

Craighead Childcare Centre Day Care of Children

Craighead Community Education Centre
Craighead Road
Milton of Campsie
Glasgow
G66 8DL

Telephone: 01360 312 276

Type of inspection:
Unannounced

Completed on:
9 December 2021

Service provided by:
Craighead Childcare Centre Limited

Service provider number:
SP2003000767

Service no:
CS2003003814

About the service

This service was registered with the Care Inspectorate on 1 April 2011.

Craighead Childcare Centre is a daycare of children service that is provided by Craighead Childcare Centre Limited and is situated in Milton of Campsie, East Dunbartonshire.

Current registration allows staff to care for a maximum of 40 children who are aged 6 weeks to 5 years (nursery unit) of whom no more than 15 will be under 3 years and 50 children aged 4 to 14 years in the out of school care accommodation.

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 under What the service does well.

The Care Inspectorate is committed to improving the health and wellbeing of all children experiencing care, to ensure that they have the best start in life. We therefore check that services are meeting the principles of Getting it right for every child (also referred to as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children, by offering the right help, at the right time, from the right people. The GIRFEC framework supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are - safe, healthy, achieving, nurtured, active, respected, responsible and included. These wellbeing indicators are often referred to as SHANARRI. We use these indicators at inspection to assess how services are making a positive difference for children.

What people told us

We observed children playing outdoors. Children enjoyed practising cutting skills and playing hide and seek with staff. Children were busy and engaged. Staff were responsive and supportive, providing very nurturing care. We observed staff promoting positive behaviour and safety.

Children we spoke with told us:

"I'm putting my Christmas tree up tonight and I'm having a movie night."

"We're playing hide and seek."

We received feedback from four parents through email. All parents were happy with the service and the care their children received. Comments included:

"My daughter has been attending Craighead Childcare Centre for 2 years. The staff have been excellent in caring for her and supporting her educational development. She had come on leaps and bounds with her confidence and independence since beginning nursery and is always very happy at the centre. The staff have shown an understanding of how to support my daughter ... and ensure her needs are met ...

"The staff provide a great range of activities and I am delighted that the children spend so much time outdoors and exploring their community. The centre has a good range of play equipment and resources.

"The nursery are in regular communication with parents through emails, e-learning journals, Facebook and written notes/charts. Despite Covid restrictions, the centre had continued to find ways to ensure parents feel involved and included. The centre regularly asks for feedback from parents and can be seen to act on this feedback.

"I am confident that the centre care deeply for all the children and are committed to the social, emotional, physical and educational development of every individual child and their needs."

"My son attends the nursery weekly and I can honestly say I don't have any complaints at all. There are several other nurseries closer to where we live but after hearing such great feedback about Craighead I sent my older son there so when it came to my youngest needing a place it was my first choice. The staff go over and above to accommodate the parents and I just feel so content when my son is in the care of the girls there.

"Being a lockdown baby my son can be strange in new environments but he runs into nursery and absolutely loves it, to me this is everything! The nursery feels like more of a family and my oldest son still misses it and all the staff and he hasn't attended for 2 years!"

"I just wanted to feedback some comments on the level of care provided for my 3 year old daughter at Craighead Child Centre in Milton of Campsie. My daughter absolutely adores going to nursery and is so fond of the "ladies". Since she started there at 10 months she has enjoyed her sessions and rushes out the door in the morning to get there!

"The staff are always professional and patient and tailor activities around seasonal events. Through Covid their precautions have been outstanding and have introduced more outdoor play (although there was always lots of this pre Covid). The outdoor sessions have helped improved my child's confidence and mobility. Her self independence is fantastic and she wants to feed and dress herself (as well as clear up her dishes after meal times) which is undoubtedly thanks to the staff nurturing her. It's a small village we're based in but the nursery do so well to embed the kids into community life and do litter picks as well as walks to see the ponies and fundraising activities. It's such a comfort leaving her every day knowing she is in such a caring and nurturing environment."

"My daughter ... attends the above nursery in the Jolly Giraffe Room. My daughter loves to go to nursery and never has any issues with going. She is well looked after and catered for and the nursery staff are very attentive when looking out for her needs. She is a quiet girl and very shy and the nursery have planned targets alongside myself to help give her more confidence. I would recommend Craighead Nursery to friends who are looking for child care."

Self assessment

We did not ask the service to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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	not assessed
Quality of management and leadership	not assessed

What the service does well

Children were happy, content and having fun at nursery. They played with friends and interacted well with staff who were kind, warm and nurturing. This contributed to a caring environment for children.

Parents were very happy with the level of care their children received. They valued the strong relationships they had with staff and the opportunities for partnership working. They told us that communication and exchange of information to support children's development and learning was very good and, as a result, staff knew their children well. One parent commented, "They seem to know her [daughter] very well and their progress reports and care plans closely reflect my own observations."

There was a focus on nurture and wellbeing. Staff had created a very positive emotional environment with cosy, safe spaces and activities that helped children to explore and express their feelings.

Information had been gathered about children to support their needs and this was recorded in personal care plans. Targeted interventions were in place to identify and support children's individual needs and staff engaged well with partner agencies to ensure that all children benefited from the right support at the right time.

Children were enjoying free play and the experiences on offer. For example, stories and action songs and rhymes, imaginative play in the home corner, playing hide and seek with staff in the garden, walking to the local walkway to embrace the natural environment. Children accessed outdoor play every day and were encouraged to assess risks. We observed staff discussing hand holding and walking safely with children who were ready to walk to the walkway. Children told us "I'm playing hide and seek and I can hide" and "I'm going to the park".

There were clear procedures in place to safeguard children. Medication was stored securely and effectively managed. Accidents and incidents had been recorded and shared with parents. Staff were knowledgeable about the service's child protection procedures and their roles and responsibilities. This meant that they were well placed to take the appropriate action to keep children safe, supporting their health and wellbeing.

The premises provided a warm, welcoming environment and evidence of children's learning was displayed throughout. We found the playrooms to be clean, bright and well ventilated, ensuring a comfortable environment for children and staff. Resources were cleaned throughout the day and at the end of the session, along with table tops and surfaces. Enhanced cleaning was carried out after hours and at the weekend.

Children had access to a stimulating environment. The new layout and presentation of resources in the 3-5 playroom and developments in the outdoor play area meant that play and learning experiences were more child centred. Children could easily take responsibility for making choices about their play and learning.

Community engagement was very positive. The nursery was held in high regard in the community and local initiatives were well supported. For example, one grandparent had provided his allotment for children to use and staff were excited to explore this with children.

We were satisfied that the service had appropriate infection prevention and control procedures in place to support a safe environment for children and staff. For example, rooms were well ventilated. The service had clear protocols in place for visitors when they arrived at the setting. Attention was being paid to handwashing and the careful selection and rotation of resources, as well as physical distancing between staff and other adults.

We found appropriate risk assessments and procedures were in place and updated as needed. Staff told us they were kept up to date with infection control guidance by management and they also took responsibility for reading updates that were issued. The manager carefully monitored staff practice to minimise the spread of infection and ensure that staff and children were protected.

What the service could do better

The service should continue with planned child protection training and review the service policy thereafter to reflect current guidance on Covid-19.

Children were benefitting from the recent developments in the outdoor play areas and the 3-5 playroom. Staff should continue to monitor these environments to ensure that children enjoy child centred experiences and choice.

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
5 Jun 2019	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
19 Jun 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
22 Jun 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
11 Jun 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
23 Aug 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
18 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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