

Buchanan Park Nursery Day Care of Children

Pavilion 6, Buchanan Court
Cumbernauld Road
Stepps
Glasgow
G33 6HZ

Telephone: 01417 797 755

Type of inspection:
Unannounced

Completed on:
19 July 2022

Service provided by:
Buchanan Park Nursery Limited

Service provider number:
SP2011011719

Service no:
CS2011303430

About the service

The service registered with the Care Inspectorate on 13 September 2012. The service is registered to provide a care service to a maximum of:

18 children aged 0 to under 2 years

20 children aged 2 years to under 3 years

32 children aged 3 years to those not attending primary school

12 children of primary school age.

The care service will operate between the times of 08:00 hours and 18:00 hours, Monday to Friday.

The service is provided from a detached building within Buchanan Business Park, Stepps, North Lanarkshire. The service is close to main roads, bus and train routes, schools, shops and parks. Playrooms are situated on both the ground floor and first floor of the building. There is access to an enclosed outdoor play area within the grounds. The service also makes use of a large grassed area adjacent to the building for more active, energetic play activities with the older age groups of children.

About the inspection

This was an unannounced inspection. the inspection visit took place on 12 July 2022 between 09:15 and 13:35. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with some children using the service
- gathered views from eight family members of children using the service
- gathered views from majority of staff and management
- observed practice and daily life
- reviewed documents

Key messages

- staff were caring and kind
- staff knew the children well
- children were settled and confident
- improvements to outdoor space have increased children's access to outdoors
- the service is becoming more confident in using self evaluation and understanding where they are now and what they need to do next

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

4 - Good

We made an evaluation of good for this key question, 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

1.1: Nurturing care and support

Children were settled, confident and happy. New children and families were welcomed into the service with a personalised induction plan. They were given time to become familiar with staff and their new surroundings. The service considered how best to support each child focusing on children's emotional wellbeing. To further support this, staff should ensure new family's bond with key staff before they are introduced to the full staff team.

Interactions between staff and children were mostly warm, caring, and respectful. Most staff were observed using language to provide comfort and reassurance. Children were relaxed and comfortable and had formed positive relationships with staff. All the parents who shared their views told us staff knew the children well and supported their needs. One parent said, 'The staff were all very friendly and welcoming. The staff were very attentive and supportive of meeting my child's needs' and another said, 'The staff are kind, friendly and helpful which has allowed my child to settle and flourish.'

Children received a hot lunch during term time. At the inspection children had packed lunches brought in from home. Mealtimes were mostly relaxed and unhurried. These could be improved by children and staff sitting together and staff engaging more with children.

Children's safety and emotional security was supported by staff. Most staff knew children's preferences and needs. The daily routine and pace of the day could be improved to be more responsive to children's needs. Staff should be sensitive to children's sleeping routines and promote good sleeping habits. Children's play should not be restricted due to tasks such as setting up or cleaning up after lunch.

The service had systems in place to support and recognise individual family's needs. They had been sensitive and compassionate towards these. They had worked in partnership with all those involved to identify and plan how best to support their needs. One parent shared with us that 'The nursery have quite honestly went above and beyond in regards to supporting my child's needs.'

1.3 Play and Learning

Each child's learning and development was monitored with the aim to ensure they received the right care and support. The service aims to have a good balance of structured and responsive planning. They are becoming more confident in support staff achieve this.

The service worked well with families and had good partnership working with professional agencies.

The majority of children's play and learning was age and stage appropriate. To further enhance children's play and learning, some staff need to gain a better understanding of child development. The staff working with the older children should consider for example Education Scotland benchmarks when planning experiences to support children's progression. Children should be more involved in the decision making and be able to make informed choices about their daily experiences.

The service was continuing to develop the planning and recording of children's experiences, to ensure they reflected the learning and development which has taken place. We have repeated the recommendation made at the last inspection in relation to this (See recommendation 1). The service should continue to develop the personal plans using the care inspectorate guidance. We have made some suggestions after reviewing the plans for example to ensure they include how the service plans to support children needs.

Areas for improvement

1. Staff development should be provided to support their role in supporting children's needs. By enhancing their skills in observation, reflection and response to children's needs. Staff should be able to plan a good balance between child-initiated and adult-initiated experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14)

How good is our setting?

3 - Adequate

We made an evaluation of adequate for this quality indicator. Where strengths had a positive impact, but just outweighed weaknesses.

Children had access to age and stage appropriate playrooms and outdoor areas. Children were able to access play spaces to support their needs, such as sensory, emotional and physical. We found the premises entry system to be secure and well monitored by staff at drop off and collection times. We discussed the need to reflect on staff practice when children are moving between the indoor and outdoor spaces. This is to ensure the safety of children. The manager agreed to do to this.

The service had made improvements to the outside space. Children had access to secure, all weather play areas. There was a designated space for all nursery children, school age children could access these areas but mostly played on nearby green space. The service should now develop these spaces to provide high quality play experiences.

The service had made some improvements to the toilet and changing facilities from the last inspection. However, some were still in need of improvement. We have repeated this recommendation (See recommendation 1). In addition, we identified some further areas, for example to ensure the glass wall into the toddler room is clearly visible and, all hazardous materials are kept out of reach of children. The service agreed to address these.

Staff created play spaces that recognised children's right to be cared for in a welcoming and caring setting. The main entrance was decorated with children's artwork creating a welcoming space. They used natural, real-life resources and displays to create play areas like the home corner for children to play and learn. Most play spaces reflected the children's interests and stages of development. Children's play and learning could be further enhanced by having more access to resources that promote natural curiosity, creativity, and exploration.

We found staff and children to be following good infection control measures, including good hand hygiene. This could be further enhanced by increasing better access to hand washing facilities in all areas.

Areas for improvement

1. Nappy changing, and toilet facilities should be kept clean and be well maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I experience and environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

How good is our leadership?

3 - Adequate

We made an evaluation of adequate for this quality indicator. Where strengths had a positive impact, but just outweighed weaknesses.

The service had made changes in how they identified and planned changes to improve the service. They had been working with the Care Inspectorate Improvement Team and were making progress in implementing new learning. To further enhance their self-evaluations, they identified the need to work on how they plan to measure their achievements.

The service has a range of quality assurance procedures in place to help them monitor and identify further improvements. They need to reflect on the impact of these procedures. This is to ensure they are effective in doing what they want them to achieve. For example, ensuring when staff observe or reflect on practice, they have agreed focus. This will help them measure how well they are doing and where further development is needed.

Staff appraisal and supervisions could be further enhanced. Staff should reflect on how their learning and development has improved outcomes for children. They should make a clear plan for further learning and plan how this will be achieved.

Consultation with families and children could be improved. Above the annual consultation more focussed consultation on areas for improvement could be further enhanced. The service plans to welcome parents back into the building, should support more meaningful parental involvement.

How good is our staff team?

3 - Adequate

We made an evaluation of adequate for this quality indicator. Where strengths had a positive impact, but just outweighed weaknesses.

16 or 17 staff were employed within the service to deliver direct care and support to the children. The staff team had a range of skills and experiences. We found all staff were appropriately registered with the Scottish Social Services Council, the professional registering body for childcare workers.

The staff worked within designated playrooms, providing continuity and consistency for the children and families. We found that adult to child ratios were maintained. We discussed that there were a few occasions where staff deployment could be improved to enhance children's play. For example, giving children the choice to play inside or outside and when children required personal care.

Staff were of mixed skills and abilities. Through staff development and training, the service needs to support all staff to provide a high quality experiences. Some staff need further support to provide quality interactions with children and some staff should develop a better understanding of child development.

All staff we consulted told us they enjoyed working in the service, they had access to online training and worked well with their colleagues. Some staff were leading projects to improve children's outdoor play experiences and to enhance children experience of learning using science, technology, engineering and mathematics (S, T, E, M). To further support staff implement their lead projects, it would be beneficial for staff to access other training and development opportunities. For example, visit other services to see how they support children's communication needs and promote children's choices.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Nappy changing, and toilet facilities should be kept clean and be well maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I experience and environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

This area for improvement was made on 25 August 2021.

Action taken since then

Saw some areas of improvements, however- toilets and nappy changing still need further improvement to ensure they are clean and well maintained. for example

- toilet rolls holder, if installed should be used
- toilets not to be used for storage,
- all surfaces should be easily cleaned, damaged surface replaced
- nappies stores following good practice guidance

As a result we have repeated this area of improvement.

Previous area for improvement 2

Microwaves used to heat foods must be kept clean.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I experience and environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

This area for improvement was made on 25 August 2021.

Action taken since then

Majority of microwaves were found to be clean, staff to ensure microwave upstairs to be kept clean. This area of improvement has been addressed.

Previous area for improvement 3

Staff and children should have access to good handwashing/hygiene facilities.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I experience and environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

This area for improvement was made on 25 August 2021.

Action taken since then

We found staff and children to be following good hand hygiene. This area of recommendation has been address. The service has agreed to continue to monitor hand washing facilities.

Previous area for improvement 4

Staff development should be provided to support their role in supporting children's needs. By enhancing their skills in observation, reflection and response to children's needs. Staff should be able to plan a good balance between child-initiated and adult-initiated experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards when it states as a child, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14)

This area for improvement was made on 25 August 2021.

Action taken since then

Although we have found some improvement, there have been some areas that still need improvement and time to embed into staff practice. As a result, we have repeated this are of improvement.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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