

Sinclair Nursery Day Care of Children

6 Sinclair Drive
Battlefield
Glasgow
G42 9QE

Telephone: 01416 361 212

Type of inspection:
Unannounced

Completed on:
8 April 2021

Service provided by:
Sinclair Nursery Limited

Service provider number:
SP2008009750

Service no:
CS2008175050

About the service

We carried out a site visit on Tuesday 6 April 2021. Scrutiny activity continued via virtual inspection using 'Microsoft Teams' technology. Feedback was given on 8 April 2021.

The service is provided by Sinclair Nursery Ltd to provide a care service to a maximum of 98 children not yet attending primary school at any one time, of whom no more than 27 are aged under 2 years; no more than 21 are aged 2 years to under 3 years and; no more than 50 are aged 3 years to those not yet attending primary school full time.

The nursery is situated in Battlefield, Glasgow and has fully enclosed, well equipped garden areas. It is close to public transport, local parks and community facilities.

The service has a partnership agreement with Glasgow City Council Education Services to provide early learning and childcare.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by inspectors from the Care Inspectorate.

What people told us

We received feedback via email from parents and carers who used the service and spoke to one parent during our visit to the service. Parents were very happy with the service they received and were complimentary about how the service had managed and operated throughout the COVID-19 pandemic. Some of their written comments included:

"It has been difficult as a parent having your child begin nursery and not see her within the indoor setting at pick up and drop off. However staff do all they can to reassure parents and children and provide good feedback at the end of the day. The use of the learning journals which are completed weekly helps to bring to life what my little girl is doing in nursery and how she is developing."

"When the nursery reopened in February there was good communication regarding the steps that had been taken regarding infection control. I felt happy about my little girl returning to nursery. Overall I find the staff to be warm and welcoming. I feel that I can ring any time to ask questions and I will be accommodated."

"The communication has been top class, I always feel informed with what's going on. The Nursery feels really safe and I have had no qualms sending my child in. It's clear how hard everyone is working to keep the children safe and nursery open and I couldn't be more grateful. When the Nursery reopened they went to such an effort to welcome the children back. It was so nice. My little girl still talks about it."

"Because of their infection control measures, parents don't enter the nursery and there is obviously less time to talk to staff at drop off and pick up. However, the staff go out of their way to give a thorough update at pick up and the newsletters and updates from the nursery staff are reassuring and the staff have also increased the updates on the Learning Journals, which we love."

"The communication from the nursery has always been very prompt and clear and they have kept us informed with all arrangements relating to COVID-19, and related measures, and throughout the past year."

"Children struggled with the adjustment in returning to nursery after the lockdowns, and were emotional and unsettled for a time. But the staff were amazing in their efforts to settle and reassure the children and keep us informed throughout. And both children are thriving and loving nursery now as a result."

"The nursery is extremely responsive to the needs of the children and this has never been more apparent than during the COVID-19 pandemic. The management and staff put procedures in place to keep everyone safe when dropping off and picking up the children, and have adapted these to make sure people aren't waiting outside for too long, especially in the bad weather. Everything has the appearance of being smooth and easy but I know that, behind the scenes, this has taken a lot of organisation and I'm sure it is much more stressful than it appears!"

"The outdoor area has been renovated with lots of thought being put into the amount of time that the children will be outside, particularly for coronavirus, and so what equipment they might need. They also got the children involved in decorating the new additions, which my daughter loved. The staff are all extremely approachable and I can talk to them about any concerns I might have for my daughter."

"I have always been impressed by the way that the nursery take on board feedback from the children and the parents and acts upon this. They really do put the children and families first! I think that this is one of the reasons why my children and I have been so happy at Sinclair Nursery - they really do put lots of thought into everything."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
----------------------------------------------------------------	---------------

Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

5 - Very Good

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19.

Our focus during this inspection was to establish if children's health and wellbeing benefitted from their care and support in relation to COVID-19. We concluded that the service was providing a very good standard of care and that children's health and wellbeing was being very well supported.

Changes which had been implemented to keep children, staff and families safe had been well explained and implemented. The management and staff team engaged parents in telephone calls, emails and newsletters prior to families returning to the service. This gave the service the opportunity to inform and update parents of changes and allowed parents to update information about their children. Staff we spoke to described effective systems to ensure that communication was effective and consistent with parents. They acknowledged the challenge around parents not entering playrooms, but were confident that they continued to gather and share information with parents at drop off and collection times.

Each child had a personal plan that identified their individual needs and set out how these would be met. Plans allowed staff to support children's return to nursery. Plans were reviewed with parents on the telephone, via email or in a physically distanced outdoor space. We saw examples of how children were being supported based on the information that had been shared. Although we were satisfied that children's personal plans had been reviewed and updated we found that staff needed additional support and supervision to complete learning journals. We noted that whilst entries were regularly made to learning journals, these did not fully reflect children's progress, achievements or next steps. We acknowledged that long periods of closure and the need to sensitively settle children back in to their nursery environment had impacted on how staff recorded children's learning and progress. The manager assured us that monitoring and guidance would be given to staff to support them in this area.

Medical administration records we sampled reflected best practice guidance containing clear information about children's medical conditions and how medication was to be administered. This included any triggers, signs, symptoms and actions to be taken by staff. Records demonstrated how information was shared with parents/carers when medication has been administered.

Children were protected from harm by staff who had a good understanding of their roles and responsibilities in relation to child protection. Staff had participated in child protection training and received annual updates.

Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. Children are protected as staff take all necessary precautions to prevent the spread of infection.

Our focus during this inspection was to establish whether infection prevention and control practices in relation to COVID-19 supported a safe environment for children and staff. We concluded that very good policies and procedures were in place to ensure that children and staff experienced a safe environment.

We observed that the environment was clean and well maintained, and windows and doors were opened to increase natural ventilation. Arrangements had been put in place to enable enhanced cleaning activities to be carried out.

Improvements to the environment including the installation of patio doors in the baby room, and the introduction of a sheltered garden seating area were a positive aspect of the service's COVID-19 protocols. These improvements meant that children, families and staff benefitted from areas which were safe and naturally well ventilated.

Staff made very good use of the outdoor areas available to them. Staff and children told us that they spent time outdoors every day. During our observations we saw children and staff playing and learning outdoors for prolonged periods of time. This helped reduce the risk of the spread of infection.

Children were supported to understand the importance of regular and thorough handwashing. We observed staff and children washing hands regularly. There was an appropriate number of hand washing sinks throughout the service. Children accessed hand washing sinks in each of their playrooms. A hand washing station was available outdoors for children and staff to wash their hands. We suggested that the service may like to consider how to insulate the water container to ensure that the water stayed at a warmer, more comfortable temperature for a longer period of time.

The management and staff team had a clear understanding of how and when personal protective equipment should be worn and disposed of. We observed staff wearing PPE when they entered communal areas of the building. Parents were seen to be wearing PPE when dropping off and collecting their children. The service had ample supplies of additional PPE available if required. Supplies of PPE were monitored effectively, with ordering being carried out by the manager.

The service had introduced different entrances for each of the areas to limit contact in line with Scottish Government Guidance. Staff were aware that they should maintain a two metre physical distance from each other. Careful planning of staff breaks and the introduction of separate staff rooms supported this. Throughout our visit we could see that staff were vigilant in their practice of maintaining physical distancing. We highlighted areas of pressure points for example in hallways where congestion could be more likely.

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.

Our focus during this inspection was to establish if staff had the right knowledge, skills and competence to support children in relation to COVID-19. We concluded that very good arrangements were in place and that staff were very responsive to the changing needs of children and families during COVID-19.

We found staff had a warm and caring approach with the children; they knew the children and their individual needs and preferences well. We saw that staff really cared about and valued the children and wanted to support them to achieve and progress. We observed staff to be motivated, enthusiastic and interested in their role in supporting children which resulted in children actively engaged in a range of stimulating play experiences, facilitated by resources that promoted interest, creativity and problem solving.

Staff felt well supported by the provider and manager. They told us that they felt able to approach them with any concerns, and that they had been proactive in ensuring their well-being prior throughout the pandemic. Staff worked well together and supported each other. This helped to contribute to a happy and welcoming atmosphere.

Staff had participated in a range of training activities relating to COVID-19. They were familiar with new policies and procedures which contributed to a consistent approach being taken across the service. Our observations of staff practice highlighted their knowledge and understanding of policy and procedures and helped to safeguard and protect children and families.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider and management team should review infection prevention and ensure control measures are in place. They should ensure that in order to minimise the spread of infection staff training around effective hand washing practices is delivered and procedures implemented. In addition to this the provider should ensure that doors are fitted in toilet areas, this will help to prevent the spread of infection.

Health and Social Care Standards : 5.17 'My environment is secure and safe.'

This area for improvement was made on 24 May 2019.

Action taken since then

Toilet doors had been fitted and staff had engaged in extensive infection prevention and control training. Observations of staff practice highlighted their robust approach to minimising the risk of the spread of infection.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very 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.