Woodacre Nursery School
Day Care of Children

14 - 16 Dove Street
Glasgow
G53 7BP

Telephone: 0141 881 3068

Type of inspection: Unannounced

Completed on: 6 February 2020

Service provided by: Glasgow City Council

Service provider number: SP2003003390

Service no: CS2003014951
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](http://www.careinspectorate.com).

This service was registered with the Care Inspectorate on 1 April 2011.

Woodacre Nursery School is a Glasgow City Council provision operating from within the South Nitshill area of Glasgow. The service is registered to provide early learning and childcare to a maximum of 75 children per session divided as follows: 15 children aged 2 to under 3 years and 60 children aged 3 years to those not yet attending primary school.

The service started offering 1140 hours in August 2019 and as a result of this many children attend the full day session. On the date of inspection, 50 children stayed within the service for lunch.

The service is based within purpose-built accommodation attached to St Bernard’s Primary School. The accommodation comprises of two large adjoining playrooms for children aged three to five years and one playroom for children aged two to under three years. Children also accessed a small room in groups for quieter activities. Both age groups could access outdoor play areas directly from the playrooms. Since the last inspection, the service had developed a large outdoor area at the far end of the school playground. This offered children further outdoor play and learning opportunities in a more natural environment.

Woodacre Nursery School aims to “provide a safe, happy, caring and challenging environment within which children, parents and staff can feel relaxed and confident. To ensure every child is achieving their potential in a nurturing environment, which equips them with the skills of life, learning and work.”

What people told us

During the inspection there were approximately 58 children attending the morning session and the afternoon session. We observed children at play indoors and outdoors and also at lunch and snack time. We saw children having fun and enjoying their time at the service. Many chatted to us and told us about what they were doing.

We received 16 completed care standards questionnaires from parents/carers using the service. These indicated a high level of satisfaction with the care their children received. Parents told us:

“Woodacre is a great nursery and my child loves going to nursery every day.”

“Woodacre Nursery have been great with my child. I enquired about a speech therapist with the head, who was very helpful in putting me in touch with the right people.”

“Staff at Woodacre Nursery are outstanding. My child started and was so shy and struggled to bond but staff made settling in amazing and built a bond with my child and the difference in my child is unreal! The nursery all round is just a very warm, welcoming place to be I am so happy with the progress my child has made.”

“My child has special requirements in diet and is allergic to a range of foods. Staff have been really great in trying to deal with it. The only down side is the authority – every child gets a choice of food but there is no variety for children with allergies. All they could give us was boiled chicken and plain potatoes. I think there should be more consideration from authorities to provide children with special dietary requirements with suitable food.”
Woodacre Nursery is a fantastic nursery. Staff are all friendly and caring. They are really just amazing.

I think very highly of all the staff at Woodacre Nursery and have done for all the years I have known them. My child trusts all the staff and is very comfortable in their care. I feel between them all the atmosphere in the nursery is very welcoming, happy and is a safe environment for my child to learn and spend time in.

Both my children have attended Woodacre Nursery and I am pleased with the service provided. The staff provide a comfortable, fun and stimulating environment for the children and staff are very approachable if there have been any issues. I would recommend this nursery to others.

Both my children have attended Woodacre Nursery and have been very happy there. The staff are very caring and friendly; they have helped us as a family in difficult situations. Staff are very keen to get input from parents and to keep us informed.

Excellent service! Everyone is so friendly and understanding of certain situations, can honestly say I trust the members of staff 150% - very professional.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed the current plans for improvement and quality assurance processes. These demonstrated the priorities for development and how the quality of the service provision was being monitored.

From this inspection we graded this service as:

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

What the service does well

Children and their families were placed firmly at the centre of service delivery. The full staff team valued and respected children and their families and took time to recognise the importance of supporting the wellbeing of the whole family, where possible, to support positive outcomes for children. Strong relationships had been developed with parents/carers and we could see they were welcomed and felt valued within the service.

We noted that feedback within the service and in the Care Inspectorate questionnaires received from parents/carers before the inspection was very positive. Parents/carers had many opportunities to be involved in the service and were well-informed about the approach to planning to meet children’s learning and development needs.

Children were happy, confident and safe. Children were having fun and enjoying their learning and development opportunities. They were well-supported to learn independence skills, make choices and lead their own learning. Staff were building confidence in planning play and learning opportunities that would support and scaffold children’s learning in a way that was responsive to children’s observed and expressed interests.
Staff worked effectively to support children’s understanding of their rights and their health and wellbeing, giving children responsibility for applying the Getting it right for every child (GIRFEC) wellbeing indicators in a child-centred and relevant way.

Staff had anticipated children’s care and support needs through use of personal plans and information systems which identified their needs under a range of indicators allowing targets and goals to be set and tracked. Staff knew children very well as individuals and the keyworker approach ensured children could experience relevant attachments, stability and security.

Overall, children played cooperatively together sharing resources and treating each other with respect. Several were developing friendships with their peers. Children were highly engaged and motivated to lead their own learning, demonstrating focus and perseverance throughout the inspection.

During our visit, children enjoyed a healthy snack prepared with the assistance of the children. Snack was calm, sociable and unhurried with very good opportunities for independence and exposure to numeracy and literacy.

Children could freely explore their environments both indoors and outdoors in the knowledge that comprehensive risk assessments were in place, which not only addressed the hazards for children but highlighted the benefit of risky play in many areas.

The outdoor area was well-developed and offered a variety of play surfaces including natural and hard surfaces. Mature trees and shrubs had been utilised to make dens and places of interest. Children could climb, run, hide and enjoy the large loose parts outside for open ended play.

There had been a large increase to the staff team since the last inspection. Staff told us they felt team morale was good and that they felt well-supported in their roles. The head of centre was working hard to support staff to build confidence and work effectively.

We could see that staff had developed positive relationships with children and knew them well as individuals. Staff were patient, warm and caring in their interactions. Staff were building confidence in working effectively to scaffold children’s learning and development.

What the service could do better

At the last inspection, we noted that the service manager had greatly improved the quality of the lunch experience for children. At this inspection, it was disappointing to note that, as a consequence of the increase to 1140 hours, the local authority had required the service manager to provide a time limited lunch in the primary school dining hall.

The lunch experience within the dining room was stressful for children and staff and the arrangements did not comply with best practice and national guidance on lunch provision. Some children held their ears at the noise and told us they did not like it. Many children ate very little, with a few eating nothing. Staff were not in a position to sit next to all children to offer positive role modelling and encouragement due to the set up of the tables and seating (which were not an appropriate height for the children).
The head of centre was well aware of the need to improve the lunch experience for children and was attempting to negotiate creative solutions with the local authority. However, despite this, we were very concerned that the amount of food eaten by a significant number of children did not meet their dietary requirements and that the arrangements did not support children to have a positive and pleasant lunch experience. (See requirement 1)

### Requirements

**Number of requirements:** 1

1. In order to ensure that outcomes for children are improved, the provider must:

   i) ensure that the food provided to children throughout the day meets their dietary requirements
   ii) ensure that the venue and arrangements for lunch provision are revised and in compliance with the best practice national guidance, Setting the Table, and allow staff to provide appropriate support to all children.

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

   I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning. (HSCS 1.33)

   If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected. (HSCS 1.34)

   I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible. (HSCS 1.35)

   If I wish, I can share snacks and meals alongside other people using and working in the service if appropriate. (HSCS 1.36)

   My meals and snacks meet my cultural and dietary needs, beliefs and preferences. (HSCS 1.37)

   It also complies with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) & (b) Welfare of users.

   **Timescale for meeting this requirement:** 17 August 2020.

### 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](http://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**

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انعهورسهانسکه اش ایل پکشاننای اینغ فورمانت اینغ اینقتاپ نته پا اوا مایا.

پریاشعناه پر نیوزاست کرکن پر نیورک فولیوسیورد نیوردی زیانون مین فورتنک کلی اینغ نبات.

بئریتی ‘که هیئ اینغ پکشامن توه کرکن نیاهیئا کرکن کرکن اینغ کلی بیسه.’

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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