

The Bearsden Nursery Day Care of Children

50a Drymen Road
Bearsden
Glasgow
G61 2RH

Telephone: 01419 429 499

Type of inspection:
Unannounced

Completed on:
13 October 2022

Service provided by:
Selbrink Limited

Service provider number:
SP2003000764

Service no:
CS2003003800

About the service

The Bearsden Nursery is a daycare of children service and is registered to provide care to a maximum of 50 children:

- 15 children under 2 years
- 15 children aged 2 years to under 3 years
- 20 children aged 3 years and up to primary school age.

The nursery operates Monday to Friday, 8am to 6pm. The service is open 51 weeks of the year, closing between Christmas and New Year.

The provider is Selbrink Limited.

The nursery is located in the Bearsden area of East Dunbartonshire and is within close proximity to transport links and local amenities. The service operates from ground level office accommodation and has a secure door entry system. The accommodation consists of a bright entrance area, three playrooms, office and staff room/kitchen. There is a large enclosed outdoor play area adjacent to the nursery.

About the inspection

This was an unannounced inspection. The inspection was carried out by two inspectors from the Care Inspectorate. The inspection took place over two days. Our first visit was on 8 September 2022 between 09:15 and 17:40 and there were 27 children attending the nursery. Our second visit was on 9 September 2022 between 09:30 and 18:00. There were 20 children attending on that day. Feedback was given to the manager and deputy manager on 22 September 2022. Discussion and final feedback was given on 13 October 2022.

To prepare for this 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:

- children using the service
- four parents
- staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The children were happy, relaxed and content within the nursery environment. They had fun as they played and took part in a good range of activities. Staff listened to the children and helped them to choose their day-to-day experiences. Staff were responsive and inclusive to the needs and wishes of the children.
- Staff were very kind and caring towards the children and they had built loving and nurturing relationships with them. They listened to the children and supported, praised and encouraged them as they had fun playing with their friends.
- The areas within the playrooms were set out to encourage the children to make choices regarding what they wanted to play with.
- Management and staff worked well together to support the children and families. Staff felt supported and valued by the management and really enjoyed working at the nursery. This approach meant that there was a strong team ethos.
- The provider needs to improve the outdoor space to make the area safe for children to play, learn and relax in. They should ensure that improvements enable children to develop their current interests. Resources and materials should be supplied to enhance the children's play and support their ongoing learning and stages of development.
- The provider needs to improve the process for ongoing maintenance and repair within the setting to ensure that repairs are carried out without delay.
- The management need to review and update the nursery's infection prevention and control procedures and cleaning regimes. This is to bring it into line with current best practice. Training should be put in place to support staff to fully implement the revised procedures.

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?	4 - Good
How good is our staff team?	4 - Good

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.

We found that staff had good processes in place which helped them get to know the families and the children. This approach helped the children and families settle well into the service and build positive relationships. Through discussion and observations, we saw that staff were able to meet the children's needs and personal preferences. We saw that the children were relaxed, happy and content, and clearly enjoyed being at the nursery. Staff were caring, warm and kind towards the children. They gave them lots of praise and encouragement, chatted to them, played with them, and responded positively to their needs.

A parent with two children attending the nursery told us: "We had a few different settling in times ... We did a lot of settling in out in the garden. I could stand and watch them, see them interacting. It was quite nice as they could see each other as well ... There was good communication ... I was very impressed at how quickly they got to know the children and how they know their individual personalities ... Work with the parent's routine, keep up to date. Filled in all about me, very interested in their interests ... Very, very good."

Parents particularly enjoyed seeing the pictures of their child taking part in activities and found their child's online learning journal very useful. This reassured them that their child was having a great time, and it helped them feel part of the child's day. This approach helped to support effective communication and consistency and continuity of care.

Parents told us: "They have online learning journals. It is really good seeing what they have been up to and looking at the photographs. It is nice knowing what they have been covering in class. I can then talk about it. I have put in comments."

"It lets me see pictures, which is especially important when I wasn't allowed in the nursery. I could see what was happening. I get to see the pictures of what he's been up to. And that explains why he comes home filthy. It was lovely to see it. We can add in pictures for example, when we went on holiday or other comments like employee of the month."

We found that staff knew the children well and gave them good support throughout the day. Good communication between the parents and staff ensured that sharing information promoted consistency and continuity when caring for the children. This approach enabled staff to respond sensitively and compassionately to the changes in a child's life. We looked at a range of documentation relating to the individual child that helped the staff support the children and meet their ongoing needs, wishes and choices. This information made up the children's personal plans. As discussed, the manager and staff should continue to develop the children's personal plans and ensure that these are reviewed and updated every six months or before, dependent on the needs of the child.

The staff had a good understanding of the importance of sleep for children's overall development and wellbeing. Sleep routines were in place to support the needs of the individual child and families' wishes.

Appropriate procedures were in place to record accidents and incidents. These were discussed with and signed off by parents.

The service had a medication procedure in place to support staff to administer medication safely. As discussed, the manager should consider adding additional information onto the medication form relating to the signs and symptoms the child may display which would require medication to be administered. For example, if the child had asthma. This approach would further help staff support the children.

Most of the staff had undertaken paediatric first aid. These procedures helped keep children safe and supported staff to respond effectively to the care needs of the children.

Children had regular opportunities for fresh air and physical play. The children really enjoyed playing outdoors with their friends.

Staff listened and responded warmly to the children's ideas and wishes regarding play. Children were able to choose what they would like to do. Staff provided good play and learning experiences that linked to the children's interests, offering challenge and fun. Children were fully involved in deciding their play and learning. Staff were on hand to support children giving them individual care and cuddles as needed. This approach showed us that staff were aware of, and met the needs of, the children they were caring for.

Within the baby room, staff were very gentle and nurtured the children. They spoke kindly to them and involved them in deciding what they were going to play with. Babies got lots of cuddles from the staff. Staff asked questions about what they would like to do and asked them if they were finished playing. They helped the children to share the toys and take turns.

The staffs' overall approach to play and learning helped babies and children to feel included in decision making and they had lots of opportunities to be active, have fun and to develop their skills and confidence.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The nursery building had a secure door entry system in place. Staff monitored who entered and left the building. The outdoor area had a secured gate. This meant that the children were kept safe and secure within the nursery and as they played outdoors.

The nursery setting was warm, had good natural light and ventilation. There was good space for the children to play and relax in. Staff had set up the rooms to enable the children to choose what they wanted to play with. There were cosy corners for the children to relax and rest in. Staff should continue to develop the room layouts. The experiences and activities reflected the children's current interests. We saw that the children enjoyed selecting toys and activities and they had fun as they played with their friends.

Comments from the children as they played included:

"I am parking the car."

"I am making a sandcastle."

"I made biscuits."

"I can get out of the car."

"This is the wheels and the steering wheel."

"I have water in my bucket."

"I worked hard."

We found that the general decoration of the nursery needed to be improved and refreshed. The provider had purchased some new furniture and toys since the last inspection. However, they need to continue to update and replace the toys and equipment available to the children to help enhance the children's play and learning experiences. There were areas within the nursery that needed to be repaired. For example, damaged skirting, a children's toilet, and taps on wash hand basins were not working. The maintenance of the nursery equipment and general maintenance procedures were not sufficient to ensure that repairs would be carried out without delay. We spoke with the manager and she agreed, with the support of the provider, to address the issues we had raised. This was to make the building safe and suitable for the children and staff. At the time of writing this report, the manager had confirmed that the toilet and wash hand basins had been fixed (see area for improvement 1).

We found the outdoor space needed to be improved to offer good play experiences for all the children attending the nursery. The toys and equipment needed to be sorted and cleaned and broken items needed to be removed or repaired (see area for improvement 2).

Staff had undertaken training in infection prevention and control. Policies and procedures were in place in relation to infection prevention and control including nappy changing and cleaning practices. However, we found these were not being consistently applied by staff across the nursery. We discussed this with the manager. She agreed to address this and put in additional training to support her staff (see area for improvement 3).

Risk assessments of the building and outdoor area were in place. However, these should be reviewed and updated to help support staff to keep the environment safe for the children.

While staff supported, nurtured and cared for the children well, we noted that within the baby room, staff did not have the correct type of chairs to enable them to sit and engage fully with the children, when they sat at the table during lunch time (see area for improvement 4).

The service was registered with the Information Commissioner's Office (ICO). This helped to ensure that information held by the service was managed in line with general data protection requirements.

Areas for improvement

1. The provider should ensure that arrangements for monitoring maintenance and repairs of nursery equipment and decoration of the building is carried out without delay.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean tidy and well maintained premises, furnishing and equipment " (HSCS 5.24).

2. The provider needs to support the manager and staff to improve the outdoor area, update the equipment and make it a safe, enjoyable and interesting place for the children to play in.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean tidy and well maintained premises, furnishing and equipment " (HSCS 5.24).

3. To help staff fully implement infection prevention and control procedures, the manager should ensure that staff have a good understanding of, and are able to implement at all times, the nursery's infection prevention and control policies and procedures. This includes nappy changing and cleaning procedures.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean tidy and well maintained premises, furnishing and equipment " (HSCS 5.24).

4. The provider should ensure that staff have chairs at the appropriate height, to enable them to sit comfortably with the children at the table, within the baby room.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean tidy and well maintained premises, furnishing and equipment " (HSCS 5.24).

How good is our leadership?

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.

We found that the manager and depute put at the heart of the service the children, families and staff. They ensured that the service they provided was inclusive and feedback from children, staff, parents and families helped them to continue to develop and improve the service.

We found that the management encouraged an ethos where staff felt empowered to share responsibility for the development and improvement of the service. For example one of the staff was taking forward Book Bug to support children's literacy. Management actively sought feedback to help them with future planning and development of the service. All the staff we spoke with told us that they felt supported and valued by the management. Staff felt that the management was approachable, helpful and listened to them. Although there had been changes within the staff team, they had bonded very well to support the ongoing needs of the nursery, children and parents.

Good communication with the parents ensured that they were kept up to date with what was happening within the service. Children's views were actively sought and their successes acknowledged and built upon. Staff supported children to help them reach their full potential. Feedback from children, parents and staff helped the management develop the service to support the ongoing needs of the children and their families.

Feedback from parents told us that management and staff were very supportive of their children and met their ongoing needs which meant the children felt supported and secure when they attended the service.

It was important to management and staff that the children had fun and enjoyed their time at the nursery. Viewing the service's own improvement plan showed us that they were realistic to the improvements that needed to be made to help develop the service to enhance the children's experience (see area for improvement 1).

Parents told us: "The manager is really really nice, we can email her or speak face to face. She is very good ..." and "You get emails, phone calls, hear about what's coming up ... I am really, really happy with the service."

As discussed, the manager should review and update their recruitment procedures to bring it into line with the current best practice publication - Safer Recruitment Through Better Recruitment. This is a Care Inspectorate and Scottish Social Services Council document which can be downloaded from the Care Inspectorate Hub.

Areas for improvement

1. As the staff team is relatively new, the manager should continue to develop and support the team to help them enhance their skills and knowledge to enable them to continue to support the children they are caring for. This approach should link to the service's improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance process. (HSCS 4.19).

How good is our staff team?

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.

We found that there was sufficient staff to meet the needs of the children attending the service. The deployment of staff ensured that the children had continuity of care across the day. Staff positively interacted with the children and were very supportive, kind, nurturing and caring towards them. They clearly enjoyed being with the children and ensured that the activities and play experiences challenged and interested them. The parents we talked to spoke highly of the staff and management.

Parents' comments included: "Staff are very, very good at taking children's interests forward. XXX enjoyed pretend baking. Staff took this forward by making banana bread with him" and "We love it. The staff are wonderful, they really care about him. They keep us up to date. But the main thing for us is that he enjoys it."

We found that staff worked well together, and supported each other to provide good care to the children throughout the day. They were flexible in their routines to ensure that the needs and wishes of the children were being met. Staff had undertaken a range of training to help them in their childcare role for example first aid, induction, my world outdoors, leadership, child protection and infection prevention and control. As highlighted under How good is our setting?, staff would benefit from additional training in infection prevention and control.

Staff were respectful of each other and clearly enjoyed their work and being with the children. This approach helped staff bond with each other and the children. They worked together to provide good play and challenging experiences and activities. This ensured that there was a positive work/team ethos which benefited the children and helped them settle and enjoy their time at the nursery.

Overall, we found that parents were very happy with the staff team and the care their children received.

A parent commented: "They are so good with the kids. I am delighted with them. They are really good. You can tell they know the children really well. He is so into fire engines and they really have gone with it. They have been doing so many fire engine activities."

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?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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