children; and closing the attainment gap. The manager recognised the need to give staff a more active role in using How good is our early learning and childcare? as a tool for self-evaluation.

A calendar for monitoring the service was in place and the manager was monitoring standards across the setting on a regular basis. The monitoring records we viewed were lacking in detail and we advised that it would be more beneficial to do some in depth monitoring and track individual children to facilitate more effective assessment of standards. Records should reflect the actual monitoring carried out.
We could see that good progress had been made on taking the service forward since the last inspection. The manager and staff team were well placed to continue to embed these improvements to continuously improve standards and ensure quality outcomes for children attending the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Recommendation 1

The planning process should support staff to identify and plan how best to support children’s needs. The planning should clearly identify children’s wellbeing needs, how the service plans to support and challenge these and when progress has been made.

This is to ensure 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)

My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected. (HSCS 1.23)
This recommendation was made on 11 December 2018.

**Action taken on previous recommendation**

We found that significant changes had been made to the planning process which had improved outcomes for children. We were satisfied with the progress made on this recommendation.

**Recommendation 2**

The service should review the play rooms using Building the Ambition and the Health and Social Care Standards published by The Scottish Government. This is to ensure the playrooms and resources are planned and created using good practice guidance and research.

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

As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials. (HSCS 1.31)

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 11 December 2018.

**Action taken on previous recommendation**

There was a significant difference in the quality of the environment and resources at the inspection. We were satisfied with the progress made on this recommendation.

**Recommendation 3**

All children should be able to access and choose to play outdoors every day, have an active life and explore the natural environment.

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

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)

As a child, I play outdoors every day and regularly explore a natural environment. (HSCS 1.32)

This recommendation was made on 11 December 2018.

**Action taken on previous recommendation**

During the inspection all children were able to spend time outdoors. Staff confirmed that children were able to choose to play outdoors daily. We were satisfied with the progress made on this recommendation.

**Recommendation 4**

The service should have clear measures in place to monitor and measure the impact of changes made to improve the service provided. This is to ensure children experience high quality care and support, staff have the necessary skills and knowledge and children have access to good quality resources and high quality experiences based on relevant evidence and good practice guidance.
This is to ensure care and support is consistent with the Health and Social Care Standards which state:

I experience high quality care and support based on relevant evidence, guidance and best practice and benefit from a service that is well led and managed. (HCS 4.11)

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HCS 4.19)

I use a service and organisation that are well led and managed. (HCS 4.23)

This recommendation was made on 11 December 2018.

**Action taken on previous recommendation**

We could see that improvements had been made across the service to address the issues highlighted at the last inspection. We were satisfied with the progress made on this recommendation.

**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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<th>Type</th>
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