

Bright Beginnings Day Care of Children

40 Bolivar Terrace
Mount Florida
Glasgow
G42 9AS

Telephone: 01416 366 900

Type of inspection:
Unannounced

Completed on:
11 June 2021

Service provided by:
Susan Boyce

Service provider number:
SP2003001339

Service no:
CS2003006070

About the service

Bright Beginnings registered with the Care Inspectorate in April 2011. It provides a care service to a maximum of 72 children in the following age categories: 24 children aged six weeks to two years; 20 children aged two to three years; 28 children three years to those not yet attending primary school. The service operates from a two storey building in Mount Florida, Glasgow. The accommodation includes age related playrooms, toilets and an enclosed outdoor area. The service provider of Bright Beginnings is Susan Boyce and operates in partnership with Glasgow City Council to provide early learning and childcare for children aged three to five years. The aims of the nursery include: "Providing every child with an appropriate, carefully planned and assessed learning curriculum containing enjoyable learning opportunities which help to meet their individual needs. Creating effective partnership with parents and the wider community."

We started the inspection of Bright Beginnings with an unannounced visit on Tuesday 8 June 2021. We continued the inspection virtually using Teams technology and telephone discussions. We concluded the inspection by giving feedback on Friday 11 June 2021 via Teams technology.

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.

Our methodology for the inspection included:

- Observations of children's routines and staff interactions with children.
- Observations of infection prevention and control practice.
- Telephone discussions and email exchanges with the manager.
- Emails from eight parents.
- Virtual discussions with six members of staff.
- Reviewing key records, policies, and written procedures relative to Covid-19.

What people told us

Eight parents contacted the Care Inspectorate by email to provide their views on how the nursery had delivered care and support to their children during the pandemic. All of the parents were very happy with the support given to their children as well as their families. Parents told us that nursery staff had communicated effectively with them during the Covid-19 pandemic and appreciated personal touches such as home learning activity ideas and songs promoted via social media; regular phone or zoom calls from keyworkers to children; detailed responses to email queries; and updates to children's online learning journals. Parents told us this helped children to maintain positive relationships with staff. Any updates to public health guidance and nursery practice were shared quickly with parents as well as newsletter reminders of their own responsibilities, including wearing face coverings and maintaining appropriate social distance. This had given parents confidence that their children were safe and being well cared for.

Their comments included:

"During the past year I have felt very supported by the nursery. They kept in contact over the full time the nursery was closed through phone calls emails and zoom calls so my daughter could see the staff.

They were very attentive to my daughter while settling back in and took great precautions to keep our kids safe from Covid."

"We were satisfied with how the nursery communicated with us during lockdown. My child was able to manage with minimal contact and though there were attempts at zoom calls, it was a little overwhelming in the beginning. Knowing that they offered this contact was good for us. The nursery then became well versed in communicating via Facebook with activities and songs and this was also appreciated. We were given the new policies etc and felt satisfied with the new procedures with hand washing and drop off etc. The new time slots for drop offs have at times felt a little rigid, however we know we can talk to nursery staff and liaise with the nursery administration should there be any difficulty. The most telling sign of how well things have been is that our daughter settled back in with very little difficulty and enjoys her time at nursery."

"I'm quite happy with the quality of care & support provided by Bright Beginnings during the pandemic. I was updated about all sorts of things related to my child's nursery via emails and LJ Parents. Any kind of questions asked were also answered via emails. The most important thing is that I'm updated with my child's activities daily at pick up time & also through LJ Parents which I'm extremely happy with."

"Bright Beginnings have went great throughout Covid keeping us up to date with all procedures. I also had my other child start a few weeks ago. The settling was made to feel as easy as it could for him being a lockdown baby and not used to being around other children."

"The arrangements for return have been excellent, and my child has settled back easily and has actually enjoyed some of the child friendly approaches that have been adopted; she sings the hand washing song happily and uses sanitiser in shops and other public places without difficulty. I also think the focus on outdoor learning has been a very positive outcome - my child loves being outside and has never mentioned being uncomfortable, even during winter, definitely a positive that she's been outside and provided with lots of stimulating activities."

"When Bright Beginnings opened to key workers the arrangements were great, well communicated and my child quickly settled back. We love the staff. We feel overall that our child receives a high standard of care and support and are generally very happy with this provision."

"Overall I am happy with the nursery , staff and feel my daughter is safe, happy and content at nursery, also the nursery have made me feel at ease with everything going on with Covid and have went above and beyond to ensure the staff and children and as well as the families are safe and informed."

"Regulations are always followed with masks at the path on the way up, temperature checks and hand washing always done in the morning when my child is dropped off. Kids spend a lot of time outdoors. Staff always ask questions like if anyone in the family have a temperature etc. We are also kept up to date via emails, learning journals and the Facebook page of any changes etc that the nursery have. I am really happy with the service and precautions taken by the nursery. I am happy and at ease sending my child there."

"I felt great support during the pandemic, the staff were consistent with emails, phone calls and activities on Facebook. I am happy with the procedures they have in place with the constant cleaning and hand washing. My son is always happy and comes home singing the songs when washing his hands and even encourages his little sister as he says "like him and his friends do". I couldn't be more happy with that aspect of things. Also, the learning journals show me what my son gets up to and keeps me updated on how he is progressing. The staff are always there to answer any of my questions and phone calls."

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.

We found the service to be operating to a good level in relation to this indicator. We found the nursery performance was characterised by a number of important strengths which, taken together, clearly outweighed any areas for improvement.

Changes which had been implemented to keep children, staff and families safe during the pandemic had been explained and implemented well. The setting had initially remained closed during the first lockdown and opened more fully to all children as restrictions eased. Throughout, communication had been maintained with parents and children so that everyone felt included. The management and staff team engaged parents in telephone calls, emails, social media and newsletters prior to children returning to the service. Staff 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.

As children returned to the setting, sensitive settling-in procedures, built on this contact and contributed to children feeling safe and secure. We observed happy children who had opportunities to shape their play and learning experiences indoors and outdoors, despite the changes in how the setting was organised. Children were supported to understand the need for the changes to their nursery experience. Staff used fun and imaginative ideas to engage children in a positive way while establishing new routines. The playrooms and handwashing areas had visual prompts reminding children about coronavirus and how to keep themselves safe.

We sampled children's personal plans and found these had been collated in consultation with parents, giving a good overview of children's individual needs. The plans allowed staff to personalise support for children on their return to nursery.

We found that evaluations of play experiences within children's learning journals could be further developed to capture a wider range of the work staff were already taking forward. In particular, we identified a need to enhance the level detail in relation to next steps and potential future play challenges for children. This can ensure that planning records more closely reflect ongoing changes in the breadth and depth of children's learning through play.

We highlighted the value of linking staff observations of patterns of the youngest children's play behaviour or 'schemas' more closely and consistently to children's individual observations of learning. This approach can help staff to identify what will hold individual children's interest as well as help them with the stage of development that they are currently working through. It can consolidate existing approaches to settling in and promoting a sense of security in new children by recognising their achievements at home. Staff agreed that this will further demonstrate how the nursery's approach to supporting children's play is personalised.

Staff were confident in their roles in safeguarding children and understood how the vulnerability of some children may have increased because of the additional pressures placed on families and communities by the Covid-19 outbreak. They regularly participated in child protection training and this had been updated to take account of any concerns that may arise due to Covid-19.

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.

We found the service to be operating to a good level in relation to this indicator. We observed that the environment was clean and well maintained. Staff we spoke to had participated in infection prevention and control training and understood the new arrangements for enhanced cleaning within the setting.

Children were being cared for in consistent groups or 'bubbles', which helped minimise contacts and further reduced the risk of infection. We found that indoor playrooms were well ventilated by keeping windows open and staff were confident in how to maintain a comfortable temperature for children. Children spent a lot of their day outdoors and we observed them having fun with their friends while playing in the adjoining lane in the fresh air. Evidence suggests that outdoor environments can limit transmission of Covid-19, as well as more easily allowing for appropriate physical distancing between adults.

We highlighted to staff the need to ensure paper towels next to children's handwashing stations are stored in dispensers in a manner that ensures they are accessible to children while preventing any opportunities for cross infection. This issue was addressed by the provider during the course of our inspection.

Risk assessments had been undertaken that addressed the areas within national Covid-19 guidance for keeping people safe. Staff told us they were encouraged to access risk assessments to keep up to date with any changes. We discussed with staff how the robust risk assessment procedures already in place for managing children's safe play in the lane could be further enhanced. Staff agreed this would minimise any potential risks to children from any motor vehicles that we were told required occasional access. We found a particular strength of the nursery's risk management approach was that the staff had voluntarily agreed to participate in the Scottish Government routine asymptomatic at-home testing programme using lateral flow devices (LFD). The Scottish Government had asked that early learning and childcare staff be encouraged to participate in this scheme to minimise the risks of Covid-19 spread and contribute to the wellbeing of everyone in their setting.

The management and staff team had a clear understanding of how and when personal protective equipment (PPE) 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 face coverings when dropping off their children. The service had ample additional PPE available if required and the supply level was monitored effectively.

The service had introduced different entrances to playroom 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. We highlighted to staff the need to closely monitor and maintain this distancing during fire drill evacuations. Careful planning of staff breaks and the creation of a staff room and new office space supported this. We discussed with the provider how the staff room and office could be further adapted to increase natural ventilation within the building. The provider agreed to make necessary adjustments that would help keep fresh air flowing and ensure any rooms used by staff without windows could be adequately ventilated.

We observed staff taking children's temperatures on their arrival at the nursery. We discussed with staff that presence of a temperature is only one of the common symptoms of coronavirus. We highlighted current Health Protection Scotland guidance that it was important that all symptoms of coronavirus are considered and that temperature checks on arrival are not recommended for early learning and childcare services.

Information on fever in children can be found here: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/fever-in-children>

Parents told us they were regularly reminded by staff to comply with the Test-and-Protect programme. This helped make sure that everyone understood the guidance in respect of isolating when a family member had Covid-19 symptoms.

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

We found the service to be operating to a good level in relation to this indicator. We found that the staff team possessed a mix of knowledge, skills and competence to support children throughout their shared experience of the coronavirus pandemic. This ensured that staff were very responsive to the changing needs of children and families. Staff were clear about their roles and are deployed effectively. Staff time was planned across the day to ensure additional tasks could be carried out to a high standard without compromising the quality of care, play and learning experiences for children. The provider told us how the visible leadership of the staff team would be enhanced through planned recruitment to the currently vacant manager position.

We observed staff respond positively to children's contributions and encourage them to achieve and progress. We found staff to be motivated, enthusiastic and interested in their role in supporting children. We discussed with the staff potential future professional development opportunities in observation and planning approaches as well as outdoor play and learning that can enhance the opportunities available for children to shape their play and learning. Staff agreed this would help children to experience challenge and reflect in more meaningful ways on their own play projects.

Staff felt well supported by the senior management team. They told us that they felt able to approach them with any concerns, and that they had been proactive in ensuring their well-being throughout the pandemic. Staff worked well together and supported each other. This helped to contribute to a happy and welcoming atmosphere. Most of the team was well established but more recently appointed staff had been made to feel welcome. Appropriate induction processes were in place so that new staff understood their role, particularly under Covid-19 restrictions.

Staff had been meaningfully involved in decision-making within the setting, including developing risk assessments through the different stages of lockdown and re-opening. Staff highlighted the value of having developed a specific Covid-19 policy for the nursery. This has acted as a focal point for sharing staff understandings, reflections and evaluations of their changed and evolving practices during the different levels of the pandemic. This had helped staff to meet new expectations and feel respected.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this, the provider must:

- Ensure the safety of all children playing outdoors in the nursery grounds and public areas within the community.
- Provide Risk Assessment training for all staff to gain a clear understanding and knowledge of risk management associated with their roles and responsibilities to protect children from harm.
- Robust risk assessments must be carried out for all areas. Risk assessments should clearly record the level of risk and actions taken to reduce potential and actual hazards.
- Public areas deemed high risk should not be accessible to children given the potential for harm.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210) Regulation 4 (a) - Welfare of users.

In making this requirement, the following Health and Social Care Standards, My support, my life were considered:

- 5.17 - My environment is secure and safe.
- 3.25 - I am helped to feel safe and secure in my community.

Timescale: 1 July 2020

This requirement was made on 30 October 2019.

Action taken on previous requirement

The management, staff and children had developed: a risk assessment for play in the adjoining lane; lane daily checklist; lane resource assessment; outdoor play risk assessment; outdoor play policy. Management and staff described to us a well-practiced procedure, should a vehicle need access. We were able to view this procedure in operation by a video recording, forwarded to us by management. We found industrial fences were used to secure the area and staff deployed to ensure children's safety. We further found, risk assessments and daily check lists were in place to identify potential hazards and how any hazard could be minimised. We found risk assessments and daily checklists were updated frequently. We found staff had completed outdoor and risky play training. Through discussion, staff demonstrated a very good understanding of the possible risks and how risks could be minimised.

Met - within timescales

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 should implement robust hygiene and infection controls and monitoring systems. Resources, woodwork, paintwork, fixtures and fittings should be visually clean and well-maintained to ensure a safe, hygienic environment for children and people who use the service.

Health and Social Care Standards, My support, my life

5.17 - My environment is secure and safe.

5.22 - I experience an environment that is well looked after with clean, tidy and well maintained, premises, furnishings and equipment.

This area for improvement was made on 30 October 2019.

Action taken since then

The provider had contracted a professional building company and decorator to carry out significant enhancements to the fabric of the building including: roof repairs, replacing tiling, adding new linoleum, repairing water damaged ceiling, upgraded light fittings, adding new front door, painting and decorating of internal spaces.

This area for improvement has been met.

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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