

Cowie Nursery Day Care of Children

St Margaret's Primary School and Cowie Nursery
McSherry Court
Cowie
Stirling
FK7 7FE

Telephone: 01786 237 954

Type of inspection:
Unannounced

Completed on:
24 May 2021

Service provided by:
Stirling Council

Service provider number:
SP2003002689

Service no:
CS2003043672

About the service

Cowie Nursery registered with the Care Inspectorate on 1 April 2011.

Cowie Nursery is registered to provide a care service to a maximum of 96 children aged from birth to primary school age. The provider is Stirling Council.

The service is situated in Cowie, Stirling. The purpose-built premises are shared with St. Margaret's Primary School and the local community centre. The service has dedicated entrance areas and sole use of playrooms, rooms for quieter activities, toilets, nappy changing rooms, hallways, cloakrooms, offices, staff room and outside areas. In addition, the service can use an onsite community hall for physical activities. Strong links with the school and community centre have enhanced children's presence and pride in their community.

Cowie Nursery states:

At Cowie Nursery we pride ourselves in our welcoming inclusive ethos, valuing each child as an individual with Children's Rights at the heart. We recognise the importance of positive relationships between all our nursery community which links very closely to the values and aims of the setting.

At Cowie Nursery we aim:

To value and empower children ensuring children's rights are embedded in practice.

Provide a safe, nurturing, inclusive and fun learning environment.

To support children to reach their full potential valuing wider achievements.

To promote well-being and respect amongst our nursery community.

To work in partnership with families and our local community.

To engage children in the highest quality learning experiences through responsive curriculum planning.

We carried out an unannounced inspection of Cowie Nursery from Monday 10 May 2021 to Monday 24 May 2021. We undertook an onsite visit on Monday 10 May 2021 and continued the inspection using virtual technology. We provided feedback to the head of establishment, principle early years educator and an early years improvement officer from Stirling Council, schools learning and education department on Monday 24 May 2021 by video call.

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 two 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 asked the service to give our contact details to families and they did this by email. We received feedback by email and telephone calls from 11 families. Families were very happy with the service they received and made positive comments about how the service had operated throughout the COVID-19 pandemic. Some of their comments included:

'The Nursery have been a huge support to us especially during the last lockdown as our child was able to attend the hub and this was a real support to us.'

'My husband and I did a lot of research into both state and private nurseries prior to requesting a place at the Cowie Nursery, especially because the early years are so important for setting them up in life. I am delighted to say that we made the right choice.'

'The very few issues we have had the nursery have always been amazing, they have been upfront and honest about it and have dealt with it very well, I am impressed with how well they do handle situations.'

'The staff are doing an excellent job to provide such a great service during these unprecedented times.'

'The staff at Cowie nursery are great and my child always has a good experience at nursery. They can participate in a wide variety of learning activities and is always keen to tell me about the fun activities that they have been doing. The efforts of the staff over the last year are much appreciated, they have allowed the children to have as normal as possible nursery experience during a challenging time.'

'Throughout this last year I cannot praise the staff enough without them I would not been able to work on the frontline battling COVID-19. My child loves his teachers, and they have a great relationship with him. He has progressed well.'

'At a time when people could not hug it still felt like Cowie Nursery put its arms round all of us and welcomed us in and for that I will always be so grateful.'

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.

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.

Interactions between staff and children were warm, caring, nurturing and responsive, this showed that positive and trusting relationships were developed. This was a particular strength throughout the service. This approach resulted in children feeling safe, secure and included. Staff had supported the children to understand the changes to routines through a variety of ways. Children were confident in washing their hands and the older children could talk about COVID-19 with some knowledge.

Communication with families remained a high priority during both lockdowns. Staff supported families in several ways including garden visits, regular phone calls and emails. This maintained connections and supported positive relationships ensuring families felt included and respected.

Staff provided a variety of activity packs for the children. These were carefully considered and included any resources that would be needed including flour and oil for making playdough. Staff also engaged with children and families using the closed Facebook page and read bedtime stories. Individual support was given to some families who were in need during this time. Staff sensitively distributed regular food hampers and baby supplies to families. This approach maintained the dignity and privacy of the families involved whilst offering much needed practical support.

All staff knew the children and families well. Staff have used emails to update care plans and this information has informed staff of any significant changes to the children's routines/circumstances during this time. Staff used this information successfully to support children and families in their return to the service.

Children were engaged in their play and were having fun. Staff supported the youngest children to feel secure in the setting. The use of comforters for young children was actively encouraged. This supported a young child to feel safe and secure within the garden area.

The service should further develop recording systems for medication to ensure consistency across the setting.

We asked the service to consider its provision of sensory activities within all rooms. Staff should be creatively cautious in their approach to providing messy play during this time. This will further enhance the existing opportunities for children to shape their own play and learning experiences.

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.

Staff were taking necessary precautions to ensure the safety and protection of children and to prevent the spread of infection. There were robust risk assessments in place that were clear and concise, staff were supported to understand any changes in guidance and how to implement it into their practice. This supported the additional and enhanced cleaning measures that were in place within the service. Quality assurance of this was undertaken by senior staff, ensuring that enhanced cleaning was recorded accurately and completed daily. This approach ensured that the children were experiencing a clean and safe environment.

Handwashing was effective and children clearly understood this routine. Consistent use of board maker visual symbols throughout the service supported staff and children in effective handwashing procedures. This promoted personal hygiene to minimise the risk of the spread of infection.

Staff and parents had a clear understanding of the symptoms to look out for in a child. Staff were also aware of the protocols to follow should a child or staff member become ill with symptoms at nursery. Staff spoke about this with confidence. Clear information had been shared with all families and this was shared with us through their feedback emails. This supported staff to meet the individual needs of children whilst considering their parents' wishes, resulting in families feeling included in the care of their child.

Older children had been shown the isolation room and were aware of what staff would look like in full PPE, this supports their understanding of the procedures in place should they become ill, enhancing their feelings of being secure during these times. We asked the service to consider how it supports the younger children with their understanding of these procedures.

Staff clearly understood the need for physical distancing, this was adhered to consistently throughout the service. Staff used face coverings effectively and understood procedures well. Some staff spoke with confidence about the donning and doffing of PPE. These measures supported staff to take all necessary precautions to minimise the potential spread of infection.

In line with Scottish Government and Childsmile, COVID-19 guidance staff supported children to regularly brush their teeth in a safe way, this enhanced the health and wellbeing of children.

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.

Continuity of care was maintained well across the different hubs within the service. Staff were carefully deployed to maintain levels of support to children and families. Staff time was well planned across the day with support for learning and enhanced cleaning.

Staff told us they felt both professionally and personally supported by management and the wider team.

Staff were committed, motivated and worked well together as a team. All staff were compassionate and showed an understanding of each other's personal circumstances. This created an ethos that was supportive, happy and nurturing.

Staff had been supported to adapt to a new way of working and had implemented these changes into their daily practice. COVID-19 guidance had formed the basis of these changes and staff were implementing this to ensure that children were cared for in a safe and hygienic environment.

New staff had benefitted from a robust induction, and they were assigned a more experienced buddy to support them during this period. This promoted a feeling of being valued, included, and respected. Parents and children formed part of the recruitment and selection process of new staff. This approach encouraged families to feel included and valued in the life of the service. Return to work meetings gave staff individual support and enabled the service to carefully consider the health and wellbeing of these staff members. This approach further enhances the positive ethos of the service.

Daily huddles within each hub allowed staff, time to discuss individual children, learning intentions and any concerns they may have had. Senior staff supported this, and the management team used emails to share information with staff to ensure they were limiting contacts with the hubs. This ensured staff felt connected and supported in their work.

The positive ethos of the service was embedded and there was a genuine love and commitment for the children and families using the service.

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 ਵਿੱਚ 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.