

# Bellwood Nursery Day Care of Children

35 Bell Quadrant  
Carfin  
Motherwell  
ML1 4GR

Telephone: 01698 230 455

**Type of inspection:**  
Unannounced

**Completed on:**  
11 June 2021

**Service provided by:**  
Amcol Scotland Ltd

**Service provider number:**  
SP2003000911

**Service no:**  
CS2013322180

## About the service

We carried out an unannounced inspection of this service on 08 June 2021. Further evidence was reviewed on the 09 June 2021 and 10 June 2021 by email and Teams video calls. The service was given feedback on 11 June 2021 by a Teams video call.

Bellwood Nursery is a childcare service provided by Amcol Scotland Ltd. The service offers pre-school and out of school care. It is registered to provide a care service to a maximum of 143 children aged from birth to primary school age as follows:

- Playroom 1 and 2: 33 children from birth to under 2 years with a maximum of 12 in the centre playroom and 21 in the main playroom
- Playroom 3: 30 children aged 2 years to under 3 years
- Playroom 4: 40 children aged from 3 years to those not yet attending school
- Playroom 5: 40 children attending primary school. (During the summer holiday period preceding the August school intake, the service can provide care to a maximum of 8 children at any one time who are registered to begin school in the August term.)

On the week of the inspection 185 children were registered to use the service.

Bellwood Nursery operates from a large, modern, purpose - built accommodation in Carfin, Motherwell. It offers full-time and part-time places, and operates throughout the year.

The building is easily accessible for the local community. There is plenty on-site parking making it convenient for those families arriving by car. Entry to the building is via a secure entry system into a spacious reception area, through which children are escorted by parents to their own self-contained child care room.

The stated aims of the service include:

"We aim to create a safe, stimulating environment where each child feels cared for and valued.

We aim to use a child-led approach which focuses on each child as an individual to encourage motivation and enthusiasm for learning."

A full statement of aims and objectives is available from the service.

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 four inspectors from the Care Inspectorate.

## What people told us

We gathered the views of 11 parents of children who attended the service. All parents commented that they were happy overall with the quality of care their children received. They spoke positively about the staff team, telling us that they were friendly and "truly cared about the children". They said that good procedures were in place to keep their children safe, commenting, particularly positively, on the well organised drop off and collection system. All parents agreed that general communication from the service was good, and helped to keep them informed. Almost all parents commented that communication about their children 's individual needs had improved recently due to the introduction of an online app which shares information about children's care and learning.

We observed the nursery children during the onsite visit and virtual observations. Children were settled, confident and playing with friends and having fun. We talked to some school age children. They told the inspector that they liked the art area and going outdoors in particular and also liked to see their friends. The children were able to tell the inspector that they washed their hands when they arrived and also used sanitiser in between or washed their hands again. They could also tell us that they wore face coverings on the bus. The children knew how to follow the Covid-19 guidance to minimise the spread of infection.

### 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

### 5.1 Children's health and wellbeing are supported and safeguarded during Covid-19

Children were happy, settled and engaged in their play during the inspection site visit and virtual observations. Staff were caring and responded to the children, providing comfort and reassurance. The friendship groups provide continuity and consistency for children and staff. Children were given the opportunity to shape their own play and we observed some good experiences where children moved freely between the indoor and outdoor play areas. The daily routine could be enhanced to support a better quality of experiences for children. For example, by children not waiting in line to wash hands and waiting until they are all ready to go outdoors. The manager agreed to review the daily routine.

During the pandemic, the staff worked in partnership with families to ensure children felt safe and secure within the setting. Staff recognised the challenges of physical distancing and had effective communication systems in place. These helped them build positive relationships with families and keep informed about children's needs, to plan the right care and support. When children started to return to the service, they were supported to understand the new routines.

Parents confirmed the new communication app was a positive change. They told us 'The Parent Zone app is brilliant to see because I know what my child's been doing when I can't go in to see for myself' and 'We felt connected to the nursery through social media, even when it was closed. Helped my child settle back in'

New families were offered a sensitive settling-in process. As a result, children got to know staff and were able to familiarise themselves with new surroundings.

Staff observed the children at play and used the evaluations to plan further play experiences. This new approach to planning was at the early stages. Once established it should provide better consistency and more meaningful play experiences to meet children's needs, wishes and choices.

New personal learning plans had been introduced, further training and support is needed to ensure these are meaningful and support staff plan to meet children's needs. Staff were able to talk about children's needs and demonstrated how they worked with families and other professionals to meet these.

We were satisfied that the service had appropriate child protection procedures in place. Staff understand their roles and responsibilities in relation to keeping children safe and free from harm.

### 5.2: Infection prevention and control practices support a safe environment for children and staff.

The service had policies and procedures in line with Scottish government Covid-19 guidance. They demonstrated that they understood the guidance and had safety measures in place to support it. This included good hand hygiene, infection control measures and to maximise the use of outdoor space. The service had a good supply of cleaning materials and personal protective equipment (PPE).

We found most areas within the service to be visibly clean and having appropriate safety measures in place. We did identify some items that needed attention. This included items stored in the nappy changing areas and some maintenance of the 2 to 3 room toilet and changing facilities. The management has agreed to address these areas. They should use the good practice guidance Nappy changing facilities for early learning and childcare services: information to support improvement. The guidance can be found at:

[https://www.careinspectorate.com/images/documents/4404/Nappy changing guidance for early years and childcare services.pdf](https://www.careinspectorate.com/images/documents/4404/Nappy%20changing%20guidance%20for%20early%20years%20and%20childcare%20services.pdf)

Staff had been trained in Covid-19 and kept informed of updates to Covid-19 guidance, to further raise their awareness of the virus and importance of safety measures. Staff demonstrated they understood, for example, by wearing face coverings/masks. Overall, they implemented the guidance well. Some areas could be enhanced for example, when staff work with more than one group of children and how some staff stored face coverings when not in use. The manager agreed to review these areas.

The service had good hand washing facilities indoors but, could further improve handwashing facilities for children when playing outdoors. Staff should supervise children when they wash hands and assist, if needed. Staff and children should follow the recommend timings for hand washing.

The service had made good use of the environment and resources to implement the changes within the service to meet Covid-19 guidance. This included, the one-way system to move around the building and designated entrances for each playroom to reduce possible transmission of the virus.

Parents were kept informed of the safety measures put in place in response to the pandemic. They told us the service had kept them informed and felt they had appropriate safety measures in place.

### **5.3 Staffing arrangements are responsive to the changing needs of children during Covid-19**

The service had appropriate staff in place to meet the children's needs. Staff recognised the additional demands placed on them in response to Covid-19. This included the additional cleaning tasks and doorstep collection and drop offs at garden gates.

The staff room, toilets and office spaces had good safety measures in place and we saw staff following these, including keeping a safe distance from other staff whilst having lunch.

Staff worked hard to implement changes within the service during the pandemic and some have had positive feedback. For example, the new communication app and planning system to share information about children's development and progress. The management team have identified that staff need protected time to complete these tasks.

Some aspects of children's care and support, such as in the use of makaton, forestry schools and play for pedals had been postponed due to Covid-19. Staff told us they planned to start to reintroduce these to the children's daily routines, we agreed.

Overall, staff felt supported throughout the Covid-19 pandemic and during their return to work. The management team had identified a need to enhance how they support staff and offer guidance. They also recognised the need to enhance the self-evaluation process to identify the service strengths and plan areas for further development.

## 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	4 - 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	4 - Good

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