

Oakwood House Nurseries Ltd

Day Care of Children

7 Lochbrae Drive
Burnside
Rutherglen
Glasgow
G73 5QL

Telephone: 0141 631 3338/0141 631 3331

Type of inspection:

Unannounced

Completed on:

28 February 2020

Service provided by:

Oakwood House Nurseries Ltd

Service provider number:

SP2003003297

Service no:

CS2003006468

About the service

Oakwood House Nurseries Ltd is registered to provide a daycare of children service to a maximum of 172 children aged from birth to 16 years.

Of those 172, no more than 56 will be aged from birth to under three years and will be cared for in Oak Cottage on the ground floor.

No more than 71 pre-school children will be cared for in the pre-school building and no more than 45 primary school age children up to 16 years of age will be cared for in the upper floor of Oak Cottage.

ASC children must be escorted to the toilets by a staff member.

The provider of the service is Oakwood House Nurseries Ltd.

The service registered with the Care Inspectorate on 1 April 2011.

The service is provided from two separate buildings within the grounds. There is a large detached villa plus a purpose-built cottage to the rear of the property. A large well-resourced garden with designated areas for each age group, offers daily outdoor play and learning opportunities for all children.

The service are in the process of reviewing and updating their aims for the service in consultation with parents, children and staff.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have 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 for children, by offering the right help at the right time from the right people. It supports them and their parents to work with 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

We spoke to children from all age groups over the course of the inspection. We saw that the younger children were happy and settled in the care of staff. Older children told us of their favourite activities and how their views and suggestions were respected by staff and how these had influenced what happened in the service.

We sent 71 care standards questionnaires to the manager to distribute to parents/carers of children who experienced care at the service. Thirty-two questionnaires were returned before the inspection. We also issued five questionnaires to parents whose children attended the after school facility on the day of the inspection and left our contact details for families to contact us after the inspection, if they wished. One parent contacted us by email after the inspection.

All parents stated that overall they were happy with the quality of care their child received at this service. Positive comments highlighted the welcoming, friendly nursery staff team, the management team being visible

as parents dropped their children off and collected them, the safe and nurturing environment, the good use of the outdoor areas and gave examples of how their child's care and support needs were met in the service.

A minority of parents were concerned about several changes to the staff team, communication with parents and particular safety issues within the indoor and outdoor environment. We discussed each of these issues anonymously with the provider and management team. We are assured that the staff team is now more settled and stable, that there is a focus on communication with parents and that the risk assessments for the indoor and outdoor environments have been reviewed and updated to ensure children's safety.

Self assessment

The service had not been asked to submit a self-assessment in advance of the inspection. We discussed their improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Staff were observed to be kind, caring and nurturing in their manner, offering support, praise and encouragement to children. Systems were in place to support new members of staff to ensure they got to know the children within their playrooms and their individual needs. Through our discussions and observations, we acknowledged that staff knew children and families well. This assisted children in building trusting relationships with staff and meant they felt safe, valued and loved.

We observed staff being responsive to babies, joining in as they clapped along to action songs and rhymes and supporting them as they investigated natural and sensory resources.

Toddlers had fun baking, exploring bubbles and playing on the decked area with sand, wheeled toys and larger physical play apparatus. Children aged between three and five had additional opportunities to enhance their nursery based learning with visits to places in the local community; for example, regular visits to a care home for older people and participating in outdoor learning activities. The children who attended after school were confidently participating in a wide range of child-led activities, having fun while directly influencing the activities and direction of the service.

We sampled children's personal plans across all age groups. We advised that there should be more consistency within these documents with clear, detailed and up-to-date information including agreed next steps with parents. This would support each child's stage of development, meet their care and support needs, respond to

their preferences and interests and record their individual next steps. All personal plans should be reviewed with parents every six months, or sooner if requested or required, in line with legislation.

Healthy options for snacks and lunches were home-made on the premises with the cook taking account of best practice documentation and children's individual dietary needs, cultural needs and preferences. We advised that the lunchtime experience could be improved by staff being seated more comfortably alongside children while they ate. This would create a more relaxed, sociable experience where staff could also closely monitor children's safety while eating.

We sampled medication storage, consent and administration of medication forms across all playrooms. We discussed some inconsistencies which had the potential to impact on children's health and safety. The manager agreed to improve the storage and recorded information to ensure this was in line with current best practice document 'Management of medication in daycare of children and childminding services' and practice consistent within the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

There was a warm, welcoming environment within the service. Secure entry systems with CCTV coverage meant that staff could monitor visitors to the service. Signing-in books, registers and display boards in each playroom ensured there were accurate records kept of all children, staff and visitors. Parents and visitors were reminded by clear signage to be vigilant in securing all locks on the main and side gates when entering and leaving. This contributed towards maintaining a safe and secure environment for children to play.

We saw that all children had daily access to fresh air and outdoor play and learning experiences. Children aged over three had regular opportunities to explore a natural environment both within the extensive gardens and a local wooded area. We observed all children having fun outdoors as they developed their skills in understanding, thinking, investigation and problem solving, including imaginative play. Their social and physical skills, confidence, self-esteem and creativity were developed through using a variety of open-ended and natural materials. Children were supported by staff to learn new skills and manage risk outdoors. We saw that plans were in place to extend children's play opportunities with the new 'pixie house', a large wooden outdoor play house with decked area and create more free flow experiences between the indoor and outdoor environment throughout the service.

We advised the service to review and improve children's free flow access to their designated rooms, areas and resources within the indoor environment, particularly for children aged two to five years. Within these playrooms we observed several adult-directed activities and saw that some resources were stored on higher shelves out of

children's reach. Although staff were responsive to children's requests, this prevented children accessing particular resources independently throughout the day. In line with the health and social care standards, children should be able to direct their own play and activities, while freely accessing a wide range of experiences and resources, suitable for their age and stage, which stimulate their natural curiosity, learning and creativity.

A recent variation meant that the after school facility was now provided from the newly extended facility. The refurbished upstairs rooms and large garden had improved outdoor play and learning opportunities for this primary school age group of children. We observed children confidently making individual choices throughout the afternoon. They led their own play in imaginative role play, arts and crafts, joined in with a singing group and told us about their active roles on the pupil council group. This contributed towards children feeling happy, respected and included. Positive outcomes for children in the after school facility was a particular strength of the service.

Following our observations and discussions regarding a less secure part of the outdoor area, the service put satisfactory, temporary measures in place immediately. A permanent fence to the rear of the property was then erected and the area cleared to ensure it was safe and secure. The risk assessment for the outdoor area was reviewed and updated to reflect the improvements made. This contributed to children's health and safety when playing outside.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We acknowledged that there had been a significant turnover of staff since the last inspection. This was primarily due to the expansion within the early years sector and subsequently additional career opportunities and posts had been made available across early years provisions as a whole. We recognised that staffing now seemed more stable within the service and that although these changes had an impact, systems had been put in place to support individuals and the new staff teams in providing care and support. During our discussions, staff were very enthusiastic about their roles and responsibilities within the service, highlighting particular experiences and improvements which had resulted in positive outcomes for children. Staff were confident and engaged well in the inspection process.

A curriculum and training manager post had been created recently. This meant that there was now an increased focus on the training and development needs of all staff. Although in the early stages of development, this meant that there was an overview of training required, requested and completed to support individuals. A particular focus was put on researching and reflecting on best practice guidance and documents. This contributed to a growing knowledge within the team and the provision of good quality childcare.

We discussed child protection procedures and training within the service. The majority of staff were clear about their roles and responsibilities and who they would report to should they be concerned about a child's welfare. However, some staff were unsure when they last had training and were unclear on the procedures to follow. We were assured by management that training was in place at induction for new staff, that annual training took place for all existing staff and we saw that information was displayed within playrooms and contained within policy folders. We advised that a refresher course would be beneficial for all staff, now that the staff team seemed stable. This would ensure that all staff were aware of who the child protection officer was and would have increased confidence in their responsibility for safeguarding children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The management team consisted of several managers who had clear responsibilities for particular areas of the provision. Managers had a visible and active role in the day-to-day delivery of the service. We saw that they were placed at the entrance of each building to greet families as they arrived to drop off or collect their children. This meant that staff in the playrooms were undisturbed when working with the children. The management team worked closely together in a new designated office space. Their differing skills and areas of expertise supported the staff team in delivering varied experiences and activities for children, both indoors and outdoors. One example where we saw this had clearly impacted was the improved outdoor learning and expressive arts experiences for children.

An improvement plan with key priorities had been evaluated to show progress and development. The aims and values were currently being reviewed in consultation with children, parents and staff to ensure they were an up-to-date reflection of the service provision. This included people who used the service and respected their views and suggestions. The service regularly sought the views of families and children through varied methods of consultation. We saw examples of where these results had directly impacted on snack and lunch menus, forest visits and activities for children.

Staff told us they felt supported by their colleagues and the management team. Regular staff meetings and staff appraisals ensured staff had opportunities to share their views, discuss training and this supported their professional development. Staff had also been included in the development and self-evaluation of the service through consultations and working parties.

Following our sampling of documentation and discussions with management, we advised that they should continue to develop the monitoring systems which were already in place. This should include medication, staff recruitment files, indoor and outdoor risk assessments as a priority. Having more robust monitoring procedures

in these areas and continuing with the culture of improvement would contribute to the provision of a good quality 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

It is recommended that the service further review how children are supervised while accessing the toilets on the upper floor to ensure their safety. Consideration should be given to:

- how children are supervised while accessing the toilets and other rooms.
- completing a robust risk assessment to identify potential hazards associated with the staircase and detail how any hazards can be minimised.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

This recommendation was made on 28 November 2017.

Action taken on previous recommendation

The service had undertaken further monitoring and risk assessments of how the stairs were used by the children since the last inspection. Through our observations and discussions, we were satisfied with the current systems in place and that children's safety continues to be monitored as they access the stairs, toilets and other rooms.

Therefore, this recommendation has been addressed.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
28 Nov 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
13 Jan 2016	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
22 Jan 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
27 Jun 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Oct 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
22 Feb 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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