

Carbon Footprints Nursery Day Care of Children

10 Duke Wynd
Glasgow
G4 0WX

Telephone: 0141 548 6500

Type of inspection:
Unannounced

Completed on:
19 February 2020

Service provided by:
Milnbank Housing Association Limited

Service provider number:
SP2003000178

Service no:
CS2010270709

About the service

Carbon Footprints Nursery is provided by Milnbank Housing Association Limited. The service is registered to provide a care service to a maximum of 75 children at any one time. This includes:

- a maximum of 27 children from six weeks to under three years, of whom no more than 12 will be aged six weeks to two years
- a maximum of 24 children aged three years to those not yet attending primary school
- a maximum of 24 children of primary school age to 14 years of age.

The service is based in a purpose-built accommodation in Duke Wynd near Glasgow city centre. The building layout comprises three ground floor playrooms for children aged under five years; and a first floor playroom and computing space for the provision of out of school care for older children. There are also appropriate children's toilets, changing areas, kitchen, office and staff facilities. There is a secure outdoor play space to the rear of the building. The nursery aims to provide: "Childcare and early learning opportunities in a secure, stimulating, creative, caring and happy environment."

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 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, often referred to as SHANARRI.

What people told us

Children attending on the day of inspection were observed as happy and relaxed. Positive, nurturing relationships had developed between staff and the children as well as with the children themselves. We found the whole staff team were very kind and caring with respectful approaches observed.

We found staff responded in a sensitive and supportive manner to the children during play, for example, as they; made sand patterns using scoops and spoons; developed their understanding of the properties of water when emptying and filling cups and jugs; explored a variety of everyday objects in baskets at their own pace; created symmetrical pictures by folding painted marks made on paper; designed 'houses' with various rooms from large construction materials.

We issued 24 questionnaires for parents and carers, 10 were completed and returned between the inspection and the writing of this report. Feedback from parents was generally positive. All 'strongly agreed' or 'agreed' that they were happy with the overall service provided by staff and management. Comments included the following:

"The staff have been amazing with my child. He was really unsettled at first but now he goes in and doesn't look back. I was really anxious putting him into nursery so young, but the staff made me feel at ease. I have nothing but positive things to say about the nursery and the staff."

"I would welcome feedback regarding my child's development and progress particularly in the pre-school year. I would also like better support and communication with regard to my child's needs such as hearing loss."

"Overall everything is very good with an opportunity to move to excellent, for example, new activities, variation on food, more outings to libraries or parks."

"Sometimes feel the service could do with a really good deep clean."

"I am very happy with the service. The staff are very approachable. I can talk to them easily about anything concerning my child. My child is very happy here. There could do better maintenance of the building and they need to get the roof fixed."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement planning and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Throughout the various play sessions we observed, it was clear that children experienced sensitive and respectful caregiving. Staff encouraged genuine partnerships with parents and used conversations with and observations of children to implement support and plan for their interests. The care approaches we observed supported children to develop close, positive relationships with staff and provided some continuity in their experiences within the nursery.

We found learning journals for children were generally not up to date which meant they did not reflect children's current play interests. This restricted staff flexibility in terms of sharing information about children's recent achievements with parents as well as their ability to be responsive in their planning approaches. We highlighted a need to enhance the frequency and detail of recording of next steps for younger children. We discussed with the manager and staff the need to ensure that a robust monitoring system was in place to ensure children's personal plans were completed in a timely manner. Such an approach will allow children's journals to more closely reflect ongoing changes in the breadth and depth of their learning through play.

We discussed with staff strategies for developing children's sense of ownership of leading change related to their self-chosen play projects. Staff agreed that more flexible use of big books based on observations of children's most engaging and involving play experiences could strengthen the existing opportunities for children, shape their play experiences and environments.

Staff demonstrated a good understanding of the policies and procedures in place to ensure care and welfare of children including children protection. All staff had received professional learning in safeguarding and told us they were confident in dealing with child protection concerns. The manager was aware of her need to maintain enhanced child protection training to support her role as child protection co-ordinator, ensuring continued safeguarding of children within the nursery and out of school care service.

We reviewed the nursery's medical administration records and storage systems. We identified a need for those to be more closely monitored to ensure that medication would be readily available for all children when required. We highlighted to the manager the need to ensure that strategies for managing children's individual allergies and food intolerances were shared among all staff and closely monitored to ensure they were effectively implemented. The manager agreed to prioritise these areas for action and recognised this would enhance the systems already in place for ensuring all staff were sensitive to children's particular health needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The manager and staff should review children's personal plans to ensure they are reflective of current health, welfare and safety needs. Plans should clearly outline how the service will support individual children and should identify any next steps in learning. Plans should be reviewed with parents within a six monthly period, or before if required.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "My personal 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).

2. To ensure children's health and wellbeing, the service provider and manager should identify and plan child protection training, and annual updates, for all staff. This training should include a focus on emerging issues within society, such as trafficking and online safety.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

3. The provider should ensure children's health and safety in relation to medication. In order to achieve this, the provider should review best practice guidance; 'Management of Medication in Daycare of Children and Childminding Services' and ensure:

(a) that medication is stored safely, and staff can quickly locate the medication and appropriate consent and dosage instructions

(b) that effective quality assurance processes are in place and monitored by management to ensure the safe management of medication.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

4. The staff should ensure key workers support children's intimate personal care such as nappy changing. This should support nappy changing to be carried out in a more personalised way, provide continuity of care and help foster close attachments between individual children and key workers.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that: "If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected" (HSCS 1.4).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We found the nursery environment was effectively organised to help maximise children's safety. Staff kept all play equipment clean and well maintained and took effective measures to control the spread of infection. Risk assessments were in place and regularly updated for all areas of the premises including the outdoor area. The service effectively implemented relevant health and safety legislation and removed or minimised any potential playroom hazards. Staff told us of approaches that they followed that supported children to be actively involved in assessing risks they may encounter during play activities. These approaches helped children be responsible for their own and others' safety.

Children's artwork was displayed with thought and consideration, valuing individuals' contributions. We saw that children's achievements were celebrated throughout the nursery allowing for children to feel included, valued and respected.

Staff worked hard to ensure that children had a positive experience with the range of play resources available in each playroom. We noted that resources in some areas needed to be further expanded or enhanced to support children in their play and learning. For example, the imaginative and outdoor play spaces could be extended and include more resources to promote numeracy and literacy as well as opportunities for problem solving and investigation.

We highlighted the value of developing systems for the management of children's independent and flexible access to the nursery outdoor area from each playroom. We discussed with staff the value of developing the supply of available children's clothing resources to support outdoor play such as waterproof suits and wellies. Staff agreed that this would help ensure there was sufficient resources available to children to independently take forward their play ideas across indoor and outdoor play spaces at all times of the nursery day.

We discussed with the staff the challenges involved in meeting the new Health and Social Care Standards and ensuring children had daily access to a range of recreational, social, creative, physical and learning activities, both indoors and outdoors. The manager agreed to address these challenges through developing programmes for all children that promoted regular visits to woodland spaces and parks within the local and wider area.

We highlighted the value to the senior management team of establishing a more robust recording system for monitoring accidents and incidents. This can help staff to identify and respond to any common patterns with the environment or resources and minimise any potential risks to individual children.

We highlighted to the manager the need to follow our national guidance and e-form reporting system to notify us of any significant refurbishment to the service such as roof repairs, setting out the date the intended works will start, timescale for completion and the action taken to minimise disruption to everyone using the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team and staff should continue to develop opportunities for children to access a high quality outdoor experiences every day throughout the year.

This will ensure the quality of the environment is consistent with the Health and Social Care Standards which state that:

"I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors." (HSCS 1.25)

"As a child, I play outdoors every day and regularly explore a natural environment." (HSCS 1.32)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The service followed clear procedures to ensure safe recruitment of new staff. The checking of the Scottish Social Services Council (SSSC) register was included as part of the recruitment process. Personal references and Protection of Vulnerable Group (PVG) checks had been completed for successful applicants. This contributed to children being cared for by staff who were suitably qualified and for the role in which they were working. We spoke to some recently recruited staff and they told us about the positive experience they had while being recruited and inducted.

Staff told us of meetings through which they actively and openly shared their professional knowledge and ideas around the whole team. We identified a need for these meetings to held on a more regular basis. Staff told us relationships within the team were based on a growing sense of familiarity, honesty and mutual trust.

Since the last inspection in March 2019, the staff had engaged in a limited range of professional learning activities to sustain core elements of their practice. We noted that no formal appraisal or support and supervision meetings had taken place with individual staff.

The newly appointed manager was aware of the issue agreed to develop and implement a more robust system to ensure all staff were given time to discuss their professional development.

We highlighted to the manager, and she agreed, that continuing to develop leadership roles linked to widening ongoing and future play based training in areas such as early numeracy, responsive planning, supporting children with additional support needs, loose parts play, forest kindergarten approaches, and science, technology, engineering and maths (STEM), and schema-spotting would help to ensure all staff made meaningful contributions to future improvement priorities.

We discussed a range of training opportunities that had the potential to add to the out of school care staff teams' understanding of the relationship between playwork theory and practice. The manager agreed to widen the breadth of training to incorporate such learning opportunities within future improvement plans. This can serve to strengthen the overall capacity of the team to develop the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The newly appointed manager discussed with us her vision of how the service could be improved. She agreed to work with children, parents and staff to develop a comprehensive improvement plan on how to take the nursery forward.

We identified a need to review and develop room monitoring arrangements across each playroom as well as the out of school service to ensure that staffing levels consistently met the requirements of the new Health and Social Care Standards at all times of the nursery day. The manager agreed that this would help to ensure that children's varied needs were consistently met by the right number of people with the appropriate skills and experience.

We discussed the value of developing a system for the ongoing review of nursery policies and procedures to ensure they took account of developments in best practice guidance, research and legislation. We highlighted to the manager the value of establishing policy development and review as a recurring agenda item at future staff meetings.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children receive high quality care and support, the service should ensure it creates an improvement plan clearly focussing on the service's provision taking account of relevant feedback from children, parents and staff as well as the evidence gained through using recognised guidance such as 'How Good Is Our Early Learning and Childcare'.

This is to ensure care and support is consistent with the Health and Social Care Standards that state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

Grade: 3 - adequate

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

Lunch and snack times should be reviewed and improved; this includes staff providing consistency in routines.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: "I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible." (HSCS 1.35)

This recommendation was made on 16 April 2019.

Action taken on previous recommendation

An internal audit had been carried out and as a result the timing of staff breaks had been changed to ensure there were super numerates during meal times.^[1]^[2]^[SEP] The arrangements for serving food has been changed to provide a table by table service. While children still serve their own food they do so in smaller groups to ensure they are all served promptly.

Staff told us they had used good practice guidance including Building the Ambition Scottish Executive (2014) and Setting the Table (NHS Scotland, 2018) to determine and implement changes to the lunch and snack current routines. They told us of plans to make use of video recordings of meal times and peer observations to allow reflection on current practice and opportunities for improvement.

A new portable hand wash station had been purchased to allow the toddlers improved access to hand-washing facilities at meal times.^[1]^[2]^[SEP] Staff told us that a reviewed procedure had been compiled and issued to the team.

Recommendation 2

The manager should support staff to understand how they can better capture and promote children's learning through the effective use of observations and next steps. This will support children to make progress in their learning and help staff to track children's progress more effectively.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

This recommendation was made on 16 April 2019.

Action taken on previous recommendation

We saw limited evidence to meet this recommendation. We have therefore reflected this again within Quality of care and support - Recommendation 1.

Recommendation 3

The manager should ensure all staff understand the importance of high quality interactions and actively engage with children in a way which supports individual development, higher order thinking and problem solving. Activities should offer breadth and challenge, encouraging curiosity and thinking to promote learning and continued enjoyment.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: "As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials." (HSCS 1.31)

This recommendation was made on 16 April 2019.

Action taken on previous recommendation

We saw limited evidence to meet this recommendation. This recommendation has not been met.

Recommendation 4

We recommend the manager ensures a robust staff practice monitoring system is introduced and embedded into practice. This could include observation of staff practice and interactions with children, peer assessment and reflection using best practice documents such as Building the Ambition and How good is our early learning and childcare?

This ensures care and support is consistent with the Health and Social Care Standards which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

This recommendation was made on 16 April 2019.

Action taken on previous recommendation

We saw limited evidence to meet this recommendation. This recommendation has not been 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	
1 Mar 2019	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
2 Nov 2017	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
31 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.