

# Piccolo Nursery Day Care of Children

57 Blair Road  
Coatbridge  
ML5 1NG

Telephone: 01236 422 800

**Type of inspection:**  
Unannounced

**Completed on:**  
10 September 2021

**Service provided by:**  
Beau Childcare Ltd

**Service provider number:**  
SP2019013330

**Service no:**  
CS2019375882

## About the service

The service was registered with the Care Inspectorate in 22 August 2019.

Piccolo Nursery is registered to provide a day care of children service to a maximum of 52 children not yet of an age to attend primary school at any one time. Of those 52 no more than 15 are aged from 0 to under 2, no more than 15 are aged 2 to under 3 and 22 children aged from 3 to those not yet of an age to attend primary school.

78 children were registered to attend the service during the week of the inspection. 28 children were in attendance on the day of the site visit.

The service is provided by Beau Childcare Ltd. The service is provided from a detached house in Coatbridge in North Lanarkshire. It is within a residential area and has extensive grounds to the back which are sectioned off for the three age ranges of the children who attend. There are 4 playrooms, kitchen, staff room and an extensive outdoor area. There is roadside car parking to the front of the nursery.

The service works in partnership with North Lanarkshire Council, to provide early learning and childcare to children aged two to five years old.

We discussed routines and practices within the service and sampled some documentation. This included children's personal plans, certificate of registration, insurance, accident forms and training records. We observed staff interacting with children. We discussed the strengths of the service and some areas for improvement.

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."

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, included.

## What people told us

We gathered the views from the parents and children. They provided positive feedback about the service. One parent told us they were very happy with how the service supported them when their child started to use the service. They had been provided with the information and reassurance they needed to feel safe and happy. They found the stay and play session at this time very helpful.

The children told us that they love the lunch and if they don't like the food offered they can have a sandwich. They get to have milk and water. They love the pirate ship in garden. They talked about playing outside every day, even when raining. They get to put suits on in the rain.

We observed the youngest children and found they were settled and had formed good relationships with their peers and staff. Children were laughing and engaged in their play throughout our visit.

## Self assessment

The self-evaluation was not requested to be submitted.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

When children start using the service, a settling in plan is agreed between the staff and the family. The settling in visits are implemented at a pace to ensure all involved are comfortable with arrangements. To further support new families, they received welcome bags. These provide families with information about staff and details on the type of care and support their child will receive. A welcome biscuit and tea bag have been included, until parents can return into the build to have a welcome cuppa.

Staff had considered the impact of the pandemic on families, when supporting new or returning families. For example, children having had limited contacts outside of the home, other than their parents. Each child had a care plan which detailed their individual, needs, wishes and choices. This helped staff plan the right settling in visits for each child.

When children were settled and staff had formed positive bonds and understood their wellbeing needs, each child's personal plan was agreed. These plans showed staff knew the children, monitored their progress, and planned the right care and support to meet their needs. Staff were skilled at identifying children's needs, stages of development and ensuring they had the right support in place. This may include working with other professionals such as health visitors and speech and language therapists.

Children were happy, content and having fun. We found children were valued as individuals and staff responded to their needs with compassion and respect. Children's daily experiences were planned in response to their needs. For example, meals and sleep times.

Children were confident self-selecting and moving freely between different play areas. They were provided with play experiences that encouraged them to be inquisitive, explore and try new challenges. The children had a keen interest in role play. Staff encouraged children to participate in a wide range of role play indoors and outdoors. There was a good balance of experiences where children could choose to play with staff, other children or on their own.

Children's health and wellbeing needs were being met. The service had policies and procedures in place to keep children safe and well. For example, healthy eating, fluid intake, administration of medication and monitoring of injuries.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, we observed children being supported to understand the need for good hygiene, physical distancing being implemented for adults in the setting, and this includes families and clear expectations are set around children remaining at home when unwell.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

At the time of the inspection some changes were in place to support the Scottish Government Covid-19 guidance. Three of the four playrooms were in use at play spaces, the fourth was being used as an additional staff room, to support the physical distancing required between adults. This was being well managed by the service and being kept under review.

The service premises were secure, only staff opened the front door. The back garden was also secure. The service environment was relaxed, welcoming and peaceful. Playrooms had plenty of natural light and fresh air. Equipment and furnishings were well looked after, clean tidy and well maintained.

The play spaces were monitored and regularly reviewed. This ensured they provided a good balance of resources to support different types of play and support children's development. For example, to ensure they had resources to support children's schematic play behaviours such as transporting, when a child likes to move objects, trajectory when they study the movement of an object and positioning, when they create patterns.

Outside areas were designed to provide both undercover or out in the open play spaces. Each playroom had a designated outdoor space, that children accessed daily. Outdoor hand washing was available, and children had access to running water for play. We saw children investigating and exploring with sand and water, they were fully engaged in their play. The service had ordered more indoor water resources to further support children's interest in water.

We found nappy changing and toilet facilities were meeting standards. We did discuss some areas they may want to consider, including foot pedal nappy bins and installing extractor fans. The provider agreed to look into these suggestions.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

At the time of the inspection thirteen staff were employed by the service, they were all registered with the Social Service Council. The professional register for early learning and childcare workers.

There had been changes with the staff team, however the staff had worked extremely hard to minimise any impact on the children and families. Since the service was registered the staff have held regular meetings, training events and continued to evaluate their skills and development needs. The more experienced staff had supported the newest staff members by providing very good role modelling and sharing experience and knowledge. Systems were in place to support and monitor staff practice, given praise and recognition and, where needed, advice on areas for development.

A staff training plan was in place to ensure all staff provided high quality childcare. They were working together to achieve their desired outcome that children should be recognised and valued as individuals.

Staff provided a satisfactory understanding of their roles and responsibilities to keep children safe and free from harm. They were aware of good practice guidance documents and were found to be implementing these. For example, in child protection, safe sleeping and infection control.

Staff had children at the heart of what they do. Their roles were to ensure they planned and provided the right care and support for each child. Staff greeted children warmly, listened and responded to children's needs and were informed about children's home life, health and care needs. Staff were skilled at building positive relationships with the children and helping them to have a positive view of themselves. As a result, children felt valued, loved and secure.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

## Findings from the inspection

The provider, management team and staff all worked together to ensure that children's rights were embedded into the service. The ethos within the service was that all those involved in the children's lives should work in partnership to meet their needs.

Families' views were respected, and they were fully involved in how the service planned and supported the children's needs. All children had individualised settling in plans, which included several visits to become familiar with the setting and staff. The service worked with other professionals and organisations to ensure children received the right care and support.

The service considered staff skills and abilities when making decisions on which playroom staff would be based. They made sure they had the staff with the best skills for each playroom. When recruiting new staff, they considered the kind of staff needed to enhance the staff team. Staff told us they when any staff changes happened, they were fully involved in the decisions. Safer recruitment procedures had been followed. We did suggest some areas to further enhance the record keeping of the safer recruitment procedures followed. The service agreed to consider these. For example, recording when references were sent and received.

Since the service was registered, they have continued to review the quality of the service provided. They had plans in place to monitor and improve the outcomes for children and families. The service and staff promoted a culture of continuous improvement. Management and staff carried out observations and monitoring of staff practice and children experiences. Where areas of improvement were identified the service had acted, showing they had robust quality assurance systems in place.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very 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](http://www.careinspectorate.com).

### Enforcement

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

### Inspection and grading history

This service does not have any prior inspection history or grades.

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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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