

Baljaffray Early Years Centre Day Care of Children

Grampian Way
Bearsden
Glasgow
G61 4RA

Telephone: 0141 955 2243

Type of inspection:
Unannounced

Completed on:
3 March 2022

Service provided by:
East Dunbartonshire Council

Service provider number:
SP2003003380

Service no:
CS2003014679

About the service

The service is operated by East Dunbartonshire Council and is registered to provide a care service to a maximum of 63 children aged three years to those not yet attending primary school. 72 children were registered to receive care on the week of the inspection. During our visit 46 children were attending in the morning and 22 in the afternoon session. All children were provided a main meal at lunch time.

Baljaffray Nursery is based within its own dedicated building in the grounds of Baljaffray Primary School. The accommodation consists of:

- three playrooms for children, two of which are adjoining;
- a large cloakroom area;
- changing and toilet facilities for children;
- office, kitchen and staff facilities.

Playroom three had an exit into a large enclosed outdoor play area, which offered children daily opportunities for fresh air and active play and learning.

The service aims to "encourage positive attitudes and develop confidence and self-esteem. To work in partnership with parents, carers and other professionals and to support the children's families."

We carried out an unannounced inspection visit of Baljaffray Early Years Centre on 28 February 2022 between 10:10 and 14:10. Further evidence was reviewed on the 1 and 2 March 2022 by emails and video calls. The service was given feedback on 03 March 2022 by video call.

This inspection was carried out by two inspectors 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 nine 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 since the service last inspection
- reviewed documentation

What people told us

We gathered the views from nine parents and carers. They told us they felt that the staff team were warm, caring and nurturing. They told us that staff had developed loving caring relationships with their children and that children enjoyed and looked forward to attending nursery.

Parents felt communication was supportive and that the learning journals were a great insight into their children's play and learning experiences.

One parent said the service could be improved by offering healthy food choices at main meals. Others mentioned how communication and parental involvement could be better but think this was due to the impact of the pandemic.

We observed the children during our visit. Children were happy and content. They were confident within the setting and in moving around making decisions about where and what they wanted to 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 improvement plan. We agreed with their priorities for further improvement.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

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 relaxed, happy and confident. The children were being cared for by staff who recognised their needs, wishes and choices. Children's play was planned in response to their interests and needs. As discussed, the service should continue to monitor children's experiences to keep a good balance of the child and adult initiated experiences.

The staff had made good progress in implementing a more child led approach to planning. Staff had increased child-initiated play experiences to support children's interests, such as the moon, dinosaurs and their families. To further support this, we discussed children accessing more open-ended resources and a wider range of materials. As a result, children could be more creative and explore how things work on their own, letting their imaginations and minds flourish.

Staff knew the children well and were sensitive to their needs. Personal plans were in place for every child. These showed the service had gathered meaningful information about the child's wellbeing needs and how staff used this information, alongside parents, to enhance children's lives. We discussed how personal plans could be better organised to inform staff of children's needs and how these will be supported. For example to ensure, for children that use visual aids, all staff use these at agreed times.

Children had direct access to a space outdoors, providing regular active play and access to fresh air. They were able to free flow between inside and outside. Children were suitably dressed while engaged in a variety of outdoor play experiences and were confident being outdoors.

Staff recognised the need to support children's and family's emotional wellbeing. The staff were using a range of resources to support children to recognise and discuss their feelings and mood. Staff should continue with plans to offer programmes designed to facilitate the development of self-control, emotional awareness and interpersonal problem-solving skills.

The children liked the food offered, as a result, many clear plates and happy faces. Children were provided with water with their meals and also during the session. This is to ensure children are kept hydrated. Mealtimes could be further improved by creating a more relaxed, homely eating environment where children and staff sit together and share stories reflecting on their day. The service was aware of this and agreed to taken action.

Staff had satisfactory knowledge and awareness of health and safety procedures to keep children safe and free from harm. Policies and procedures were in place and this included administration of medication, and child protection.

The service had infection prevention and control procedures in place to support a safe environment for children and staff. Children were being supported to understand the need for good hygiene. Staff should follow good practice guidance for storage of face coverings when not in use.

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 adequate for this theme. Where strengths had a positive impact, but just outweighed weaknesses.

The service environment was welcoming. There was plenty of natural light and fresh air, and the lighting, ventilation and heating were adjusted to meet the children's needs. Children experienced an environment which was clean and maintained. However, we did find the disabled toilet was being used to dry laundry, the manager agreed to address this.

Children were being cared for with three different place spaces and had direct access to a designated outdoor play space from playroom three. The service was operating free flow play throughout. Children moved around the space available to them freely and with confidence. There were opportunities for children to play at tables, on the floor, independently or in small groups.

A few children continued to walk between the three rooms, as a result, not all were participating or concentrating in play experiences, reducing their opportunity for learning. We saw, on occasion, children playing in the hallway unsupervised. A few staff told us it was at times difficult to track children due to movement. We recommended that the service reviews how the space available is used to ensure it meets the needs of the children (See recommendation one)

Some children were engaged in their play. They were enjoying playing outside, in the home corner and with the water. To ensure all children are engaged in their play, the service needs to review the play spaces and resources. Resources should be suitable for the age and stage to stimulate children's natural curiosity, learning and creativity. We have recommended that the service ensures they provide the right resources to meet children's needs (See recommendation two).

The entrance to the premises was secure and staff were vigilant about children's safety at collection and pick up times. Parents felt the premises at drop off and collection were safe. Although a system was in place to record the children's attendance, a few staff were unable to tell us how many children were in attendance. This needs to be improved to ensure all staff know how many children are being cared for.

Children had good opportunities to play outside and take part in a range of play experiences. The outside area was fenced all the way around although some of the gates could be opened from the inside. We have asked the service to risk assess the gates in the garden area to ensure they are secure and that the children are unable to open these.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support children's wellbeing, learning and development the provider should ensure the children have access to a high-quality environment that is well designed. This should include, but not be limited to, children being cared for within an environment that is the right size, well laid out and furnished to meet needs.

This is to ensure the quality of the environment is consistent with the Health and Social Care Standards, which state that as a child, the premises should be adapted, equipped and furnished to meet children's needs and wishes (HSCS 5.16); and I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support (HSCS 5.1).

2. To support children's wellbeing, learning and development the provider should ensure the children have access to a good balance of experiences and resources to develop their skills. This should include, but not be limited to, children having fun opportunities to develop their skills in investigation, creativity and understanding.

This is to ensure the quality of the environment is consistent with the Health and Social Care Standards, which state that as a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling (HSCS 1.30) and my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials (HSCS 1.31)

Grade: 3 - adequate

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.

Staff were confident about their knowledge in planning to support children's needs. Through meaningful reflection and self-evaluation staff had identified development and training needs. They had attended training and had professional dialogue with colleagues. This led to improved outcomes for children. For example staff implementing a more child led approach to planning. Staff should continue to monitor and develop their skills in this area.

Children were being cared for by staff that were courteous, caring and respectful. The staff were growing in confidence planning children's care by focusing on the child and their needs. Staff were informed about children's lives and the need to consider the child holistically to provide the right care and support. Staff were committed to their role in planning to enhance children's lives and to reach their potential. All staff told us that they were proud of their achievements and working in the service.

Staff greeted children and families warmly. Staff had formed positive relationships with them and as a result, the parents and children felt valued. Staff should consider their interactions with children for example at lunchtimes, to ensure their interactions enhance children's experiences. This includes the use of visual aids.

There had been challenges within the staff team due to the impacts of Covid-19. The staff are looking to the future and ready to ensure they enhance children's lives. The reintroduction of staff meetings and further support through supervision and training plans will help them achieve the service improvement plan and continue to look forwards and celebrate success.

Staff deployment and daily tasks need to be considered to ensure that children are the focus. Communication between the whole staff team could be improved to reduce impacts on the children's daily experiences.

Staff inductions were undertaken to support new staff settle into their role and become part of the staff team. This time provided new staff with the opportunity to become familiar with the service policies and procedures. The new induction booklet will support managements assessment of staffs skills.

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 adequate for this theme. Where strengths had a positive impact, but just outweighed weaknesses.

The service has an improvement plan in place. Staff were aware of the service priorities, and the service had made changes which were having a positive impact on the outcomes for children. For example, increased children's voice and family engagement. These changes need time to be embedded and the service needs to evaluate how well they have achieved their intended outcome.

Management were monitoring how well the service was doing. We have identified areas for improvement during this inspection, that reduced the outcomes for children. To enhance the experiences for the children using the service, we have recommended that further monitoring and actions are needed. For example in ;

- the design and use of space
- quality of children's play experiences
- children's access to quality resources
- staff communications
- staff deployment
- management of changes being made

The daily routine was mostly free play. Children did come together in small groups to welcome each other. The provider should consider how staff work patterns, along with the daily routine, supports the needs of the children. They need to consider but not limit to:

- group time, does it support children's transition from play to lunch time? and does the experience meet the planned objectives?
- lunchtime, currently two sittings. The service should consider the size and location of the lunch groups. Asking are mealtimes relaxed and unhurried?
- a system where all staff know how many children are in their care.
- staff being able to track children's experiences to ensure their personal plans are being met. For example use of visual aids to support communications.

The free play experiences, daily routine and how the staffing model is being used needs to be improved to ensure that all children get the right care and support to meet their needs (See recommendation one).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children receive high quality care and support the provider should ensure the service has a robust quality assurance system. This should include, but not be limited to evidence-based evaluations, well thought out plans to manage change and to ensure all involved have the necessary information and resources.

This is to ensure the quality of the environment is consistent with the Health and Social Care Standards, which state that as a child, I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 9.19) and I experience high quality care and support because people have the necessary information and resources (HCSC 4.27)

Grade: 3 - adequate

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

Date	Type	Gradings
15 Jan 2020	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
12 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
3 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Jan 2011	Unannounced	Care and support Not assessed Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
23 Feb 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

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.