

Sandaig Nursery School Day Care of Children

Usmore Place
Barlanark
Glasgow
G33 4TE

Telephone: 01417 711 898

Type of inspection:
Unannounced

Completed on:
20 August 2021

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003014928

About the service

Sandaig Nursery has been registered with the Care Inspectorate since 2011 to provide a care service to a maximum of 70 children aged three years to those not yet attending primary school. The service is provided by Glasgow City Council and operates from a purpose-built nursery set in the Barlanark area of Glasgow. The nursery is part of the Bannerman Learning Community and enjoys links with Barlanark Family Learning Centre, the local primary schools and Bannerman High School. The aims of the nursery include: "Support and develop each child's early numeracy and literacy and health and well-being development. Work in partnership with parents and families to enhance shared learning opportunities. Create an enriched environment both indoors and outdoors where children can play."

We began the inspection of Sandaig Nursery with an unannounced visit on Wednesday 18 August 2021. We continued the inspection virtually using Teams technology, telephone discussions and email exchange then concluded the inspection by providing feedback on Friday 20 August 2021.

This was a themed inspection where we evaluated the Quality of Care and Support, and the Quality of Management and Leadership. 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 within Quality Care and Support.

The inspection was carried out by two inspectors. 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.
- Email exchanges with ten parents.
- Virtual discussions with seven members of staff.
- Reviewing key records, policies, and written procedures relative to Covid-19.
- Evaluating procedures for the safe recruitment and ongoing support for staff.

What people told us

During our inspection visit we observed children enjoying their play experiences, both inside and outdoors. They were happy, settled and confident. Some of the children proudly shared their stories and explained what happened during their nursery day.

We asked the nursery to pass our contact details to parents so that they could share their experience of how the nursery had delivered care to them and their children during the pandemic. Ten parents agreed to be contacted and exchanged emails with us. Parents who responded were very happy with the quality of care provided by the nursery and believed staff worked very hard to ensure their children felt safe and loved. Examples of parents' comments included:

"The staff are always approachable and provide me with regular updates about my son's progress. I regularly receive updates and activities that I can complete at home. I believe the nursery is well led and organised and provides high quality learning experiences for all."

"I know the nursery already due to my older children going there and the transition into nursery went well despite the changes due to covid. The staff have provided excellent care and education for my son. He really enjoys his time there."

"Since starting at the nursery last year the staff have gone above and beyond to support my child. He is always so happy to go to nursery and we've had no issues at all. His confidence and speech has grown so much and calls his teacher Mary his best friend. During lockdown periods I received several phone calls to see if there was anything staff could do to help us. They also put together some learning packs to pick up from the nursery."

"We as a family found Sandaig Nursery to be extremely helpful during the corona virus pandemic. There was regular communication about the rules and for any changes. There was always a member of staff available to talk about any concerns or questions we had. Overall very good job from all staff and children."

"As parents we have always loved the nursery and speak very highly of it. We have seen a very small turnover of staff over the last five years and the staff are exceptionally dedicated to the children, being nurturing and caring for all the children in their care. The staff are friendly and approachable and deliver learning to a very high standard."

"The staff at Sandaig Nursery went above and beyond to ensure my daughter was cared for during the Covid Pandemic. She was at nursery throughout due to her father and I both being key workers. The fact that support was there and she was able to go to her own nursery throughout was amazing. It meant she wasn't out of her usual routine and was still seeing the familiar caring faces of the staff which definitely put my mind at ease. My child loves every single member of staff at Sandaig and sings their praises frequently."

"Throughout the Covid 19 pandemic, Sandaig Nursery have been exceptional in their communication, care and delivery. My child was due to transition to school in summer 2020 but was able to defer due to her February birthday. Both her key worker Carrie and headteacher Marie were incredibly helpful and made themselves available to speak to me when I was deliberating what to do. The nursery kept in touch via phone calls, group call, email and social media during lockdown and sent out learning packs for kids. They also sent out activities such as sunflower seeds. On return to nursery, parents were informed of the protocols in place for drop off/pick up and kids were put into smaller bubbles that didn't mix. Transition packs were provided this summer for kids moving to P1 and these were fantastic."

Self assessment

We had not requested a self evaluation prior to our inspection. However the service had been using "Key Question 5: Covid-19 Operating an early learning and childcare setting during Covid-19" very effectively as a self evaluation tool. We therefore looked at their findings to cross reference with our own observations and assessment of the quality of service provision. The self evaluation demonstrated a very good understanding of how to support children's health and wellbeing and operate safely during the Covid-19 pandemic.

From this inspection we graded this service as:

Quality of care and support

4 - Good

Quality of environment

not assessed

Quality of staffing

not assessed

Quality of management and leadership

4 - Good

What the service does well

Communication was a strength of Sandaig Nursery. We found, and parents confirmed, that the manager and staff worked well together to create a friendly and positive atmosphere for children and families. Communication had been particularly important during the pandemic when children were not all eligible to attend the setting, but staff had continued to support their wellbeing and learning, for example using secure social media messages, telephone calls and sharing home learning activity packs. Parents commented frequently to us on the sensitivity with which staff approached settling children during uncertain times. Effective information sharing between parents and staff built trusting relationships and promoted continuity in children's care. This made it more likely that children felt secure in the setting and were building their resilience.

The service's planning approaches for children's care, learning and development ensured they experienced positive outcomes. Throughout the various play sessions and meal times we observed it was clear that children experienced sensitive and respectful caregiving. We observed staff being consistently responsive to children's changeable interests and demands. Children were spoken and listened to in ways that encouraged them to feel valued and included. Staff followed an effective system for recording children's play and learning and made use of and shared this information with parents. Staff understood their roles in relation to planning for play and were confident when sharing information about children's wellbeing needs. The staff provided a warm, affectionate atmosphere where children felt valued and eager to try things out for themselves. Overall, this approach helped children to develop close, positive relationships and supported continuity in their care and learning.

Staff demonstrated a comprehensive understanding of the policies and procedures in place to ensure care and welfare of children including children protection. All staff received regular professional learning in safeguarding and told us they were confident in dealing with child protection concerns. The head of centre had undertaken enhanced child protection training to support her role as child protection co-ordinator, ensuring continued safeguarding of children within the nursery.

What the service could do better

We found children's learning journals could be further developed to capture a wider range of the work staff were already taking forward. We highlighted a need to enhance the frequency and detail of recording of next steps for children. This can ensure that personal planning records more closely reflect ongoing changes in the breadth and depth of children's learning through play.

We discussed with staff observation and planning approaches that focus on capturing and responding to the play interest of a child or group of children in the present moment. Staff agreed that this more responsive approach could help them to build on existing approaches for recognising children's play interests as well as extend opportunities for child-initiated play. This can enhance the flexibility of the planning systems that were followed. It will increase opportunities for staff to reflect on when children display deep level engagement in their play and support them to provide greater autonomy and choice as to how this will be taken forward.

We discussed with the head of centre the Care Inspectorate's "Practice guide to Chronologies" (2017) and how this can be used to help create effective child protection records. We found that some of the chronology entries in the records we looked at focused mainly on adult behaviour and did not always make clear the impact and risks to the child. This can enhance the robust processes already in place ensuring continued safeguarding of children within the nursery.

We discussed with staff the changes to normal working arrangements that were put in place as a result of the coronavirus pandemic. Staff told us that these had limited the extent to which children, staff, parents and carers and professional partners had been meaningfully involved in self-evaluation and planning for improvement.

The senior management team agreed that more opportunities for children and families to shape the nursery's improvement priorities by participating in a range of formal and informal activities would be planned. Staff told us that more regularly scheduled team meetings would help them to work collaboratively to review and update the nursery's improvement priorities. Senior management team agreed to distribute and monitor staff leadership actions across team to ensure these were directed at enhancing children's experiences and outcomes. These strategies can strengthen the overall capacity of all those involved in the life of the nursery to improve the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings
9 Mar 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
5 Mar 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
27 Jun 2012	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Jun 2011	Unannounced	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
10 Nov 2009	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.