

## St. Clares Day Nursery Day Care of Children

22 Drumlanrig Avenue  
Glasgow  
G34 0JD

Telephone: 01417 713 512

**Type of inspection:**  
Unannounced

**Completed on:**  
17 June 2021

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2003014936

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

St. Clares Day Nursery is operated by Glasgow City Council. The service is registered to provide a care service to a maximum of 76 children. The age range of children will be from 6 weeks to those not yet attending Primary School.

- 24 children 6 weeks to under 2 years
- 20 children 2 years to under 3 years
- 32 children 3 years to those not yet attending Primary School.

St. Clares Day Nursery operates within dedicated space in Oakwood Primary School in Easterhouse, Glasgow. The accommodation consists of:

- 2 playrooms for children aged 0 to 2 years
- 3 adjoining playrooms for children aged 2 to under 3 years
- 1 playroom for children aged 3 to 5 years
- changing and toilet facilities for children
- a parents' area
- office, catering, reception and staff facilities.

Each playroom has an exit into the large enclosed outdoor play area. The area used for children aged under two years was sectioned off by a small fence. The outdoor facilities offered children excellent opportunities for play and learning and were accessed continually by children of all ages.

The service aims to: "Promote a positive ethos; Promote equality and fairness; Raise achievement of all learners; Work in partnership with parents; and Support children in reaching their full potential."

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. The inspection was carried out by two inspectors from the Care Inspectorate.

## What people told us

Several parents/carers contacted us to share their experience of the nursery. All were very complimentary about the staff team and the efforts they made to ensure families were supported and included during a time of change.

"The staff are very welcoming and pleasant and when my children just started it was very daunting for them and every member of staff there made them at ease and were kind and very assuring that they would love every day there if they gave it a chance and its now the highlight of my children's day."

"The nursery is very secure and safe and this is something that made me feel at ease leaving them there. My children are learning new things every day and this is something I love to hear because the staff are taking the time to show them.

Also for me its good when you go to nursery and the staff tell you all about there wee day at nursery."

"I cant fault anything at this fine nursery and any children who attend here are lucky as the staff are amazing with the children."

"My daughter has been at the nursery for over a year. Throughout that time we where in and out of lockdown, during this time the staff where very supportive and kept in contact through phone calls to make sure we were all doing okay and if there was anything we needed. The staff also took to the Facebook page and participated in activities for us to copy at home it was lovely for my daughter to see the faces of the staff. The nursery also made up home learning packs which we used as well such as making play dough and props for song time which my daughter loved."

"The staff within the nursery are all very welcoming and caring and create a lovely environment and I can't thank the staff enough that work in the room with my child as they suffer from a lot of allergies and the staff are very cautious and aware of these keeping up to date with anything that changes within their diet and following all instructions I give regarding these allergies."

Children we observed were happy, settled and confident in the nursery. They had clearly developed close, caring relationships with the staff team and with each other.

### 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
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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?

5 - Very Good

### 5.1 Quality indicator: Children's Health and Wellbeing are supported and safeguarded during the COVID-19 Pandemic.

We saw that children throughout the nursery had settled well and benefitted from very warm, caring relationships with staff and close friendships with others.

The staff team had focused on and strengthened their nurturing approach to embrace and support parents and children using the service.

They had built on their already established links with families, to ensure that they maintained contact with them throughout the lockdown and other periods of absence. They had initially introduced regular phone calls to provide support and gauge their wellbeing. The management team had also established a 24 hr phone line to provide parents/carers with a continual point of contact.

Both parents and staff told us about the range of ways they kept in touch and the very positive impact on everyone. Parents welcomed the frequent conversations and told us how much it meant to them as they felt included in the changes being put in place.

Contact by the staff team included phone calls, emails, online activities, story telling and door step deliveries of learning packs and sometimes food. Zoom bingo to support children's numeracy also provided an opportunity for children to see their friends on line and parents to chat with one another which was very important in addressing isolation.

Staff spoke emotionally about their phone calls to families and the chance to speak directly with children. The conversations meant that they were more familiar with children's experiences at home and supported further valuable discussions when they returned to nursery. This offered children further reassurance.

Staff continued to work closely with other agencies who were supporting children in their care. The nursery responded to particular needs within some families, arranging for children to have the opportunity to play in a safe outdoor area, supported by staff.

The staff team had introduced new arrangement to support new families and children who were moving through the nursery or on to school. Parents of new children were invited to met with staff in the garden to share information and settle their child. Children in the nursery were given a keychain with photographs of staff children would meet in their new room and liaised with schools children would be attending.

### 5.2: Infection Prevention and Control Practices support a Safe Environment for Children and Staff.

The nursery provided a safe and hygienic setting for children and staff. Risk assessments had been developed and new procedures devised to reflect Covid -19 guidance. Children had been sent a video of the changes, helping to ease their return. They washed their hands on arrival and routinely throughout the day. Parents brought their child to the front door where they were greeted by a staff member. Staff maintained physical distancing and followed appropriate procedures for wearing, removing and storing masks. Dedicated cleaning was carried out twice each day and childcare staff routinely cleaned surfaces, touchpoints and resources.

Children were cared for in bubbles which limited their contact and reduced the risk of transmission. The staff team had been sensitive when creating groups, considering children's friendships. Staff had involved older children in creating areas and they spoke confidently about the bubbles, why they were in place. Separate areas continued outdoors which meant that children of all ages had continual access to outdoor play.

The nursery garden offered all of the children a rich outdoor learning environment. Staff had worked hard to ensure they all had access to a wide range of resources and experiences within different areas. During our visit we observed children who were happy and fully engaged in their play. The nursery also had access to an adjacent woodland area and the school grounds on occasion providing children with different valuable experiences.

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

As reported under 5.1, the staff team had worked very hard to maintain meaningful communication with families. They had adapted their skills and practice to provide online activities and visited children at home with resources, gifts and food parcels. Parents who wrote to us praised the entire staff team for their hard work and support throughout the pandemic.

As a group, they spoke very positively about the support they had received from the management team and one another throughout the lockdown. They greatly appreciated the regular catch-up calls and were reassured knowing that they were surrounded by a supportive team. This had helped alleviate any anxiety they had.

Several of the team had worked other settings during lockdown and had shared their experiences and learning with the staff team.

As a team, they had completed Do-be-Mindful training prior to lockdown which they had found hugely beneficial to them. They were now looking forward to implementing it within the nursery as a valuable tool to further support children's wellbeing and mental health during times of change. The team had been fully involved in reviewing and evaluating the procedures put in place during Covid-19 and had been encouraged to contribute their ideas which had been valued by the management team.

## 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

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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