

Little Glen Day Care of Children

Gleneagles Hotel
Auchterarder
PH3 1NF

Telephone: 01764 694 337

Type of inspection:
Unannounced

Completed on:
13 April 2023

Service provided by:
Gleneagles Hotel - Little Glen

Service provider number:
SP2003002165

Service no:
CS2003010114

About the service

Little Glen is a day care of children service registered to care for a maximum of 50 children aged between two and 12 years at any one time.

The service operates from Gleneagles Hotel, located in Perthshire. Little Glen consists of a reception area, playroom, arts and crafts room, toilet and nappy changing facilities. A small garden can be accessed directly from the playroom.

Little Glen is available for hotel guests, Glenmor residents and health club members. Children attend for 90 minute sessions.

About the inspection

This was an unannounced inspection which took place on 12 April 2023 between 09:30 and 15:20. We gave feedback on 13 April 2023 between 14:00 and 15:30. 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 children using the service and five of their families
- spoke with three staff and two members of management
- observed practice and children's experiences
- reviewed documents.

Key messages

- Children had fun and experienced caring and kind interactions. As a result, they were happy and relaxed.
- Most children were engaged in play. Older children would benefit from a wider range of exciting and stimulating experiences to provide challenge and improve their engagement.
- Children and families' views were sought to influence change within the setting.
- Staff worked well together as a team and were effectively deployed to meet children's needs.

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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very 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 evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 1.1 - Nurturing care and support

Children experienced warm, caring and kind interactions from staff which supported them to feel safe and secure. Children were happy, relaxed, and having fun. Staff interacted with children down at their level and used their names when speaking with them. This created respectful relationships between children and staff and supported staff to get to know children quickly. Children were excited to chat to Little Glen staff in the wider hotel setting as staff fondly greeted them. This demonstrated the positive relationships they had built. Children who attended Little Glen on a regular basis had developed attachments with staff. Families told us that staff were friendly and approachable and that they were happy with the information shared about their child's time at Little Glen.

Children's privacy and dignity was respected during personal care. The service supplied changes of clothes and nappies which meant that families did not have to be contacted if their child needed personal care. Nappy changing procedures followed current best practice guidance to keep children safe.

Basic information was gathered around children's needs, including medical information. Staff had identified that gathering additional information around children's likes, comforters, and strategies of support would be beneficial. This would enable them to further support children who do not attend the setting on a regular basis and help children to settle more effectively.

Staff were aware of children's medical needs to keep them safe. Some information was recorded about administering emergency medication, however, this should be further developed to ensure staff consistently have detailed information for each child to improve children's safety and wellbeing.

Quality Indicator 1.3 - Play and learning

Children had fun and most were engaged in play throughout the session. Older children lacked challenge in their play and as a result, one child told us they were a bit bored. They would benefit from a wider range of interesting, exciting, and stimulating experiences. This could include books which are relevant to their interests and stage of development, block play, the introduction of loose parts and open-ended materials. This would support the development of children's curiosity, investigation, and imaginative play.

Children were respectfully asked what activities they would like to do, and staff were responsive to them. Staff facilitated play, for example, supporting children to learn how to play games and enabling children to play together cooperatively.

Children moved confidently and freely between the play area and arts and crafts room enabling them to choose from spontaneous and planned play opportunities such as organised craft activities. Children told us that they particularly enjoyed doing arts and crafts at Little Glen. This gave them opportunities to be creative and use their imagination. Children were encouraged to be independent for example, accessing items independently for art. Opportunities for independence could be further developed by clearly labelling the resources such as games available for children to use.

On occasions, children attending Little Glen used the hotel grounds which enabled them to participate in a wider range of experiences. Staff were exploring ways to extend this to offer children additional fun and interesting experiences.

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 2.2 - Children experience high quality facilities

Little Glen was a bright space which was well ventilated and had lots of natural light. The setting was clean, safe, and well maintained. Each child was given a named box to store their belongings. This created an environment which was welcoming and inviting and gave the message that children were valued.

Children had plenty of space to move around freely. They made use of the fixed structures such as the Gleneagles train which promoted imaginative play and the tree house climbing frame and slide which enabled children to be active. Children could retreat to the comfortable space created underneath the slide to read a story or relax. There were baskets of toys for children to choose from and children particularly enjoyed playing with the babies. The addition of real-life resources would provide opportunities for children to extend their imaginary play experiences. Some sensory and creative experiences were available such as a small sand tray and arts and crafts. One child told us they would like more sand and water play. Children would benefit from more opportunities to be creative, explore and investigate.

A small garden could be accessed directly from the playroom. However, children had limited opportunities to access the garden as they wished. On the morning of the inspection, children were unable to go outside independently. Children had fun outside when free flow opportunities were available in the afternoon. Staff should ensure that free flow opportunities are available at each session. Staff had plans to develop the garden to include an area for growing and more opportunities for sensory play. These opportunities would offer children exciting and fun experiences.

Children were well supported to wash their hands. Visual reminders were in place to show children how to wash their hands the "Little Glen way". This ensured that children were kept safe and healthy. On one occasion a staff member wiped a child's nose, however, did they not wash their hands following this. Staff should ensure that they consistently wash their hands at appropriate times to ensure the potential spread of infection is minimised.

Children's information was stored securely. The information which was gathered for children attending infrequently was destroyed after use. This meant that children were kept safe.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 3.1 - Quality assurance and improvement are led well

Little Glen values reflected children's individual needs, diversity, and inclusion. The values referred to best practice which was no longer current. The values should be reviewed and refreshed to take account of current best practice guidance such as the 'Health and Social Care Standards' and 'A quality framework for daycare of children, childminding and school-aged children'. Children and families would benefit from being involved in reviewing the service aims to promote a shared vision.

Children and families had opportunities to share their views, ideas, and feedback about the service both verbally and through questionnaires and activities. For example, children were asked what activities and resources they would like at Little Glen. This meant that children and families influenced positive change within the service.

Daily written handovers between staff and management enabled them to identify what was working well and any areas for improvement on a day-to-day basis. This ensured that the management team had a clear overview of the service. Informal observations of staff practice were carried out by the manager. Staff were given feedback to support their improvement. We suggested recording key points from the observations and feedback to support staffs ongoing development.

The management team and staff had discussed ideas for improvements within the service, for example, they planned to develop the garden. They were in the early stages of recording these on an online system. We suggested that they track the progress of their improvement priorities, for example, through a floorbook. This would enable children to contribute towards the developments. Some areas of development such as the garden and introduction of loose parts have lacked progress, for example, the development of these areas was identified within the last inspection. Effective recording of developments would enable them to demonstrate how they plan to continuously improve the service and foster a culture of ongoing improvement.

How good is our staff team?**5 - Very Good**

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

Quality Indicator 4.3 - Staff deployment

Staff were consistent throughout the day which provided continuity for children. One staff member was allocated for the whole day to greet children at drop off and handover at pick up. This ensured that children were collected by their known adult and kept them safe.

Staff time had been well planned to ensure that children's needs were met. For example, they had a short period of time between each session to reset the playrooms. This ensured that each child experienced a welcoming and inviting environment on arrival. Staff breaks were planned between sessions to ensure children did not experience interruptions to their play. Contingency plans were in place to ensure staff absences were well managed.

The families of children who attended regularly told us that they had developed positive relationships with the staff. One family told us that the staff knew their child very well. For families who did not attend on a regular basis, the introduction of a photo board would support them to get to know staff quickly and support children to transition into the setting. The management team were in the process of developing this however, this was not yet in place.

Staff worked well together as a team, providing support to each other when needed. They recognised each other's strengths and skills and made use of these to meet children's needs and interests. Children were kept safe as staff ensured that there were enough staff in each area of the setting to ensure children were effectively supported and supervised.

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?	4 - Good
2.2 Children experience high quality facilities	4 - 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?	5 - Very Good
4.3 Staff deployment	5 - Very 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.