

Nuffield Health Creche - Milngavie

Day Care of Children

Strathblane Road
Milngavie
Glasgow
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Telephone: 0141 955 2400

Type of inspection:
Unannounced

Completed on:
18 August 2023

Service provided by:
Nuffield Health

Service provider number:
SP2006008078

Service no:
CS2016349106

About the service

Nuffield Health Creche - Milngavie provides care to children of families who are members of the health club. The service is located in a suburban area north of Glasgow in East Dunbartonshire.

The service can accommodate 46 children at any one time. The age range of the children is six children aged zero to under two years, 20 children aged from two to not yet attending primary school of whom no more than ten are under three years of age and 20 children attending school under the age of 16 years. Individual children can attend the creche for a maximum of four hours in any one day, with sessions of no more than two continuous hours.

The accommodation consists of a reception area, two playrooms, onsite toilets and changing facilities. The service is close to schools, transport routes, leisure and community services.

About the inspection

This was an unannounced inspection which took place on 16 August 2023. The inspection was carried out by one inspector 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
- reviewed feedback from nine parents and carers whose children attend the service
- reviewed feedback from four staff members employed in the service
- spoke with management and staff
- observed practice and staff interactions with children
- reviewed documents.

Key messages

- Staff knew children well and used kind and nurturing approaches.
- All children attending had fun and were happy. Experiences provided were child-led and responsive to children's interests.
- The outdoor play space needed to be improved to provide children with opportunities for outdoor play to support their health and well-being.
- The provider had made improvements to nappy changing facilities to support children's health and well-being.
- The manager was confident and knowledgeable and was leading with improved changes to the creche.
- Staff regularly engaged in a range of professional learning activities that built on and sustained their practice.
- The management team should regularly review the deployment of staff to maintain high levels of supervision and support for children at all times.
- Children benefited from a skilled staff team who worked well together.

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?	5 - Very Good
How good is our setting?	4 - 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?

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 1.1: Nurturing care and support

Children and parents were warmly welcomed into the creche by a staff member. Staff were nurturing and caring towards children in their interactions and responded warmly to children throughout their stay in the creche. This contributed to the positive relationships they had with staff. Children were supported well as staff offered them reassurance and comfort when needed. Babies attending the creche were receiving cuddles and staff were responsive to their cues. This helped children feel safe and secure. One parent who provided feedback shared with us, "My daughter...been going to the crèche since she has been six weeks and she absolutely loves it. The girls are all fab and they are always so welcoming and friendly." Another parent shared with us, "Staff are friendly, professional, accommodating and my child most importantly feels comfortable and safe with them".

Quality interactions and engagement were taking place between staff and children and children attending were happy. Staff were in tune and receptive to children's verbal and nonverbal communication. Staff noticed a child was looking wary of a talking toy and sensitively moved this away from the child.

Staff knew the children well and confidently described children's individual needs and how they are supported. A staff member shared with us she used the communication tool of Makaton to support and improve communication with a child and their family. The small number of children present meant that staff were able to spend time with children individually or in very small groups. Staff helped individual children follow their interest. Children's wishes were respected and staff responded to children's requests, for example when a child asked to wash their hands.

There was a written plan for each of the children. They included a registration form and "All about me" information where staff and parents wrote about children's individual interests and personality. The manager had developed personal plans. The plans gave staff full information on children needs, sensitivities and interests at a glance. Providing staff with easy access to children's details to contribute to meet their needs.

Children were able to choose when they had their snack, brought with them from home. A dedicated snack table meant they could eat at their own pace, without interruption. This was an unhurried and sociable experience. Children were encouraged to make choices and be independent.

Quality Indicator 1.3: Play and Learning

We saw all children attending having fun at the creche. They chose freely from the resources on offer which promoted their confidence and independence skills. Children enjoyed taking part in activities, such as pretend play and small world play. A child told us their favourite thing was to "play with the babies." Children joined in mark making opportunities and could choose from a selection of items. A child was immersed in painting and was proud of their creation, going backwards and forwards showing their pictures to adults.

Staff were skilful in their interactions, and when to engage in play and step back to enable the children to take their play forward. Staff were responsive to children's interests and there were opportunities for children to lead their own learning. There were provocations in place for children. A provocation is an open-ended resource that can create a context for children to explore their ideas. The dinosaur experience sparked their interest and curiosity and was a popular activity for the children.

Staff had developed positive relationships with the children, and this was evident in their interactions and through conversations observed which enhanced their language skills. One parent who provided feedback shared with us, "I feel the staff go above and beyond to make my children's experience fun and enjoyable. They know my children's interests and always take this into consideration."

Planning records were in place linked to national guidance of 'curriculum for excellence' and 'Pre-Birth to Three Positive Outcomes for Scotland's Children and Families.' Management and staff had made changes to their planning to include the recording of next steps. We discussed with the manager the importance of staff taking the next steps forward for continued learning and progression.

How good is our setting?

4 - Good

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

Quality Indicator 2.2: Children experience high quality facilities

There was a secure entry system in place contributing to children's safety. The premises were well maintained and clean.

Staff had created a separate area for the babies and younger children where they could explore safely and access suitable resources. Staff had set up some activities and provided a range of resources for the children. There were also a range of resources accessible to children, displayed to encourage choice and self-selection. All children could choose from a variety of toys. For younger children they included stacking toys, activity centres, physical apparatus and sensory resources. While there was a good range of resources throughout the creche, and we could see natural resources many of them were plastic. We discussed in our previous inspection developing the range of toys to include more natural resources. Staff had taken steps to introduce a small collection of loose parts materials. Management agreed natural resources could be extended further.

The creche had made improvements to nappy changing facilities with the addition of a partitioned cubicle for the changing of older children's nappies. This contributed to children's privacy and dignity. We discussed with the management team improving ventilation within both changing areas to support children's health and well-being. To improve the ventilation, extractor fans were installed in both changing areas after our inspection visit. We signposted the manager to our guidance 'Nappy changing for early learning and childcare settings' to support continual improvement. We asked the manager to update the creche risk assessment to be reflective of all changes made to nappy changing areas.

Management and staff had made improvements to their risk assessment of the premises which clearly listed all potential hazards to ensure the premises were safe. Staff used these as part of their morning checks, and we observed indoor premises to be safe for children.

We observed children washing their hands after snack and tables being cleaned. We discussed with management children and staff should wash their hands before having snack to support their health and well-being.

The outdoor space was not in use during our visit as the surface was split in areas. On our previous inspection the management team had agreed to consider how the area could be improved so children could access it safely on a regular basis. However, we found no improvements had been made (see area for improvement 1). One parent who provided feedback shared with us, "Outside area is not often used during crèche times. Could make better use of the outside space." Another parent who provided feedback shared with us, "Play is mainly indoors which I'm happy about as my daughter is only ever in the service for an hour or 2 at a time." The management team shared with us plans were in place for the surface to be replaced.

Areas for improvement

1. To effectively provide children with high quality facilities the provider should ensure children have access to a safe and secure outdoor play area to support children's health, safety and well-being needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that, 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22) and 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

How good is our leadership?

4 - Good

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

Quality Indicator 3.1: Quality assurance and improvement are led well

The manager is confident in her role and engaged well throughout the inspection process. She is passionate about the creche and strives for continuous improvement. Staff shared with us the manager is approachable and supportive in her role.

The manager and staff shared with us they had developed the service by introducing sports based activities for older children. This contributed to children's health and well-being and opportunities for exercise and physical development in the summer camp. We discussed with the manager how quality assurance and self-evaluation could be improved with consultations from children and recording the outcome and impact of changes made. This will provide opportunities for reflection and contribute to self-evaluation processes for continued improvements.

The management team was committed to consulting with families who used the creche facilities. They routinely issued questionnaires inviting them to share their views and there was a feedback box in place for parent suggestions. Parents and carers were issued with monthly newsletters keeping them informed of the service.

The manager carried out one to one meetings with staff. The manager used this as an opportunity to discuss progress, achievements and to set goals and objectives. Staff shared with us they found these beneficial. The manager is taking steps towards distributed leadership with staff having additional

responsibilities in overseeing the planning of experiences for children and the monitoring of paperwork. This contributes to recognising and valuing staff's skills and expertise.

Staff attended regular training to keep their skills and knowledge up to date of best practice and guidance. A staff member told us of changes she had made to her practice following safe sleep training.

Numbers of children attending the creche were quieter and staff had opportunities to share updates and information daily. We discussed as numbers attending increase, management should provide opportunities for all team members to come together for team meetings to discuss important areas of work.

How good is our staff team?

4 - Good

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

Quality Indicator 4.3: Staff deployment

There was a small core staff team who were present to care for the children. They were passionate in their roles and enjoyed working with children across a wide age range. One parent who provided feedback shared with us, "Fantastic team who go above and beyond for children to have a fun experience." Another parent shared with us, "Brilliant staff. Good continuity. Adapt play towards needs of child."

New staff to the service had undergone an induction which involved a tour of the creche to include areas of security, fire safety and allocated time to review policies and procedures.

We discussed with the management team regularly reviewing the deployment of staff when children are having their snack to minimise choking incidents. We observed children were left for very short periods of time when staff were undertaking other tasks. The review will contribute to all spaces used being appropriately staffed, to maintain high levels of supervision and support for children at all times.

The manager and staff team worked well together and supported one another. The manager was undertaking her BA qualification and another staff member was about to enrol, showing their commitment to develop their knowledge, skills and practice. The manager shared with us how she had taken her learning of the importance of reflection forward and was developing this skill with her staff team.

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

The provider should improve the nappy changing facilities to take account of the guidance document; Nappy changing facilities in early years, nurseries and large childminding services.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected." (HSCS 1.4).

This area for improvement was made on 16 September 2022.

Action taken since then

The provider had made improvements to nappy changing facilities with the addition of a partitioned cubicle for the changing of older children's nappies. To improve the ventilation, extractor fans were installed in both changing areas after our inspection visit.

The area for improvement had been met.

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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very 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?	4 - Good
4.3 Staff deployment	4 - Good

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