

The Cottage Family Centre Creche Day Care of Children

The Cottage Family Centre
29 - 31 Cawdor Crescent
Kirkcaldy
KY2 6LH

Telephone: 01592 269489

Type of inspection:

Unannounced

Completed on:

24 October 2019

Service provided by:

The Cottage Family Centre

Service provider number:

SP2005950808

Service no:

CS2005105027

About the service

This service has been registered with the Care Inspectorate since 21 October 2005.

The Cottage Family Centre Creche is a day care of children service. The provider is a registered charity governed by a board of directors. The service may be provided to a maximum of 15 children aged from 1 to 7 years at any one time. Any other conditions unique to the service:

During operation times the service will have exclusive use of the children's wing which comprises of one playroom and a toilet/changing area. The meeting room and outdoor play area may also be used.

The centre premises are purpose-built and the crèche is located in the children's wing which comprises a playroom, adjoining children's cloak and toilet areas and outdoor play areas.

The purpose of The Cottage Family Centre Crèche is as follows:

"To provide a family centre which caters for the needs of families with pre-school children." A full statement of aims and objectives can be obtained from the service.

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 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

During the inspection we spent time with children, staff and parents in the service. We observed children to be happy and confident in the setting. They were becoming independent when for example, they were pouring a drink of milk and putting on jackets and shoes when going outside. Children had fun outdoors playing imaginatively and exploring the natural environment.

We spoke with three parents who were attending a parent group. They commented positively about the support they and their children received in the service. They said that they were becoming confident as parents as a result of their inclusion in various parent groups and activities with the children. They were extremely complimentary about the support they received from the staff team who listened to them and treated them with respect. They felt they were developing confidence and skills when caring for their children at home. benefitted from involvement in parent groups and activities with the children.

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We looked at their own improvement plan and quality assurance paperwork. These 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

5 - Very Good

Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The core purpose of the service, to provide a family centre, which caters for the needs of families with pre-school children, supports a holistic approach to working with families ensuring positive outcomes for children. The staff team created a warm, welcoming and nurturing ethos supporting families to feel included in the life and work of the service. Parents and carers told us that they felt supported, included and listened to.

Staff had a very good knowledge and understanding of the needs of children and their families. They had appropriate arrangements in place to meet individual needs nurturing children in developing their learning and skills for life in keeping safe, healthy and active. For example, the environment and the activities were planned to support the children to develop physically and staff awareness of schematic play supported children's learning opportunities.

The use of natural materials and 'loose parts' helped children to explore, investigate and be creative both indoors and out. They were learning to problem solve as a result finding out how things worked and were using their senses to explore the world around them. Singing songs and reading stories supported children to develop speech and language. One child said the pumpkin was heavy. Staff were helping children to achieve by developing their vocabulary.

The senior management team was committed and passionate about their role in leading and supporting the delivery of the service aspiring to deliver high quality care and support tailored towards the particular needs and choices of families. Their role included driving improvement, promoting flexibility and encouraging innovation in how families are cared for and supported not only in the service but across the local authority. This included work with partners, sharing good practice, striving to effect positive change to improve outcomes for children and families.

A shared vision of change and improvement resulted in an enthusiastic staff team that regularly reflected on practice and had a rights based approach when delivering care and support to children and families. For instance, transition arrangements including home visits meant that families benefitted from respectful and trusting relationships from that first visit.

A collegiate approach to delivering a service to families meant that all staff had a leadership role when for example, delivering parent programmes and groups that supported them to develop skills and confidence when parenting their children. As role models, staff supported parents to use some of the play they observed in the service at home. Attending the baby café song time, for example, meant that parents were learning songs they could sing with their children. They were supported to recognise that story telling and singing to children helped them develop speech and language.

What the service could do better

Children benefitted from the outdoor space being well used. We would encourage staff to continue to develop free flow play between indoors and outdoors. This takes account of the impact the environment can have on the quality of a child's care, development, learning, health and wellbeing further developing choice for children.

There was a culture of reflective practice across the service supporting continuous improvement to achieve positive outcomes for children and families. We discussed ways that the service could demonstrate how their model for improvement is working for them and the improvement to outcomes for children as a result. For instance, we suggested that a reflective diary could be used to enable staff to capture significant reflections and the impact of any improvement made as a result. We sign posted the service to the supporting improvement in social care and social work resources on the Care Inspectorate Hub to support this development.

The service continued to work with staff developing their knowledge and understanding of quality observations to support the improvement of the quality of the information recorded around child development and progress in the service. We sign posted the service to Education Scotland website, 'Effective observation leading to effective assessment' resource that could support this work.

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

Date	Type	Gradings
23 Mar 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
24 Mar 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
14 Mar 2013	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
16 Nov 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
10 Mar 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
10 Feb 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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