

Bluebird Family Centre Day Care of Children

St. Joseph's School
Wren Road
Greenock
PA16 7NH

Telephone: 01475 715 722

Type of inspection:
Unannounced

Completed on:
28 October 2022

Service provided by:
Inverclyde Council

Service provider number:
SP2003000212

Service no:
CS2003016323

About the service

Bluebird Family Centre is registered to provide a care service to a maximum of 12 children aged 0 to under 2 years, 15 children aged 2 to under 3 years, 35 children aged 3 years to not yet attending primary school.

The family centre is located in a residential area in the town of Greenock, Inverclyde. The service is close to local shops, parks and other amenities. Children are accommodated in three play room and two outdoor garden spaces.

About the inspection

This was an unannounced inspection which took place between 25 October 2022 to the 28 October 2022. The inspection was carried out by three 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 people using the service and 20 of their family
- spoke with 18 staff and 3 members of senior management
- observed practice and daily life
- reviewed documents

Key messages

- Children experienced warm, nurturing care from staff which helped them feel happy, secure and safe.
- Staff were committed to their roles and keen to progress further improvements for children and their families.
- A rich outdoor space supported children to have fun with their friends whilst stimulating their curiosity and creativity.
- Management were very visible and engaging with children and families. They worked alongside the team to deliver high quality play experiences for children in their care.
- The senior management team, in partnership with staff, should continue to develop quality assurance and planning processes to support sustained improvements in the family centre.

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?	5 - Very Good
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

Children were supported in all rooms by warm, caring and nurturing staff. Children were happy and settled throughout the inspection and it was evident they had formed positive relationships. Children approached staff for help, confident their needs would be met. This ensured children felt valued and loved in the nursery.

Most children experienced a sociable, relaxed, and unhurried mealtime. Children within the baby room were supervised and supported to be as independent as possible. Staff sat with the children to ensure their safety and provide prompting and praise when required. Children within the 2-3 room enjoyed mealtimes with their friends. However, we have suggested this could be further enhanced to support children to develop their independence such as setting the table or clearing away after. Most children in the 3-5 room had a positive lunchtime experience.

Children's independence was encouraged by collecting cups, plates, cutlery and clearing away after they had finished. Lunch time helpers from the 3-5 room assisted staff in setting up the tables before their friends joined them in the lunchroom. Children were proud of their helper roles which supported developing their confidence and self-esteem. Meals available were nutritious and in line with current guidelines. Water was available throughout the session to ensure children remained hydrated.

Staff knew children well and could tell us all about their individual needs and personalities. Personal plans and "All about me" gave relevant information to support meeting children's individual care needs. However, personal plans should continue to be developed and streamlined to ensure next steps for each individual child are clear and meaningful. Planning approaches required to be developed to be more child centred and responsive to individual interests and stages of development. Staff were conducting observation of children's learning however these need to be recorded and monitored more effectively to develop children's individual next steps and strategies.

Children's sleeping arrangements within the baby room were sensitively planned for. Staff knew children well and were responsive to their need for comfort, cuddles and reassurance. Staff within the 2-3 room were responsive to children's need to sleep and a comfortable space was made available if required.

We sampled the nurseries medication policy and consent forms and found these were in line with current good practice guidance which ensured the health and wellbeing of the children.

Staff were aware of their roles and responsibilities to keep children safe. They had recently attended child protection training and knew how to address any concerns. We have suggested the service create a short, easy read version of the nurseries child protection policy for families.

Children were supported to feel safe and nurture by the management team and staff who recognised the benefits of partnership working with parents and other agencies. Regular communication with other key agencies ensured the team had up to date information to support children's current needs and any changes in the child's life.

Throughout the inspections, we observed children engage in some spontaneous activities and planned learning opportunities. Play and learning in the outdoor area was a strength of the service. Children's interests were recognised, scaffolded and extended by staff providing a variety of stimulating resources that sparked children's curiosity, creativity, and imagination.

Children within the baby room and 2-3 room were having fun and leading the pace of the day. Staff were responsive to children's initiations and interests. This ensured children were being introduced to new activities and opportunities that would continue to develop their play and learning experiences.

Children within the 3-5 room were having fun and engaging in play with their friends and staff. There were some planned activities available and spontaneous opportunities. We suggested the team continue to develop their in the moment planning approach and engage with the children to choose resources throughout the day. Management and staff should continue to review the environment, resources, and layout with a focus on children's interest, provocations, and inspiring play and learning. Replicating what is already established in the outdoor area.

Literacy, numeracy, and language was a focus for the service. Children experienced a good range of opportunities to develop early language and numeracy through a mixture of planned learning experiences led by the staff. This was further enhanced in the 2-3 room with the introduction of Spanish. Children were excited to show us counting to 10 in Spanish.

Children's learning, development and sense of belonging was supported with weekly opportunities to visit local forests, beaches, and other amenities. The senior management team were mindful of current transport restrictions and consideration will be given to ensure children who attend in the afternoon only do not miss this opportunity.

How good is our setting?

5 - Very Good

We evaluated this key question as very good. We found significant strengths in aspects of the care provided and how these supported positive outcomes for children.

We found the family centre was warm and welcoming for children and their families. The space was well ventilated with natural light in each room. There was a secure entry system in place which was monitored by staff. We could see that staff and the senior management team had worked on the visual environment providing a calm and natural space for children. We have suggested cosy spaces within the 3-5 room and 2-3 room should continue to be developed.

The entrance provided information for parents on the staff team, key worker groups, as well as some evidence of children's experiences. We requested the internal front door should be fixed to ensure the safety of children and staff. The senior management team advised they have highlighted this issue to the facilities team.

Natural, opened ended materials were available to stimulate children's curiosity and extend their play. Loose parts play was also available throughout the environment. Children could move equipment around the space available which ensured their play and learning was not interrupted. Respecting their right to choose. Families told us they felt the nursery had a good range of equipment and activities available for children.

A rich outdoor play space stimulated children's curiosity, investigation and experimentation through a variety of natural materials and provocations. Free flow access between the indoors and enclosed outdoor space enhanced children's abilities to lead their play and learning, however this was limited at lunchtime for some of the children in the 3-5 room.

Children within the baby room had access to good range of toys and equipment at their level which supported their learning and development. We observed children exploring and immersing themselves in play with the equipment which was suitable for their age and stage of development. This supported development of their hand eye coordination, motor and language skills.

Infection prevention and control measures were in place in line with current guidelines and best practice. Toilets were clean and accessible for children. The setting had an adequate supply of personal protective equipment which was stored appropriately.

How good is our leadership?

4 - Good

We made an evaluation of good for this quality indicator, 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.

The senior management team were visible in the setting to children, families, and staff. They created conditions in the nursery where people felt confident to discuss their ideas, opinions or if needed, concerns. Staff told us they worked well as a team to achieve high quality care and experiences for children attending the nursery. Staff told us they were listened to and their ideas for improvements were respected. This supported a positive team ethos, which was also highlighted by families as a strength of the service. Families also confirmed they felt comfortable to approach the team if they had any concerns.

The senior management team had a vision for the nursery and should continue with plans discussed to implement effective quality assurance processes to help embed and sustain any changes. For example; recording, tracking and monitoring of planning and children's learning. The areas the team had focused on improving since the last inspection, such as the outdoor area, were achieved to a very high standard. This showed us the service had capacity to improve to ensure positive outcomes for the children in their care.

As a team, staff evaluated activities they offered within their own playrooms, the environment and range of resources available taking account of good practice guidance and children's preferences. We suggested that peer assessments and opportunities for staff to observe practice in other playrooms would support further improvements in the setting.

The senior management team should continue to develop processes for staff to meaningfully reflect on their practice to support sustained and continuous development for them as individuals and the nursery as a whole. Using supervision and appraisal sessions to highlight not just areas of strength, but developments, goals and championship roles.

We reviewed the risk assessments within the nursery and found some required to be developed further for each individual playroom and areas children were accessing.

We reviewed policies within the nursery and found some required to be updated to reflect the Health and Social Care Standards, replacing the National Care Standards.

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

We made an evaluation of good for this quality indicator, 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 engaged well in the inspection process. They were open and honest during discussions. The service was appropriately staffed to meet the individual needs of children which ensured continuity and consistency of care. Parents told us they were confident in the care provided by the staff in Bluebird Family centre.

Staff were committed to their roles within the nursery, and talked passionately about supporting children to reach their full potential. Staff were skilled and discussed utilising each other strengths as a team to support high quality play and learning for children in their care.

Children experienced a warm, caring and nurturing setting as good working relationships and effective communication had been established between the team, senior management and families. We found staff worked well together within the playrooms. They were respectful in their interactions with each other, creating a positive ethos and role models for the children.

Staff deployment for busier times of the day, such as mealtime and pick up times should continue to be developed to ensure children's play and learning is not interrupted due to staff breaks or task being completed.

Access to the outdoors and free flow play for all children should continue to be developed with the senior management team and staff to ensure the health, wellbeing and safety of all children.

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	5 - Very Good
1.3 Play and learning	4 - Good

How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good

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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