

# Netherton Family Learning Centre

## Day Care of Children

Carbarns  
Netherton  
Wishaw  
ML2 0FQ

Telephone: 01698522747

**Type of inspection:**  
Unannounced

**Completed on:**  
26 April 2022

**Service provided by:**  
North Lanarkshire Council

**Service provider number:**  
SP2003000237

**Service no:**  
CS2020379259

## About the service

Netherton Family Learning Centre is provided by North Lanarkshire Council and is based in the town of Netherton. The service is provided from a purpose built single storey property. The premises has a spacious playroom which is well resourced and provides children with direct access to a large outdoor space. There are appropriate changing and toilet facilities for children and the premises also benefits from office space and meeting rooms.

The service is registered to provide a care service to a maximum of 40 children aged from two years to those not yet attending primary school, of whom no more than five are aged two years to under three years. At the time of inspection no children under three years were registered to receive care. Children can attend sessions in the morning 08:00 to 12:45 or afternoon 13:15 to 18:00 all year round, or 08:45- 14:45 during term time.

We carried out an unannounced inspection visit on 19 April 2022 between 11:30 and 14:30. Further evidence was reviewed on the 20, 21, 22 and 25 April 2022 by emails and video calls. The service was given feedback on 26 April 2022 by video call. This inspection was carried out by one inspector from the Care Inspectorate. At this inspection we carried out a full inspection, we evaluated all four quality themes. To inform our evaluation we:

- gathered views of the service from four parents and carers
- we gathered views of most staff by email and video calls
- we spoke with the management team
- we observed children's experiences during our site visit
- reviewed information submitted by service and information gathered by the Care Inspectorate since the service was registered

## What people told us

We gathered the views from four families of children using the service by email.

- All parents confirmed their child was well cared for.
- All parents highlighted daily communication is good and that they are involved in the planning their child's care.
- All parents felt staff knew their child well and while they had limited access to the premises during the pandemic, they were confident they were cared for in a safe and secure environment.
- Two parents indicated they would like the online journals to be updated more regularly to keep them informed about their child's experiences.
- One parent did say they felt that 13:15 was late to start nursery for the day, as their child was getting tired at this time.

We observed the children at play during the site visit and they were settled, happy and engaged in their play.

## Self assessment

We did not request the service self-evaluation before this inspection. During the inspection we did review the services self-evaluations and development plan. We agreed with their priorities for further development.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Children were settled, confident and engaged in their play. The children were learning new skills making playdough, climbing trees, and completing assault courses. Children were able to make choices in their play and set their own boundaries and challenges. Staff supported their needs, for example by giving assistance, providing support and challenge, and meaningful praise and encouragement.

An effective induction procedure was in place for new children. Staff gathered meaningful information from families and other professionals, this ensured they were well informed of children's needs, wishes and choices. The service considered how best to support each child and put a plan in place. Each child's learning and development was monitored, to ensure they received the right care and support. The service will continue to develop the recording of children's experiences, to ensure they reflected the learning and development which has taken place.

We found that children had good interactions with staff, who responded positively to their needs. Children were comfortable around them and had formed positive relationships with them. Parents told us staff knew the children well and supported their needs. Staff were working hard to ensure interactions and their communications helped to enhance children's experiences within the service.

Parents were kept informed about children's experiences and needs by various methods. They liked the online learning journals but felt these could be updated more regularly. The service agreed and were working on this. They said staff were approachable, friendly, and chatted to them daily. They hoped that as the pandemic restrictions are removed staff will have more time to speak to them. Two parents shared they would like more detailed feedback at the end of session about their day. The service was aware of this and were planning future consultations with parents to address this.

Children received daily snacks and meals. These were a relaxed time of day where children and staff can sit together and share stories. We agreed with the service that mealtimes could be further developed to support children learn new skills and be more independent. We did discuss how children could be more involved in the preparation and in making choices in what they have to eat.

Children had direct access to the outdoor space. They moved freely between the inside and outside areas. Children were suitably dressed and engaged in a variety of outdoor play experiences. They were confident playing outdoors and creating physical challenges for themselves.

The service had policies and procedures in place to keep children safe and free from harm. This included following good practice in administration of medication, safeguarding of children and infection control procedures. 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 hand hygiene. All staff were implementing the good practice guidance for infection prevention and control.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

This purpose built centre provided children with a fresh, spacious and airy environment to play and learn. The indoor area had lots of natural light, ventilation and heating, suitably adjusted to meet the children's needs. The space was versatile, and staff regularly reviewed the play areas and resources to ensure they were making best use of the space. The children had direct access to a large well-resourced outdoor space. The children moved freely between the spaces and were confident making decisions on where and what they wanted to play.

The children were having fun playing with a range of the resources, especially the playdough station, home corner, construction area and in the large sand pit. The resources were well maintained and were age and stage appropriate. Children were engaged in their play; they were keen to experiment with different materials, investigate how things worked and create challenges for themselves. A group of children were using the loose parts to build an assault course, which was being continually adapted to make it more challenging. Staff had been supporting children to risk assess and participate in risky play. The children were growing in confidence at assessing risk, their own abilities and working together to achieve their goals.

The children were provided daily snacks and meals on occasions, children eat outside. To support the children's choice to play outside they should consider having an outdoor snack area. This may encourage more children to have their snack and drink more water. The service should consider having resources that support children to self-serve and learn portion control. This would further support children to learn about healthy lifestyles.

The premises was secure, and the staff were vigilant at monitoring children throughout the day and at drop off and collections. The service agreed as restrictions are removed, and as parents are encouraged to enter the premises the safety measures will need to be reviewed.

The facilities including indoor and outdoor toilets, nappy changing, parents' room, offices and kitchen area were all found to be clean, tidy and following good practice guidelines.

Since the new build open the service had been monitoring how the children used the environment and resources. They are now settled into the new building and working hard to create play spaces that reflected the needs of the children and the community.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

There were 16 staff employed at the time of the inspection, 12 being care staff and were registered with the Scottish Social Services Council, the professional registering body for childcare workers.

Staff were caring, courteous and respectful. They were well informed about children's lives and how they needed to consider the whole child to provide the right care and support. They demonstrated a commitment to their role in planning to enhance children's lives. Parents told us that staff were approachable and supportive. Staff greeted children and families warmly and had formed positive relationships with families, and other professional agencies such as speech and language therapists. They worked in partnerships to support children reach their potential.

Staff meetings, supervision and training plans helped them achieve the service improvement plans and continue to look forwards and celebrate successes. We observed staff to be enabling children to develop their independence and learn new skills.

The staff team had mixed skills and experience of working in early years. They were growing in confidence as a team to support children's needs. They told us they were working hard to further improve their skills and abilities as early years practitioners. Using meaningful reflection and self-evaluation, they had identified development and training needs. Training events, professional dialogue with colleagues and reading good practice guidance was supporting them to achieve this.

The staff had a very good approach to how the service could be further improved. Through distribution of leadership, they were working hard to have consistency in the quality of staffing, within the team. We have reported on this further under the management and leadership theme.

Staff demonstrated that they understood their responsibilities and roles in keeping children safe and free from harm.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

We made an evaluation of very good for this theme, as we found major strengths in this area that supported positive outcomes for children, families and staff.

As a new service, along with all those involved, they had agreed the service vision, values and aims. This included providing an environment where children, families and staff were safe, nurtured and respected. They had a promise to ensure they were mindful of each other and communicate effectively.

The service had worked hard to implement a culture of continuous improvement and had effective quality assurance systems in place. All those involved in the service were consulted in a meaningful way and their views were considered when changes were being made.

A strong ethos of effective leaderships was evident within the service. Staff worked very well together to achieve the service aims. All staff played a role, with staff in champion roles, leading development projects to improve outcomes for children and families.

Staff inductions and reviews were undertaken to support them settle into their roles and create a new staff team with a shared vision and agreed purpose as early years workers. They were given the opportunity to share their knowledge and experience and agree the service policies and procedures. Staff views and opinions were valued.

The service made very good use of the resources around them to ensure they were providing the right care and support to children and families. This included other early years services, support from the provider and other sources such as Care Inspectorate, and Education Scotland.

The staff engaged well with the inspection process, were very welcoming and sourced the records and answered the questions required, to support the evaluation of the service.

Effective and meaningful monitoring is in place and the service had an ethos of continuous reflection. The service had a very good understanding of self-evaluation and improvement models to help them meet their vision, values and aims.

## 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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