

Westburn Nursery Centre Day Care of Children

Caledonian Centre
Birch Drive
Cambuslang
Glasgow
G72 7LY

Telephone: 01416 417 182

Type of inspection:
Unannounced

Completed on:
12 August 2021

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2009195263

About the service

Westburn Nursery Centre registered with the Care Inspectorate on 1 April 2011.

The service is provided by South Lanarkshire Council and is registered to provide a care service to a maximum of:

9 children aged 0 to under 2 years,
40 children aged 2 to under 3 years,
84 children aged 3 years and over.

The service is based in the Caledonian Centre, Westburn, Cambuslang, South Lanarkshire and is close to parks, shops and public transport links.

The service aims include:

'to provide a high quality care and learning provision which supports each child to achieve.'

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 of care and support.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure 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 parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

We compiled this report following an unannounced visit which took place on Monday 9 August 2021. Feedback was given on Thursday 12 August 2021.

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

What people told us

There were 28 children present over the course of the inspection. Children were observed to be happy and settled in the care of staff and were engaged in their play both indoors and outdoors. Some of the older children told us about their play and learning experiences.

Sixteen parents and carers contacted us by email to share their views and experiences of using the service. All responses were very positive about the individual care and support provided by the management team and staff over the Covid-19 pandemic. All comments highlighted the good communication methods which were in place. This had enabled them to feel included, informed and have their views and suggestions respected. Specific examples were shared with us which had improved outcomes for children and their families.

Self assessment

The self-assessment was not requested prior to this inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The inspection took place during a period of transition for some of the children as they started nursery, moved to the next playroom or on to school. Good systems were in place to ensure staff were aware of the care, support, health and wellbeing needs of each child within the playroom prior to the children attending. As a result, we observed all children to be happy and settled and staff to be confident, responsive and attentive to children's needs and requests.

Children's personal plans contained required information and had been reviewed with parents in line with legislation. Daily feedback sheets, brief conversations at drop off and pick up times and information within online learning journals further informed and included parents in regards to their child's routines, personal care, play and learning experiences. We advised on particular sections within personal plans and feedback sheets where updated information was not clearly recorded. The manager agreed this would be amended immediately and staff training on personal plans would be repeated at the in-service day that same week. This would contribute towards consistency and continuity of care for all children.

Required medication and associated medication forms were completed and stored appropriately within the child's playroom. An overview of all medication required by children was available to all staff. This ensured all staff were aware of children who had dietary requirements, allergies or dietary preferences. This contributed towards children's health, safety and wellbeing.

Snack and mealtimes were observed to be a relaxed and unhurried experience for children within all playrooms. Staff sat alongside children, getting to know them and supporting them to become increasingly independent in serving and feeding themselves. The manager agreed to review the systems in place for bringing meals to the playrooms to ensure all food was covered as it was transported from the kitchen, which would improve infection control and help to keep food at the required temperatures.

We were satisfied the service had appropriate infection control procedures in place to support a safe environment for children and staff. Examples included staff being vigilant in washing their hands at required times and ensuring children were supported in understanding the need for good hygiene. Posters, songs and rhymes were used effectively with children to encourage a fun approach to handwashing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Systems were in place for parents/carers to drop off and collect their children from designated doors during the pandemic. This supported physical distancing within the service while offering an opportunity for both parties to update each other about the child's routines and experiences. The majority of staff and parents we spoke with told us this was working well. With updated guidance now in place, the service will plan how families can gradually be welcomed back safely into the service.

In line with national and local authority guidance the children were cared for in 'pods.' This meant specific keyworker staff and children worked together in smaller groups to assist with infection prevention and control. This had been reviewed periodically to ensure children could access a variety of resources and make choices to meet, extend and challenge their play and learning.

We saw activities and experiences which were child-led and children who were confident in exploring and investigating their learning environment. All children had the opportunity for outdoor play throughout their session and open doors led on to separate, enclosed outdoor play area for the majority of the playrooms. As a result children could choose where to play, with a staff focus on maximising the use of the outdoors. This together with open windows ensured there was sufficient ventilation within the nursery to maintain a safe environment for children and staff in line with current guidance.

Ongoing issues with regulating the temperatures within one playroom had been reported to the owners of the building over recent months and repairs to this were in progress. Plans were in place to refurbish parts of the building and to de-clutter some areas. This would ensure children could continue to experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

The majority of staff were aware of when and how to wear face coverings within the service. The manager agreed to review the use and storage of protective personal equipment (PPE) with all staff at the in-service day staff meetings planned during the week of the inspection. This would further contribute towards maintaining a safe environment for children and staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

There was now a more stable management and staff team in place. An induction programme ensured new staff were aware of current best practice, what was expected of them and how they would be supported and expected to meet the needs of the children. We observed all staff to be confident in their role within the service and saw they worked well together as a team. Interactions with all children were kind, caring and nurturing and staff were deployed effectively throughout the nursery. Continuity of care was maintained for children, while necessary tasks were carried out by surplus staff. This meant the quality of care, play and learning experiences for children was not compromised throughout the session.

Systems were in place to ensure staff were aware of children's individual health and wellbeing needs and preferences over this period of transition. As a result children's care was consistent and stable. Some staff confidently and fondly told us about the various care, support, needs and personalities of some of the children in their care. This contributed to children feeling safe, secure and loved while at nursery. Parents and carers shared specific examples of how staff had supported their child and family over Covid-19, maintaining positive relationships and a happy and secure learning environment for their children.

Regular staff meetings and discussions took place over Covid-19 to ensure staff felt safe, informed and included in changes to guidance, practice and routines within the service. In-service days were used to reinforce and update staff on changes to guidance and practice and undertake child protection training prior to the new term starting. Staff were clear about their roles and responsibilities in reporting and keeping children safe.

Staff told us they felt supported by management. They shared examples of opportunities to access research, best practice documents, guidance and training to develop their knowledge and skills and maintain their own professional development. Ensuring staff were happy, trained, competent and skilled created a positive learning environment which contributed to improved outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Regular communication with families was maintained with families to support them through periods of change and parents and children's views were regularly sought. One parent's suggestion of having balloons and banners at the nursery entrance to welcome children back after a period of lockdown was actioned. This had a positive response from children and their parents/carers and contributed to them feeling respected and included within the service.

The management team were focussed on improvement. The improvement and recovery plan had set priorities which were displayed and shared with staff and parents. Clear quality assurance systems were in place. We advised on areas where increased monitoring would improve outcomes for children and staff. Examples included reviewing the recorded information within children's personal plans and medication records as not all information was clear, detailed or current. The manager agreed to discuss the importance of clearly recording and following up on information within these documents with all staff at the in-service day meetings. This would further support children's health, safety and wellbeing.

The management team had ensured staff were deployed well within the service. This supported good team working and a mix of knowledge, skills and expertise to ensure children's needs were met. Management had an open-door policy for staff and made regular visits to playrooms in line with guidance and safety. This offered staff an opportunity for informal discussions alongside more formal supervision and appraisal systems which were established within the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

There are no outstanding recommendations.

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
22 Nov 2019	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>3 - Adequate</div> <div>Management and leadership</div> <div>4 - Good</div>
24 Oct 2018	Unannounced	<div>Care and support</div> <div>3 - Adequate</div> <div>Environment</div> <div>3 - Adequate</div> <div>Staffing</div> <div>3 - Adequate</div> <div>Management and leadership</div> <div>3 - Adequate</div>
28 Nov 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings	
21 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
23 Aug 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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