

Glenburn Early Learning and Childcare Centre Day Care of Children

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Type of inspection:
Unannounced

Completed on:
29 April 2021

Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Service no:
CS2003015562

About the service

Glenburn Early Learning and Childcare Centre (previously known as Hallglen Primary School Nursery) registered with the Care Inspectorate in April 2002. It is registered to provide a day care of children service to a maximum of 92 children aged 2 years to not yet of an age to attend primary school at any one time. Of those no more than 20 children are to be aged 2 to under 3 years. Two adults are to be in attendance at any one time.

As part of the planned expansion to offer children additional hours of funded early learning and childcare, the service asked to change the premises and increase the number of children who can be cared for at any one time. This was approved by the Care Inspectorate in February 2020. The service is now offered from a new purpose-built premises with two main play spaces, one for children aged 2 to 3 years and one larger area for children aged 3 to 5 years. Both play spaces have direct access to an outdoor play area which has been sectioned during the pandemic to reduce the number of children mixing with each other. There are also toilets and nappy changing facilities available in each room and an onsite kitchen prepares meals for children every day.

The service's vision is as follows:

"We want to transform the lives of the children and families that we work with by making sure everyone feels welcome and valued at Glenburn ELC Centre. We strive for excellence and want to give every child the opportunity to be the best version of themselves always motivated to meet their full potential. We want to build on each child's existing knowledge and help them develop skills for life by learning through play in a happy, relaxed, nurturing environment."

We carried out an unannounced inspection of Glenburn Early Learning and Childcare Centre from Monday 26 to Thursday 29 April 2021. We undertook an onsite visit on Monday 26 April 2021 and continued the inspection using virtual methodology. We provided feedback to the head of centre, acting principal early years officer and a representative from Falkirk Council on Thursday 29 April 2021. As part of the inspection process, we undertook the following:

- video call contact with the head of centre and staff
- email and phone contact with parents
- review of written evidence such as personal plans, policies, procedures and risk assessments
- review of communication evidence for families including emails and social media posts.

This was a focussed inspection to evaluate how well children 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 children experiencing care during the pandemic. This inspection was carried out by inspectors from the Care Inspectorate.

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 parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We saw nine children, aged 2 to 3 years, during our inspection. They were happy, safe and secure in the environment. They approached staff for reassurance when they needed it and explored the play space freely when they felt confident enough to do so. Children were settled throughout and played with children and staff alike. They were supported and nurtured in a way which helped them to feel respected and included.

There were 73 older children in attendance and they were confident and happy, creating fun play experiences together. The interactions between children and staff were warm and nurturing, with children playing closely with their friends and staff. The environment was calm and children were busy being creative and learning new skills. We could see that children felt safe and secure and they were happy to discuss what they thought about the nursery with us. They told us:

"That's me jumping off a cable reel. I used to be scared to do it but now I'm not."

"I'm really good at drawing."

"We do races."

"I'm really strong."

We spoke with four parents during our inspection. They were happy with the experience their child was having in the nursery. They mentioned the support they had been given during the pandemic and appreciated the effort staff had made to do this. They spoke about how welcomed they felt and praised staff for keeping children safe. They also felt that staff were working well with other agencies to support children when they needed some extra support to reach their full potential. Another aspect that families were happy with was the level of communication they received from the service which helped them to feel respected and included. They told us:

"(My child's) keyworker kept in touch during the pandemic and offered support, which was invaluable. She left resources (nature checklists, reward charts etc) at the doorstep for (my child) to use before they returned this year to Glenburn ELC Centre. It kept them focused and busy before their return and it also meant they could see a familiar face from nursery after so long!"

"The nursery seem to be on the ball with procedures... and given the fact the kids all have their bubbles the staff have worked tirelessly to ensure everyone's safety."

"I don't think they could have done anything better. They are doing a fantastic job both before the pandemic and after it. I would give them all 10 out of 10!"

"Considering the difficulties with the pandemic, I feel Glenburn ELC Centre staff have all done the very best to support children."

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?	4 - Good
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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?

4 - Good

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

Key areas we assessed include the extent to which:

- children are nurtured and supported throughout their changed experience in their early learning and childcare setting
- effective communication with families enables responsive care to support children through changing circumstances.

Children's rights, needs and choices were at the heart of the care and support that was planned for them. Each child was seen as an individual and the play and learning they experienced was tailored to their interests. They had lots of opportunities to lead their own play and make friends in a positive and happy environment. Children had strong and trusting relationships with staff and actively found ways to spend time with them. When children were upset or tired, staff responded in a warm, caring and nurturing way, helping children to feel safe, secure and relaxed.

Staff had planned groupings to maintain existing friendships which helped children to settle in quickly. Staff compassionately sought information about each child's home and family circumstances, building inclusive and respectful relationships from the start. The information gathered about individual children recognised a wide range of needs and nurtured children's emotional needs. As a result, children were safe, healthy and achieving. We discussed how this information could be improved to recognise some other minor areas where individual children could be at risk during the pandemic.

When children needed additional support, this was well planned and included the views of families, helping them feel respected. Relationships with other agencies worked well and staff put in a lot of effort to maintain these links. Staff quickly recognised when children needed support and regularly spoke with families to understand how they could help, even when children were not attending the nursery. As a result, children and families received the right support at the right time. The support offered respected the family's needs and helped them feel included in any decisions made.

Families were happy with the communication they had with the nursery and felt well informed about the measures in place to keep children safe and healthy. Regular social media posts, phone calls and emails kept families included and gave them opportunities to shape their child's experiences. Using these same communication methods, the service could reduce the amount of paperwork being exchanged between home and nursery. This would further reduce the risk of transmission of COVID-19.

Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff

Key areas we assessed include the extent to which:

- children are protected as staff take all necessary precautions to prevent the spread of infection.

Children were able to explore and play in a safe, clean and well-maintained environment. Cleaning of the play spaces between sessions was well managed and ensured the environment was safe during the COVID-19 pandemic. Staff generally had a good understanding of the measures in place to reduce the risk of transmission and had worked together to plan their cleaning rotas. We discussed how cleaning throughout the day could be increased, including recognising when an area may need to be cleaned, even if this is not on the rota.

A 'zero tolerance' approach was taken when anyone displayed symptoms of COVID-19 and this helped to keep everyone healthy. Other measures such as ventilation and managing pick up and drop off times also promoted a safe environment for all.

Children had been grouped into 'bubbles' to reduce the number of children and staff mixing with each other, promoting a safe environment. Children were supported to stay in their bubble most of the time and staff explained why this was important in keeping them healthy. There were procedures in place to maintain 'bubbles', however, at times, a few children were crossing bubbles with their support staff. We asked the service to consider how this could be reduced and also discussed some additional precautions that could be taken when this did happen. The service implemented these suggestions and we asked them to monitor how well these measures work over time.

Staff were able to describe a number of measures in place to reduce the risk of the spread of infection. They explained their handwashing routines, however, this was not happening consistently in practice. We discussed how they could increase handwashing, including how often children and staff wash their hands and for how long to reduce the use of hand gel. We also asked them to ensure handwashing was carried out at the right times throughout the day. This included when staff used personal protective equipment (PPE). Effective storage and use of PPE will also ensure that the risk of cross contamination is reduced. In addition, we spoke with staff about appropriate physical distancing, in line with current guidance, so they continue to keep themselves safe during the pandemic.

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

Key areas we assessed include the extent to which:

- staffing arrangements meet the needs of children and families
- staff are well supported and confident.

Staff were very committed and connected to their work with children and families. They understood the importance of their role and this helped them to ensure children were safe, healthy and achieving. They were motivated to learn and develop, recognising where they could make improvements to support positive outcomes for children and families. They were happy and content in their work which helped to create a positive and nurturing environment for all. Although the team was relatively new, there were very good relationships between staff who respected everyone's views and recognised each other's strengths. Regular and open communication throughout the day in the 'bubbles' helped to achieve this team approach.

Staff worked well together to meet children's needs while also making sure that additional tasks were carried out throughout the day. They were conscious of supporting each other and recognised when someone in the team needed help or support. This was led by the senior leadership team who were compassionate and understanding about staff personal circumstances. They worked flexibly to ensure children's needs were met while also supporting staff to remain safe and well themselves. Staff wellbeing was promoted and staff were included in important decision making, helping them feel respected and responsible. Staff were keen to have more opportunities to safely meet as a whole staff team to discuss their practice. The senior leadership team agreed and were considering it as part of their improvement plan.

Staff had received clear and accessible training on COVID-19 throughout the pandemic. This covered a variety of risks and measures to be put in place so that everyone remained safe and healthy while in nursery. Most staff had completed this training and we asked the service to ensure that this training was completed by new staff as early on in their induction as possible. This will ensure everyone quickly understands their responsibilities in maintaining a safe environment. We also discussed how the service could reflect on the impact this training had on practice.

We asked for more formal feedback on COVID-19 practice to be discussed with staff on a regular basis. This would help the team to identify how they are doing, how they know this and what they are going to do next to improve their practice.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - 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	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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