Look Who's Learning Ltd
Day Care of Children

119 Carmunnock Road
Cathcart
Glasgow
G44 5UW

Telephone: 0141 533 7004

Type of inspection:
Unannounced

Completed on:
19 November 2019

Service provided by:
Look Who’s Learning Ltd

Service provider number:
SP2003001324

Service no:
CS2010270405
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 in April 2011.

The service can be provided to a maximum of thirty children aged from two years and ten months to five years and not attending primary school. A maximum of six children may be admitted in the term in which they have their third birthday. The service operates term time Monday to Friday, providing session times of 9am until 12.15pm and a lunch club until 2pm.

The service is provided from Cathcart Old Parish Church Hall. It has the use of two large halls and an outdoor play area. Toilets, a kitchen and office space are also available. The nursery is provided by a Board of Directors with representation from parents/carers using the service. It is in partnership with Glasgow City Council to provide care and education for children from the age of three. A manager and early years staff are employed to provide the day-to-day care and education for children. The nursery aims to, “Provide the best possible standard of care and education within a safe, happy, learning environment in which children achieve their potential.”

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have had 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 (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.

GIRFEC supports children and their parents to work with the services that can 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

For this inspection, we issued the service with ten care standards questionnaires to distribute to families using the service. Eight were returned to us. All eight respondents told us that overall they were happy with the quality of care their child received at the service. We received the following written comments:

“Look Who’s Learning is a lovely nursery that offers a wide range of activities. The staff are so caring and almost have a family feel. I can always approach staff as they are kind and helpful. My daughter loves the nursery and looks forward to visiting each day”

“Fab nursery, both my boys have attended and I think they have an amazing range of activities for all the kids. Also being able to help in nursery on a parent rota, I can see how well looked after and happy my kids are. I do feel they could have more parents meetings to get more regular updates about my child’s development although I know I would still be able to speak to someone if any issues.”

“My daughter started nursery recently and she loves it. She even asks to go to nursery school on a Saturday and Sunday. Having previously attended a private nursery and my daughter crying each time I left, at Look Who’s Learning she doesn’t even look back. Staff are all supportive of children and their families. Girls work hard at building therapeutic relationships with everyone”
Self assessment

From this inspection we graded this service as:

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<tr>
<th>Category</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of care and support</td>
<td>4 - Good</td>
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<tr>
<td>Quality of environment</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
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What the service does well

On the day of the inspection all children were busy and engaged in their play. We observed the children enjoying junk modelling, physical play in the second hall and many were very engrossed in a game of ‘police officers’ which lasted much of the morning. Staff allowed children to direct their own play and intervened sensitively when required.

Staff had a lovely manner with the children and were kind and compassionate throughout the inspection. They clearly placed huge value on relationships with their families and their skilful on going communication with parents allowed them to constantly respond to children’s needs and interests. Through discussion with both practitioners and the manager, there were multiple examples of how their responsive approach to practice had impacted on the care the child received the support they were given day-to-day. Upon monitoring this approach it was clear that it had benefited both children and their families experience within the service.

The service have recently developed children’s personals plans. We found that all children had an effective plan in place which reflected their individual needs. Effective partnership approaches were evident with shared information between families, the service and external agencies where relevant. Plans were regularly updated and used to inform practice.

We observed snack time within the service and found it to be a nutritious and social experience. The ‘rolling snack’ worked well and offered children the opportunity participate in an unhurried and relaxed experience at a time that best suited them.

The manager has been in post for little over one year and has spent time getting to know the families and staff team. She was able to confidently speak about the needs of people who use the service and identified her responsibilities in this. It was clear that she placed value on relationships and held regular 1:1’s with staff which made them feel both valued and supported.

Staff were confident with the centre’s child protection policy. They had undertaken training in this area and update this annually. They were confident in their role of supporting and safeguarding children. Staff knew who the child protection coordinator was and knew how to address any concerns that may arise.

Whilst there was no administration of medication within the service on the day of inspection, staff demonstrated a clear knowledge on best practice within this area.
What the service could do better

Whilst the snack was nutritious, we agreed that the manager would further review this part of the day to further promote children’s choice and independence. Children should be included in setting up for snack and preparing some of their own food where appropriate. For example pouring their own drinks and buttering their own toast. We advised that the manager refer to the best practice guidance ‘Food Matters’ to provide further training for staff.

Although the service was clean and tidy, many of the furnishings and resources within were stained, and in a poor state of repair. We recommended that the manager looks at replenishing and updating these to ensure positive outcomes for children. We also suggested taking a focus on introducing some technology to the children’s playroom as at present there was no opportunity to explore this area of the curriculum.

On the day of inspection children were not offered the opportunity to play outdoors. The manager stated that it was cold and frosty and that children therefore would be happier and safer playing indoors in the large physical play hall. We spoke about the importance of outdoor play and children having opportunity to access fresh air. We agreed that a risk assessment could have been carried out to ensure outdoor play opportunities were available.

The manager has spent time getting to know the needs of the service and now needs to action this. We spoke about introducing a monitoring calendar to allow her to strategically address these needs in order of priority. This should include staff training and appraisal systems.

The service have recently been developing the way in which they record observations in relation to children’s learning and development. There is now a dedicated time set aside for recording observations and staff are beginning to consider how they use these to inform next steps in children’s learning and record this in a tracking system. At present this is at the very early stages and the manager agreed that further training was required in this area to ensure that children were supported and challenged according to their individual needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We made a recommendation with regards to the children’s environment and resources. We felt that resources were tired and in need of replenishment. The manager should carry out an audit of resources and ensure there are opportunities to explore all curricular areas including but not exclusive to science and technology. In addition to this much of the soft furnishings are also due to be replenished and updated.

This is to ensure care and support is consistent with the Health and Social Care Standards which state ‘I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment’ HSCS 5.22.
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

Recommendation 1

We made a recommendation about quality assurance at the last inspection. Although some of that had been met, there were still some outstanding areas that could be improved which would help develop inclusion in the service. A calendar should be developed that sets out what should be evaluated, why it was being evaluated and its purpose. This should include children’s personal plans, planning, observations, room monitoring, risk assessments, reviews of policies and procedures, the timing of parental questionnaires, and the content of newsletters.

National Care Standards Early Education and Childcare up to the age of 16, standard 14: Well-managed service.

This recommendation was made on 25 May 2016.

Action taken on previous recommendation

This recommendation had not been met. This has been outstanding since the inspection on 3 April 2014. We have repeated the recommendation again in this report.

Recommendation 2

Children’s personal plans should include an agreement from staff and the parent about how the information recorded would be used to support each child’s health welfare and safety needs. These must be dated to allow for auditing.

National Care Standards Early Education and Childcare up to the age of 16, standard 3: Health and wellbeing.
This recommendation was made on 25 May 2016.

**Action taken on previous recommendation**
This recommendation has been met.

**Recommendation 3**

Tracking systems should clearly reflect any gaps in children’s learning. Staff written observations should be meaningful and set out how next steps would be supported.

National Care Standards Early Education and Childcare up to the age of 16, standard 3: Health and wellbeing.

This recommendation was made on 25 May 2016.

**Action taken on previous recommendation**
Whilst a tracking system has been recently implemented, there continues to be gaps in children’s learning. Staffs written observations require further development to ensure they are meaningful and next steps need to be identified. We suggested that the manager provide staff with training in this area. This recommendation has not yet been met.

**Inspection and grading history**

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<th>Gradings</th>
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