

The Flying Start Nursery Day Care of Children

120 Glen Moriston Road
Darnley
Glasgow
G53 7HT

Telephone: 01416 383 444

Type of inspection:
Unannounced

Completed on:
13 December 2021

Service provided by:
Carbon Property Solutions Ltd

Service provider number:
SP2014012307

Service no:
CS2018370174

About the service

The Flying Start Nursery registered with the Care Inspectorate in August 2020 to provide a care service to a maximum of 92 children not yet attending primary school at any one time. Of those 92, no more than 12 are aged under two years; no more than 20 are aged two years to under three years and; no more than 60 are aged three years to those not yet attending primary school full time. The service is provided by Carbon Property Solutions Limited and operates in partnership with Glasgow City Council to provide early learning and childcare for eligible two year olds and children aged three to five years. The nursery is situated in Darnley, Glasgow and operates from building that has been repurposed from a set of offices into a purpose-built childcare centre. The accommodation includes a purpose-built outdoor play area to the rear, which is safely enclosed. The nursery aims include: "to be recognised as a first choice private nursery providing high-quality childcare and learning experiences. To ensure that we treat each child as an individual, build on their strengths and support them in all areas as they learn new skills."

We began the inspection of The Flying Start Nursery with an unannounced visit on Wednesday 8 December 2021. We continued the inspection virtually using Teams technology, telephone discussions and email exchange then concluded the inspection by providing feedback on Monday 13 December 2021.

This was a themed inspection where we evaluated the Quality of Care and Support, Quality of Environment, Quality of Staffing 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 senior management team.
- Email exchanges with 16 parents.
- Virtual discussions with six members of staff.
- Reviewing key records, policies, and written procedures relative to Covid-19.
- Evaluating procedures for the development and ongoing support for staff.

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

What people told us

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

We sent a request through the nursery to the families who used the service asking them to provide us with feedback about their experience of using the service. Sixteen parents responded to our request and generally spoke highly of staff and appreciated the care and support given to their children. Examples of parents' comments included:

"Since starting Flying Start Nursery in Darnley my little boy has come on so much he is very confident and enjoys taking part in all activities that are planned. He has very close relationships with the staff members and can see how much they care for all the children in their care. He is always very happy going to nursery and always happy at the end of the day. The girls at Flying Start are very friendly, approachable, smiley and make you feel at ease when leaving your child in their care. They are all amazing."

"There's so much activities to do every day. My child is very entertained. He goes to walks with the ladies, go to shops and do lots of crafts. He absolutely loves the nursery. In the summer, he enjoyed swimming pool party. And not long ago he enjoyed space rocket, and there were fundraising for children in needs and saving the planet and just now he done Christmas ornaments. I feel this nursery is one of the top ones in Glasgow. It is clean throughout. And the staff are there for parents and for the children."

"I couldn't be happier with the care my daughter has been receiving. She has come on leaps and bounds and loves attending nursery. The nursery offer a wide variety of different activities for the children to enjoy as well as themed weeks which I love getting my child involved in. I couldn't fault the nursery in the slightest they go above and beyond for my daughter and myself including such as sorting her days to suit my work etc."

"I have been very happy with my sons care since he started Flying Starts Nursery in February. His development has come on leaps and bounds. His confidence has also increased significantly during this time. The staff genuinely care about his wellbeing and update me immediately with any concerns. The manager and the team do a great job."

"It is clear that the staff know my child well and genuinely care about her learning and development, and more importantly care about her as a person. We are given regular updates both in person, via newsletter and on the nursery Facebook page where we get to see what my daughter has been up to. The nursery are very structured in their care and support. There is a different theme every week or so for the children to learn about. We as parents are made aware of the topics and sometimes are asked to contribute in some way (for example send in old hats and scarves for their winter topic). I feel this provides cohesive learning for the kids and makes us feel included in their day too. The nursery itself is bright and airy with outdoor space and even a sensory room."

"We have been very impressed with all aspects of the nursery but mostly with the care provided by every member of staff we have encountered. My child was particularly nervous and reluctant to start nursery, following lockdown, and they made the transition so much easier for her than we ever expected. Every decision made is communicated well to the parents/carers. I also feel that they take any comments on board and always look to improve. Every activity seems well planned and I am shocked by how much my daughter has progressed in a short period of time. My daughter now loves going to nursery and we feel very comfortable and happy dropping her off to such a friendly and caring environment."

"I am extremely happy with the staff at Flying Start Nursery they are always so cheery and have the children's best interest at heart. I am funny leaving my children with basically strangers but the staff are always so empathetic and understanding. The manager is fantastic and goes out of her way to help with any queries and can see she genuinely enjoys her job and being around children."

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 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	5 - Very 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

We looked at how the nursery's infection prevention and control practices supported a safe environment for children and staff during the pandemic. We found there were clear policies and procedures in place to ensure consistent approaches across the setting. 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 staff we spoke to had participated in infection prevention and control training and understood the arrangements for enhanced cleaning within the setting. 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 looked at how the nursery's planning approaches for children's care, learning and development ensured they experienced positive outcomes. Throughout the various play sessions we observed it was clear that children experienced warm and respectful caregiving. We observed staff being responsive to children's changeable interests and demands. Children were spoken and listened to in ways that encouraged them to feel valued and included.

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 adapting their existing approach would 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.

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. We discussed with the senior management team the Care Inspectorate's "Practice guide to Chronologies" (2017) and how this can be used to help create effective child protection records. This can enhance the robust processes already in place ensuring continued safeguarding of children within the nursery.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We looked at the nursery environment and resources within it in terms of how they were managed to support positive outcomes for children. We found the accommodation provided a safe, secure and stimulating play environment that was of a high standard of cleanliness. The design of each playroom contributed to free flow play. It helped promote children's sense of ownership within the nursery by providing opportunities for them to make decisions about connecting their play ideas across different areas. Wall displays contributed to a stimulating environment that celebrated children's achievements. Play spaces included a range of open-ended and natural resources to stimulate children's creativity and problem solving. Staff ensured spaces were set up in ways that were adaptable and had potential to encourage children's sustained shared thinking.

Staff told us that they regularly evaluated and reflected on the quality of children's play spaces. We identified a particular need to enrich the resourcing of outdoor play opportunities for children aged between two and three years. For older children, we identified a need for increased use of play props outdoors to support areas designed to foster children's imaginative play. We found loose parts materials could have been available in greater quantity to support children's collaborative play. The outdoor areas required to be monitored to ensure malleable materials such as sand and mud are available in sufficient quantities and regularly replenished. This can ensure that play environments motivate children to be creative by linking their play ideas across different contexts.

We discussed with staff their future plans for the development of the outdoor play spaces. We highlighted the need for children to have more regular access to challenging outdoor play beyond the setting. The senior management team agreed to develop and implement a programme for children to experience play in local woodland spaces. This will involve extending staff training in the forest schools approach and provide children with more opportunities for children to explore the natural world.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support children to achieve their full potential through play the provider should monitor outdoor play environments to ensure they are attractively presented, offer challenge and stimulation, and are richly resourced.

This is to ensure that the care and support is consistent with the Health and Social Care Standards My support, my life. Standard:

2.27 "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."

2. To support children to achieve their full potential through play the provider to ensure children have regular access to challenging outdoor play and learning experiences beyond the nursery setting.

This is to ensure that the care and support is consistent with the Health and Social Care Standards My support, my life. Standards:

1.10 "I am supported to participate fully as a citizen in my local community in the way that I want."

1.25 "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors."

1.32 "As a child, I play outdoors every day and regularly explore a natural environment."

Grade: 4 - good

Quality of staffing

Findings from the inspection

The staff routinely engaged in a wide range of professional learning activities that built on and sustained their practice. This included: food hygiene; children's challenging behaviour; Realising the ambition; national practice guidance for early years in Scotland; first aid; autism awareness; playful interactions and children's emotional connection to play. This helped to ensure the team's professional competencies and skills were up to date and staff felt confident in their different roles. Planned training and development opportunities supported staff to reflect on their practice and follow their professional codes and effectively implement nursery policies and procedures.

We found that core values and beliefs about early learning and care were shared by all staff. Staff told us of meetings through which they actively and openly shared their professional knowledge and ideas around the whole team. Staff told us that the team culture was fostered within a climate of asking questions, checking understandings and reflecting on practice. Staff told us of their shared desire to effect change and influence the quality of provision in the setting. The senior management team should continue to build the ethos of continuous improvement within the staff team. They should widen the range of opportunities for staff to lead curriculum developments within the service. The staff team should consider how current initiatives, for example, in responsive planning, wellbeing, mindfulness, loose parts, outdoor play and numeracy and literacy through play can be further consolidated and how their learning can be used to inform future parental involvement activities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The senior management team demonstrated a clear vision for continuous improvement and were committed to including staff and families in that journey. The nursery's improvement plan set out targets for delivering improvements in key areas, such as: ensuring high quality learning experiences; promoting wellbeing, equality and inclusion; enhancing covid safety. Staff worked effectively together to ensure they had the resources and information necessary to complete improvement tasks. For example, staff approaches to securing children's progress through play were being developed through planned professional development opportunities in development tracking.

The management team had established systems for working with staff to support them in incorporating "How Good Is Our Early Learning and Childcare?" (HGIOELC) national guidance and best practice within the service improvement plan. We discussed with staff approaches to exploring the challenge questions within the document to reflect how they are doing, how do they know and what are they going to do now. This can extend opportunities for parents and carers to be meaningfully involved in self-evaluation and planning for improvement.

Senior staff implemented a staff mentoring scheme and monitored playroom practice and environments. Staff told us how they used feedback from this to take action as needed. Staff were encouraged to contribute to evaluating the quality of the service and were involved in identifying areas of practice where they could lead developments. This management and leadership approach helped build a sense of common ownership of practice developments. It improved the capacity of staff to meet the needs of all children in their care.

We discussed with staff strategies for developing children's sense of ownership of leading change related to their self chosen play projects. Staff agreed that more flexible use of big books or similar planning tools that were based on observations of children's most engaging and involving play experiences could strengthen existing opportunities for children to shape their play environments.

The senior management team told us that our inspection findings had mirrored their own plans for the future development of the nursery. They recognised and agreed that the team were on a journey of improvement which would involve staff, families and children. They were clear about how key areas of performance would improve in order to deliver the best possible experiences and outcomes for children. We were confident the team had the capacity to implement planned improvements and this will be assessed at the next inspection.

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

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

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