

Buchanan Park Nursery

Day Care of Children

Pavilion 6, Buchanan Court
Cumbernauld Road
Stepps
Glasgow
G33 6HZ

Telephone: 01417 797 755

Type of inspection:
Unannounced

Completed on:
30 July 2021

Service provided by:
Buchanan Park Nursery Limited

Service provider number:
SP2011011719

Service no:
CS2011303430

About the service

The service registered with the Care Inspectorate on 13 September 2012. The service is registered to provide a care service to a maximum of:

18 children aged 0 to under 2 years

20 children aged 2 years to under 3 years

32 children aged 3 years to those not attending primary school

12 children of primary school age.

The care service will operate between the times of 08:00 hours and 18:00 hours, Monday to Friday.

The service is provided from a detached building within Buchanan Business Park, Stepps, North Lanarkshire. The service is close to main roads, bus and train routes, schools, shops and parks. Playrooms are situated on both the ground floor and first floor of the building. There is access to an enclosed outdoor play area within the grounds. The service also makes use of a large grassed area adjacent to the building for more active, energetic play activities with the older age groups of children.

The service aims include:

'to provide a high quality childcare provision which is flexible to the needs of parents. In addition, we wish to promote an environment that encourages respect, mutual trust and openness, allowing the children the opportunity to develop as unique individuals, with skills which will enable them to be active participants in the community.'

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to make sure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (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 parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, active, nurtured, achieving, respected, responsible and included.

We compiled this report following an unannounced inspection by one early years inspector. This began on Monday 26 July 2021 with an onsite visit between the hours of 08:30 and 12:00. Further evidence was gathered between Tuesday 27 July 2021 and Thursday 29 July 2021 through emails and video calls. The service was provided feedback by a video call on the 30 July 2021 at 13:30.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support."

What people told us

We received feedback from one parent, we considered the feedback provided when evaluating how well the service is doing.

We gathered the views from a small group of children. They told us they like attending the service because they like playing with their friends and the toys.

Self assessment

The service submitted the Key Question 5 self evaluation document before the inspection, we found the self evaluation provided sufficient evidence that they were meeting covid 19 guidance.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We found children to be welcoming and friendly during the site visit, most children were playing outside. Staff knew the children and had formed positive relationships with them. The older children told us the like playing with their friends at nursery.

Each child had a folder, this contained information to help staff plan their care and support. Staff told us they observed children at play, reflected on children's progress and used this to plan further activities. The written records could be enhanced by including personal plans that identify children's needs and clearly show how staff plan to meet these. We provided the service with a copy of the personal plan legislation to support this improvement. This can be found here:

https://www.legislation.gov.uk/ssi/2011/210/pdfs/ssi_20110210_en.pdf

The staff told us they had made changes to the play spaces. This included children having better access to a wider selection of resources. As children were playing mostly outside, we were unable to fully assess children's experiences indoors. Through the observations undertaken of the older children at play outside and the babies indoors, we found they were able to choose freely from the experiences on offer. The management agreed to continue to monitor this area.

Children had the opportunity to play in small groups or individually and we found them to be engaged in their play. They had regular access to the outdoor spaces providing fresh air and exercise. Children's experiences could be further enhanced by having more experiences that provide them with challenge and opportunities to be inquisitive and problem solve. The service improvement plan included plans to develop children's opportunities in science, technology, engineering, and mathematics (STEM) opportunities. We look forward to seeing progress on this at the next inspection.

Mealtime was relaxed and children enjoyed socialising with each other and staff. Children were assisted when needed, most ate independently. During term time the service provided hot meals, in the summer parents provided lunches. Staff encouraged children to eat healthy food first and they had access to drinking water at mealtimes and throughout the day. Storage of children's drinking bottles could be improved to stop children touching other children's bottles.

We found the service to be following good practice guidance in relation to nappy changing and safe sleeping. We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, personal protective equipment (PPE) being used appropriately, and physical distancing implemented between adults. Where areas could be improved, in relation to general cleanliness and hand hygiene facilities, we have reported on this under quality of environment and made recommendations for the service to address these (see recommendations under, quality of environment).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The service is provided from within a two-story building. The children over three years old are cared for on the upper floor and under three years on the ground floor. We found the building to be secure. We did discuss with management how the down stairs entrance areas could be made more welcoming, as this is where children are welcomed.

The baby room main play space was spacious and was well resourced. The babies had access to a designated outside area, small but provided some opportunity for fresh air.

The two to three years play space was divided into three areas, physical area, quiet storytelling area and main playroom providing a range of play experiences. They had their own designated entrance and outdoor space. These play spaces could be enhanced by having more play experiences that stimulated children and kept them engaged.

Once upstairs there was a bright and welcoming entrance. The three to five years play space provided different areas such as physical, creative and imaginary play. The school age children had designated space where they could participate in a range of activities. They shared the outdoor space with the three to five years children, but regularly accessed a local green space.

Each age group play space provided children with the opportunity to take part in a range of play experiences. For example, quiet areas to relax, story corners to use their imaginations, physical areas to be active and craft areas to be creative. The service had made some improvements to the areas. Children had better access to self-select the resources they wanted to play with and a wider range of resources. We found the play spaces to be clean and maintained.

The toilets and two to three nappy changing facilities needed refreshed and to be kept better maintained. For example, refreshing of the paintwork, exposed woodwork need sealed and sealing around floors needed replaced, sinks unblocked and water-stained roof tiles replaced. Paper towels should be in dispensers and soap should be accessible. We found staff items stored in one of the changing areas, near a sign that discouraged this. We have recommended that the service makes improvements to these areas (see recommendation one).

We found the microwave in the staff room and baby room were not cleaned after use. We have recommended that food preparation equipment is kept clean (see recommendation two).

We have recommended that hand washing facilities are improved. Soap and hand drying facilities should be easily accessible to children and staff. If there is no hand washing sink nearby, the service needs to ensure other good hand hygiene measures are available. This includes outdoor spaces. The service should consider that health protection Scotland discourages the use of alcohol-based hand rubs (ABHRs) and non-ABHRs in children under the age of five (see recommendation three).

Some of the fencing in the garden needed repaired, as wooden planks had become loose. This did not cause a security issue, only a maintenance issue as there is internal fencing. We have informed the service about this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Nappy changing, and toilet facilities should be kept clean and be well maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I experience and environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

2. Microwaves used to heat foods must be kept clean.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I experience and environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

3. Staff and children should have access to good handwashing/hygiene facilities.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I experience and environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

There were 15 staff employed in the service. They were all registered with the Scottish Social Service Council (SSSC), the registered professional body for social service workers. Staffing levels met the adult: staff ratios and they were deployed to meet the needs of the children. The manager agreed to look at the benefits of additional staff to support children playing outside when staff had to go inside to complete tasks.

Staff were welcoming, friendly, and caring towards the children. Staff responded to children's needs and provided comfort and support when needed. Staff were able to tell us how they supported new children to settle and become familiar with the new surroundings. We discussed with management how they could improve this going forward, by being more creative with the use of technology.

Staff provided a satisfactory account of their roles and responsibilities to keep children safe and free from harm. We discussed one situation that maybe should have been reported to the manager. The manager agreed to investigate this and agreed that more in-depth child protection training would be added to the staff development plan.

Staff had been using an online training resource to keep informed. Through observing and speaking to staff, we have recommended that the staff development plans include opportunities to further develop good practice skills. To support this, staff should revisit good practice guidance such as Realising the ambition: being me national practice guidance for early years in Scotland published by Education Scotland. This will help them to plan for building or extending the children's thinking and promote a more child-centred approach (see recommendation one). Staff should also consult other establishments. This will raise their awareness of different types of provision and how others implement good practice guidance.

Staff were happy in the positions in the service. They felt supported and that they worked well as a staff team. Staff have taken on board champion roles. For example, to lead improvements in outdoor play. Staff within these roles should continue to research and identify ways to further enhance the outcomes for children. This includes undergoing training and professional reading.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff development should be provided to support their role in supporting children's needs. By enhancing their skills in observation, reflection and response to children's needs. Staff should be able to plan a good balance between child-initiated and adult-initiated experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14)

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The service had two named registered managers, at the time of the inspection there was one manager in post.

The service had made improvements since the last inspection. As a result, the four recommendations made had been addressed. The manager has agreed to monitor these to ensure these continue to be maintained.

The service has an improvement plan in place to support them monitor, review, and improve the outcomes for service users. Following this inspection, they should consider the areas for improvement identified and incorporate into the plan.

The service was at the early stages of monitoring and evaluating staff practice and children's experiences. They should continue to enhance this process. For example, identifying an area of practice they want to measure/improve and use improvement tools such as the Plan, Do, Study, Act model (P, D, S, A) to achieve these.

When observations of staff practice or children's experiences are planned, they should consider the most appropriate observation method. For example, timed or anecdotal. More information about self-evaluation and improvement can be found on the Care Inspectorate Hub.

The service encouraged staff to do online training and development courses. The service should ensure the staff development plan supports the service improvement priorities. Staff training and development should be prioritised to improve the outcomes for children. This should include things such as observation cycle, reflection and response and evaluative writing.

The service should consider how they communicate with parents and new families. As a result of some changes to the service due to the pandemic, the service needs to further enhance the method of communication. This may include better use of technology. For example, video calls with parents and online learning journals.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider should ensure that safe and robust recruitment processes are followed in line with their own recruitment policy and current guidance 'Safer recruitment for better recruitment: guidance in relation to staff working in social care and social work settings.'

This includes:

- ensuring the applicant has provided two suitable references whose details are recorded on the application form
- the same two references are sought and returned prior to the applicant starting to work in the service
- if there are any issues with obtaining references then a clear audit trail is kept where alternative references have been sought and received
- interview records for successful applicants are kept by the service
- a copy of the letter offering employment and the employee's start date are kept by the service
- the date the satisfactory PVG was received is recorded along with the relevant reference number.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, I am confident that people who care for me have been appropriately and safely recruited.
(HSCS 4.24)

This recommendation was made on 31 July 2019.

Action taken on previous recommendation

We reviewed three staff recruitment information. We found safer recruitment procedures had been followed. We did advise the service to record the date when PVG was issued and received. This recommendation had been met.

Recommendation 2

The provider and acting manager should review staff rotas and staff deployment to ensure there are sufficient numbers of staff in place to meet the care and support needs of all children in attendance at all times. This should take account of the number of children in attendance, their individual care and support needs, the deployment of qualified and trainee members of staff throughout the day and the systems in place to cover staff lunches and tea breaks.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14) and that my needs are met by the right number of people.
(HSCS 3.15)

This recommendation was made on 31 July 2019.

Action taken on previous recommendation

The numbers within the service were low and the service was staffed appropriately. We found this area of recommendation to be met. We have advised the service to continue to review the deployment of staff.

Recommendation 3

The provider should review and update the procedures in place for answering the main door of the nursery to parents and visitors to the service. Currently staff who are committed to the adult:child ratios within the playroom are leaving the playroom to answer the door. We observed this to be very disruptive to children's experiences throughout the day.

This is to ensure that care and support is consistent with the Health and Social care Standards which state, my needs are met by the right number of people.
(HSCS 3.15)

This recommendation was made on 31 July 2019.

Action taken on previous recommendation

The service had made changes to support this, for example office staff now answered the door. We did not find any issues on the day of the inspection. We have advised the service to continue to monitor this. this area of recommendation had been met.

Recommendation 4

The manager should ensure that there are more opportunities for child-led activities and experiences through responsive planning to meet children's interests and stage of development. There should be more flexibility in the structure of the day to ensure children can make more choices and can access a wider variety of core and additional resources independently throughout the day.

This recommendation has been repeated for the third time.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage which stimulate my natural curiosity, learning and creativity.

(HSCS 2.27)

This recommendation was made on 31 July 2019.

Action taken on previous recommendation

This area of recommendation had been met. We found improvements have been made throughout the service. Children have better access to resources and the play spaces have been designed to provide a wider range of experiences. To enhance children experiences the service have need to consider the types of play available, suitability of resources to ensure children are provided with good opportunities to explore, problem solve and be creative. To support this, we have recommended staff have training and development in these areas (see quality of staffing).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
27 Jun 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Jun 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
28 Apr 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good

Date	Type	Gradings	
18 Jul 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed 3 - Adequate
12 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
26 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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