Woodlands Nursery Centre
Day Care of Children

Highstonehall Road
Hamilton
ML3 8LU

Telephone: 01698 420421

Type of inspection: Unannounced

Completed on: 9 January 2020

Service provided by: South Lanarkshire Council

Service provider number: SP2003003481

Service no: CS2007159536
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.

Woodlands Nursery Centre was previously registered with the Care Commission and transferred to the Care Inspectorate on 1 April 2011.

The service is provided by South Lanarkshire Council and is registered to provide early learning and childcare to a maximum of 117 children divided as follows:

- 0 - 2 years: 9 children
- 2 - 3 years: 20 children
- 3 years to those not yet attending primary school: 88 children

There are currently 116 children accessing the service with a mixture of full-time and sessional placements.

The service is located in Hamilton, South Lanarkshire. Children attending the centre have access to a variety of playrooms, cloakrooms, toilets and outdoor areas.

Included in the service vision is to "work with parents/carers and when needed other agencies to ensure children reach their full potential."

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.

What people told us

On the day of the inspection visit there were 75 children present in the morning and 57 children in the afternoon. We observed children to be settled and engaged in a range of activities both indoors and outdoors. We spoke with many of the children who were happy to tell us about their time at the service and favourite activities. These were outdoor play, construction, playing with friends, painting and playdough.

During the inspection process we seek feedback from parents who use the service via care standards questionnaires. We sent 40 questionnaires to the service to distribute to parents/carers of children who used the service, 19 of which were returned before the inspection. We had the opportunity to speak with a further three parents during our visit. Both written and verbal feedback was positive with all parents stating they were happy with the quality of care their child received. Comments included:

"I am very happy with the service, everyone is exceptional."

"I can honestly say that my child has thrived being in this nursery over the last year. We, as a family, love this nursery and all the staff."

"Great nursery with helpful and friendly staff."
“Woodlands Nursery have went above and beyond for myself and my kids. The staff are always friendly and nothing is ever too much effort. They have put so much in place for my child to help with their speech. The nursery is amazing and I honestly could not thank them enough for what they have done for my children.”

“My children love coming to nursery and I love that the staff know each individual child and who their parents are.”

“I find the staff very welcoming to myself and my child. As soon as we walk in we are always acknowledged which is nice. The staff are always positive and upbeat which is great for the kids.”

“Woodlands Nursery Centre is an outstanding example of a nursery, staff knowledge of my children has been second to none from the first day. Staff are clearly passionate about providing the best level of care possible to all the children.

“Key strengths are nurture, strong leadership and communication with parents/carers. The principles of GIRFEC resonate through every aspect of this nursery.”

“My child’s experiences in the nursery have been positive. They enjoy all activities, especially going to the forest. I feel my child is safe and looked after and whenever an accident/incident happens we are contacted immediately. The staff are interested in my child’s “chat” and I feel they encourage them.”

“The nursery has been excellent in helping with my child’s development. Staff and management have been instrumental in getting all relevant agencies involved early.”

“I was happy with the service provided when my first child attended a few years ago but I feel the learning opportunities and experiences have improved since then. The staff are always looking for new ways to develop the children’s interests and the new online journals are great.”

“All staff are friendly and management are always approachable.”

**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:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
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<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>not assessed</td>
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**What the service does well**

Management and staff had established very positive relationships with the children and their families. We saw that parents and children were warmly welcomed into the setting with staff making time to speak to parents and share information about their child.
A wide range of relevant information was gathered about the children prior to them starting. This included registration details including any medical or dietary requirements the child may have. An “all about me” form allowed parents to tell staff about their child’s friends, family, interests and abilities. Staff used this information to plan how they could care for and support each individual child. The keyworker worked in partnership with the parent and child to discuss and set learning targets for their child. This approach ensured that parents felt included, respected and responsible for their child’s learning and development.

All staff within the service were very nurturing in their approach to the children. A nurture group had been developed which provided small groups of children with the opportunity to explore and talk about their feelings, learn new skills, learn to share resources and take turns. The member of staff responsible for this group told us the outcomes had been positive for the children as they had grown in confidence and formed new friendships.

Staff were well trained and had taken on leadership roles to implement current best practice and the curriculum. They had adopted a risk benefit model and provided time, space and opportunities for children to plan, lead and evaluate their learning and interests at their own pace, with staff on hand to extend their play and learning when needed.

There was a focus on outdoor learning with children in all rooms having direct access to an outdoor play area. This allowed children to independently choose to play outdoors in all weathers or participate in small group activities. We observed that children had very good opportunities to make informed decisions about their play, emotions and friendships.

To further develop children’s opportunities for outdoor, the service had introduced Our Nurturing Nature programme. This involved a small group of children and their parents visiting a local forest once a week for eight weeks. Parents and children participated in range of activities including den building, bug hunts, mud slides and building campfires. Both children and parents benefitted from these sessions as it strengthened parent child attachments, promoted child led free play, encouraged risk benefit play, widened parents network and exposed families to enriching outdoor experiences. This in turn improves children’s wellbeing both physically and mentally, boosts confidence levels, improves speech and language and behaviour. The service feels it also increased parental engagement within the setting especially with dads.

We had the opportunity to view feedback from both parents and children who took part in this programme. Parents spoke about the positive impact it had on their relationship with their child and how it has encouraged them to be more active as a family. Children enjoyed toasting the marshmallows over the campfire and mud slide.

**What the service could do better**

We suggested in relation to the targets for children’s learning, that the service date when the child has achieved this target before moving onto the next target.

Through our discussions we feel management and staff are well placed to make further progress on the areas they had identified in their 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>13 Nov 2017</td>
<td>Unannounced</td>
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<td></td>
<td>Management and leadership</td>
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