

Pride & Joy Nursery Limited

Day Care of Children

14 Moraine Drive
Glasgow
G15 6HB

Telephone: 0141 944 6001

Type of inspection:

Unannounced

Completed on:

4 December 2019

Service provided by:

Pride & Joy Nursery Limited

Service provider number:

SP2014012303

Service no:

CS2014325911

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 10 October 2014. The provider is Pride & Joy Nursery Limited. The service is in partnership with Glasgow City Council to deliver early learning and childcare to children aged three to five years.

Pride & Joy Nursery Limited, a day care of children service, is registered to accommodate a maximum of 40 children in the following age categories:

0 to 2 years - 9 children

2 to 3 years - 15 children

3 to those not yet attending primary school - 16 children

The nursery operates from premises in the Blairdardie area of Glasgow and has close links to transport and local amenities. The accommodation is on one level and consists of three bright playrooms, toilet facilities, cloakroom area, kitchen and staff room. Children have the use of an outdoor play area.

The nursery is registered to operate Monday to Friday, 08:00 to 18:30.

The service had recently reviewed the nursery vision, values and aims, which were recorded in the School Improvement Plan and made available to people who used the service. These stated:

'Our vision is to develop happy, kind, self confident, and successful children. We aim to provide a safe, secure and caring environment for all our children. To develop a positive attitude towards health and wellbeing through staff working with the children in a caring, nurturing environment.

'We aim to provide a range of challenging, educational and stimulating quality experiences which are relevant to each individual child. This is achieved by training and updating our staff and promoting an ethos of continuous improvement and reflection. We aim to ensure every child has the best possible start in life and is ready for their journey to school. Our values are to foster relationships with parents and work in partnership for each individual child and develop mutual trust.

'To ensure children, staff, parents and the wider community are able to influence and shape our nursery and to create an ethos where children are respected and valued and their rights are reflected as contained in the Children's Charter.

'One of the nursery aims is 'to provide a welcoming and caring setting for children and their parents, which will provide an interesting and fun learning environment.'

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a 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 the 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

An early years inspector visited the nursery over two days, Tuesday 3 December 2019 and Wednesday 4 December 2019. There were 13 children in attendance on our first visit and 17 on our second visit. We saw that children enjoyed a pleasant, sociable lunch time experience and enjoyed imaginative play experiences both outdoors in the mud kitchen and in the indoor home corner. Children's comments included:

'I'm making playdough pizza to put in the kitchen. I like pizza.'

'This playdough is sticky.'

'I have got some playdough. XXX [staff member] made it.'

'I am going outside to play football. I can put my jacket on.'

'I like tomato pasta, but I like beans the best.'

'We don't have any mud in the kitchen but I am using pasta to make my dinner. It is going to be tasty.'

We issued eight care standards questionnaires (CSQs) for parents. We received four completed CSQs prior to the inspection. Three parents commented as follows:

'The staff are a real asset to the nursery and over the past few months, there's been a marked improvement in management processes. This has included the introduction of the app as well as visibility of policies and day to day activities.'

'This is the second nursery my child has attended. He has settled in well to his new environment. He has really advanced since beginning. With his speech improving. This was a concern for me as his elder brother was very late at speaking. He loves playing outdoors at the nursery and I really enjoy the security the play area has around it.'

'This was the second nursery I put my son in. Since starting him here he has come on leaps and bounds. He is so settled here and that makes a big difference as he's always so happy to go to nursery. Knowing he's happy and settled makes me have a better time leaving him. They are always busy doing all sorts of different activities. It's also a great thing they make lunch and provide the kids' snacks. My son just loves it here, a superb nursery.'

Self assessment

We did not ask the provider to complete a self assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We noted that significant staff changes had occurred since the last inspection. The manager explained that as a priority staff had focused on building relationships with children, families and each other. Children appeared settled and happy in their playroom and we could see that they had formed positive relationships with key staff and their peers. Staff welcomed children and families individually and spent time chatting about their child's daily requirements. This supported the continuity of care and support provided on a daily basis.

Lunch times provided a pleasant, social experience. We saw staff and older children sitting together chatting about their day. Staff provided one-to-one support, praise and encouragement to enable babies to self-feed, when needed. This supported the inclusive nurturing lunch time experiences observed.

We acknowledged that progress had been made to recording and supporting children with additional support needs. The manager explained Health and Wellbeing Plans (WAPS) were introduced in line with local authority guidance. This meant that children received the right support at the right time as part of a multidisciplinary team. At present, no children had a WAP in place.

We were satisfied that staff knew children's individual needs. Staff were nurturing and caring when responding to the individual sleep routines, dietary needs and personal care needs of babies and young children. However, their knowledge was not always meaningfully recorded within children's personal plans.

We looked at personal plans held in the office. These contained relevant information obtained at the time of admission including GP; emergency contacts; allergies and health requirements. However, staff missed opportunities to show how they used information provided by parents to set out how they planned to meet children's needs. Getting it right for every child (GIRFEC) wellbeing indicators were recorded, although generic for all children.

Following discussion, the manager recognised the need to tailor the planned care and support to meet the individual needs of each child. This will enable staff to formally assess and track actions taken when changes to children's health, wellbeing and safety needs are identified. We noted that Getting it right for every child (GIRFEC) wellbeing indicators were recorded although generic statements were recorded for all children. The manager agreed to review recording systems to reflect the individual needs of each child. This was a recommendation identified at previous inspections and this recommendation is continued. (See recommendation 1)

We observed on the first day of inspection that outdoor resources were limited and in a poor state of repair. We shared our findings with the manager who, on the second day of the inspection, had some resources removed or replenished. They also purchased hay bales and tyres and brushed and cleaned areas accessible to children. This had made a positive impact on outcomes as children played independently with a wider range of experiences and resources without direction from staff.

We signposted the service to current best practice guidance, including Building the Ambition and My World Outdoors/Indoors. This will support staff to develop skills in reflecting and assessing what children need and want in the playroom and outdoor areas and promote planning for child led play and learning experience.

We looked at the reviewed documentation relating to the management of medication. We discussed with the manager the need to ensure all staff have clear guidance on administering, recording and monitoring the procedures for the management of children's medication. In line with best practice guidance, this should clearly show the signs and symptoms of specific health needs to ensure staff are vigilant and are very aware of actions needed for children with specific medical needs, for example asthma plan or allergic reactions. (See recommendation 2)

Staff we spoke to understood their role in safeguarding children and had received in-house training as part of the induction programme. We found that effective systems were in place to report, record and refer children where there were any concerns for their welfare. These systems ensured the safety and wellbeing of children using the service. The manager informed that a questionnaire will be issued to assess staff members' knowledge of child protection procedures and to identify further training, if required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should continue to improve the format for children's personal plans, particularly the care plans for children who present with additional support needs. There should be a co-ordinated approach to formulating individual personal plans that includes parents, relevant professionals and, where appropriate, children. All elements of personal plans should be reviewed at least every six months.

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

'My future care and support needs are anticipated as part of my assessment.' (HSCS 1.14)

'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 care and support meets my needs and is right for me.' (HSCS 1.19)

2. The service manager should monitor the procedures for the management of children's medication to incorporate best practice.

Management and staff should refer to the Care Inspectorate good practice guidance - Management of medication in daycare of children and childminding services (2014).

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Security systems were in place to ensure the safety of children. A buzzer door entry and CCTV systems were effectively managed. All visitors were requested to sign in and out of the premises. These measures had enabled staff to welcomed children, families and visitors individually and had enabled them to monitor who was on the premises, at all times.

Parents completed the online family app to register the times their child will arrive and leave the service. They also used this to communicate to staff if their child was late or not attending. The manager showed us how she could immediately access registration information and systems were in place to monitor late arrivals and non attendance, to ensure the safety of children.

An external company had provided guidance on how to assess and manage risk. The manager had introduced a risk assessment policy and completed generic risk assessments for all areas. As part of the induction process, staff were made aware of potential hazards and actions needed to reduce risk factors within the environment.

Following discussion, the manager agreed to introduce an additional daily risk assessment recording sheet and robust monitoring as part of the wider quality assurance of the service. This will ensure that actions taken to reduce potential and actual hazards identified following staff daily checks are immediately reported and clearly documented to ensure a safe environment for children, families and staff.

Children had daily access to the enclosed outdoor play area. Children were starting to assess risk factors outdoors and were drawing pictures of their findings on paper. We discussed extending opportunities for children to meaningfully assess potential hazards through the use of visual aids for example, using photographs of safe areas to indicate potential and actual hazards. Staff were responsive to this suggestion.

The manager informed us that staff were currently reading new best practice guidance to inform their practice including My World Outdoors/Indoors. Please refer to quality of staffing and management and leadership to support improved outcomes for children playing outdoors.

We noted that the playrooms were bright and visually clean. Large windows adjoining each playroom provided lots of light and enabled staff to communicate and seek additional support, when needed. Children had space to explore the range of resources and activities available throughout the nursery. Cosy areas were available for children to rest and sleep and we noted a calm and nurturing ethos was adopted.

Information boards displayed relevant information for parents to access and children's achievements were attractively displayed throughout the playrooms and communal areas.

Children were developing good hand hygiene practices and techniques. We saw that staff routinely reminded children to wash their hands prior to eating and after toileting. Staff used wipes to clean children's noses. Following discussion, the manager took immediate action and hankies were made readily available in each playroom to support children's independence skills and limit the spread of infection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

We acknowledged that staff recruitment and retention was a priority area for improvement and recognised the provider's commitment to employing experienced, qualified and skilled staff. The manager explained that six staff were currently employed in the service, two qualified staff were recruited in 2018; two qualified staff and two trainees were recruited from April 2019 to August 2019. This was as a result of staff leaving the service and resulted in a new staff team being formed since the last inspection.

We carried out a safe recruitment audit as a result of recommendations made over more than one inspection. We found that recruitment policies and procedures had been updated in line with current best practice guidance. We looked at three staff files and found that robust systems were in place to ensure relevant checks were carried out prior to staff starting their employment. This included an enhanced Protecting Vulnerable Groups (PVG), seeking two references and systems for people being physically and mentally fit for work. In addition, all staff had registered with the Scottish Social Services Council (SSSC) within the designated time frame.

The manager had used the SSSC induction guidance and provided support and time for staff to gain a greater understanding of their roles and responsibilities and service policy and procedures. A mentoring programme was introduced with three staff adopting leadership roles to support and mentor new staff and trainees.

The manager acknowledged the need to provide continued one to one support and staff development opportunities to further engage and develop staff understanding and knowledge of current childcare practices. As part of this process, the manager had an identified training programme which included online training developed by Experiential Play.

Staff informed that they had started to use their knowledge and learning of schematic play, literacy and numeracy to extend children's learning within the nursery and home. For example, lending library, phonics bags and improving sensory resources within the playrooms.

We signposted the manager to current best practice guidance including the Health and Social Care Standards, Building the Ambition and How good is our early learning and childcare? as part of their assessment. We also discussed how staff would benefit from further outdoor training and visits to other establishments to meaningfully inform their practice and support play and learning experiences for children. The manager should continue to assess staff members' knowledge and understanding to support the self evaluation process and drive improvement.

Our observations throughout the inspection process indicated that the new staff team was in the early stages of their journey to become reflective practitioners and to meaningfully inform improvement and outcomes for children and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We acknowledged that the manager had strived to meet the requirements and recommendations identified at previous inspections. Please refer to the following sections of this report - What the service has done to meet any requirements and What the service has done to meet any recommendations. This will reflect achievements and continued recommendations.

The manager had continued to engage with the local authority and had submitted relevant documentation as part of their partnership agreement. This included Supporting Improvement: Standards and Quality Report and School Improvement Plan. A Quality Monitoring Frequency Calendar was in place to track progression. However, new priorities were identified as significant staff changes had occurred with the core staff leaving and a new staff team being appointed. This had a direct impact on the overall implementation, self-evaluation and monitoring of service provision. As a result, the manager had implemented the SSSC induction programme to provide a clear focus to meet the needs of staff, children and families.

Staff told us that they felt supported and were gaining knowledge of their roles and responsibilities through reading the recently reviewed service policies and procedures, vision, values and aims and through access to current best practice guidance and training, in the first instance. New staff in the 3 - 5 playroom had also received support from the local authority leader of early learning.

As previously stated, staff require ongoing support and time to meaningfully record observations and assessments to inform children's next steps in their learning and developmental journey. The manager recognised that staff had various skills, experience and qualifications and should continue with plans to take forward a whole team approach. This should further engage staff, parents and children in recognising what currently works well and what changes are needed to support improvement in children's learning, play and development and the quality of provision as a whole.

We discussed the service extending the use of How good is our early learning and childcare? as part of its assessment and to develop reflective practitioners. We also signposted the manager to current best practice guidance available on The Hub section of our website and other media to inform their practice and improve outcomes for children, families and staff as highlighted throughout this report.

The manager informed that the provider was committed to improving the quality of provision and had purchased a new family app to improve assessment recording systems and communication with parents. Staff and parents had received training and, although in the early stages, were now starting to input and share information on a daily basis. Parents responding in our questionnaires praised the commitment of the manager and new staff team during this period of change.

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

Requirement 1

In order that children experience high quality care and support the provider must, by 1 April 2019, ensure that where a specific need is identified review care plans to detail:

- how individual children will be supported in their care, learning and development
- identify all professionals involved in the process and ensure a co-ordinated approach is established
- care plans are agreed and shared with parents and reviewed at six monthly intervals.

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

'My future care and support needs are anticipated as part of my assessment.' (HSCS 1.14)

'My 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 care and support meets my needs and is right for me.' (HSCS 1.19)

It also complies with Regulation 4(1)(a) Welfare of Users of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 18 February 2019.

Action taken on previous requirement

The service had sought support from Glasgow City Council to put in place Wellbeing and Assessment Plans (WAPS) for children with specific health and wellbeing needs. We acknowledged that the format to personal plans had been improved. Therefore, this requirement is met with a recommendation for improvements to personal plans continued for each child.

Met - outwith timescales

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

Previous recommendations

Recommendation 1

The service should continue to improve the format for children's personal plans, particularly the care plans for children who present with additional support needs. There should be a co-ordinated approach to formulating individual personal plans that includes parents, relevant professionals and, where appropriate, children. All elements of personal plans should be reviewed at least every six months.

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

'My future care and support needs are anticipated as part of my assessment.' (HSCS 1.14)

'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 care and support meets my needs and is right for me.' (HSCS 1.19)

This recommendation was made on 18 February 2019.

Action taken on previous recommendation

The service had introduced local authority Wellbeing and Assessment Plans for children who may need additional input. The format to children's personal plans had been reviewed and information obtained at the time of admission was updated. However, we found that information received from parents was not routinely used to tailor the planned care and support or to clearly set out how staff plan to meet children's needs when changes to their health, wellbeing and safety are identified.

This recommendation is continued. Please refer to recommendation 1 under Quality of care and support.

Recommendation 2

The service manager should monitor the procedures for the management of children's medication to incorporate best practice.

Management and staff should refer to the Care Inspectorate good practice guidance - Management of medication in daycare of children and childminding services (2014).

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This recommendation was made on 18 February 2019.

Action taken on previous recommendation

Medication recording systems were reviewed in line with current best practice guidance. However, we noted that relevant information relating to the signs and symptoms of specific health conditions was not documented. This included providing staff with clear instructions as to the possible signs and symptoms of children who have asthma or allergic reactions.

This recommendation is continued. Please see recommendation 2 under Quality of care and support.

Recommendation 3

The manager should monitor the measures that are in place to prevent the spread of infection within the service. For example, children should be supported to wash their hands at appropriate times and torn frieze paper removed from the baby nappy changing area.

Staff should refer to Health Protection Scotland's guidance: Infection Prevention and Control in Childcare Settings (revised May 2018). This is to prevent cross infection and keep children and staff healthy.

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

'My environment is secure and safe.' (HSCS 5.17)

This recommendation was made on 18 February 2019.

Action taken on previous recommendation

The manager had put in place appropriate measures to prevent the spread of infection. Children were supported to wash their hands prior to eating, after toileting and when blowing their nose. We found the environment to be visually clean and all displays were attractive and in good state of repair.

This recommendation is met.

Recommendation 4

The provider should continue to review and update their recruitment procedures and policy to bring it into line with the recruitment document: Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate publication.

The provider should also refer to the Scottish Social Services Council's Codes of Practice for Social Services Workers and Employers when undertaking safer recruitment procedures.

This is to ensure staffing is consistent with the Health and Social Care Standards which state that as a child:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

This recommendation was made on 18 February 2019.

Action taken on previous recommendation

We carried out a safe recruitment check and found that all relevant checks were in place prior to staff starting their employment. The provider had implemented Safer Recruitment Through Better Recruitment best practice guidance and had introduced the Scottish Social Services Council induction programme to support and mentor new staff employed since the last inspection.

This recommendation is met.

Recommendation 5

The provider and manager should develop robust quality assurance systems to monitor the quality of work of staff members and the service as a whole. This should include reviewing nursery policies and procedures to bring them into line with current legislation and best practice guidance.

This is to ensure management and leadership is consistent with the Health and Social Care Standards which state that as a child:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

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

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

This recommendation was made on 18 February 2019.

Action taken on previous recommendation

Policies and procedures and the service's vision, values and aims were reviewed to support improvement. We acknowledged that quality assurance systems had improved with support and guidance from the local authority. We recognised that the manager, children, families and staff were on a journey to support improvement and that with time robust quality assurance systems will support improvement and progression.

We agreed that this recommendation would be met and that quality assurance systems would be re-assessed at the next inspection to evidence achievements and identify further improvement.

This recommendation is 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

Date	Type	Gradings
30 Jan 2019	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
28 Feb 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
19 Dec 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
26 Apr 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
14 Jul 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

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