

Rockfield Nursery Day Care of Children

Gadburn School
70 Rockfield Road
Glasgow
G21 3DZ

Telephone: 01415 581 754

Type of inspection:
Unannounced

Completed on:
12 October 2023

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003014944

About the service

Rockfield Nursery is provided by Glasgow City Council and is registered to provide a care service to a maximum of 72 children aged from birth to those not yet attending primary school. The nursery operates from a space within the Gadburn School campus in the north east of Glasgow. The nursery is close to local transport links, shops, schools and other nurseries.

About the inspection

This was an unannounced inspection which took place on 09 and 11 October 2023. Feedback was given to the deputy manager and Glasgow City Council early years area manager on 12 October 2023. 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
- received electronic feedback from parents and carers
- received electronic feedback from staff
- received electronic feedback from visiting professionals
- spoke with staff and management
- spoke with Glasgow City Council early years area manager
- observed practice and daily life
- reviewed documents.

Key messages

- Children and families were warmly welcomed, respected and valued within the setting.
- Staff knew children well and generally responded to their individual needs well.
- The management and staff team worked closely with families and were keen to involve them in the life of the service. Families were regularly consulted and asked for suggestions.
- Improvements and repairs needed to be carried out to changing and hand washing facilities.
- The management team should continue with their plans to involve staff, children and families in their self evaluation and improvement of the service.

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?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	4 - Good
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?

3 - Adequate

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

Quality indicator 1.1: Nurturing care and support

Staff were kind, caring and nurturing. We could see that they had built good relationships with children and families. Children were secure in their care.

Children's emotional wellbeing was supported through sensitive sleep routines. Due to reduced numbers and attendance in the baby room children benefitted from close 1:1 engagement from staff at key points such as lunch time and nap time. We observed staff gently caring and comforting children as they fell asleep. Safe procedures were in place to monitor children as they slept. Staff were sensitive to children when they woke up, giving them time to awake fully before engaging them in activity or lunch.

The introduction of rolling lunches was on the whole working well for children and staff. Children were receiving a more relaxed lunchtime experience. Staff sat with and supported children during lunchtimes. Children were able to independently select what they wanted for lunch and serve themselves. We asked the staff team in the baby room to review and consider how and what children were served. For example, on the first day of our inspection all food available was given to children - jacket potato, beans, pizza, and pasta. Children's plates were overloaded with food. We also asked staff to review how food was kept warm and safe if children were asleep or not ready for lunch when the food was brought through by kitchen staff.

Staff were committed to providing warmth and nurturing care to children. They knew children very well as individuals and were responsive to their needs. Each child had a personal plan which contained a range of information about their health, welfare, and care needs. We found that although personal plans were in place, they needed to be updated and reviewed more robustly to ensure that children's current needs and interests were recorded. This service should involve parents and carers in these reviews. This will help to support the care, health and wellbeing of children who attend the service.

Staff were aware of and were respectful of children's medical and dietary requirements. We noted that overall safe systems were in place for the safe storage and recording of medication. A member of the management team had the responsibility of auditing medication to ensure that it was still required and appropriate. We asked that as part of the auditing process that staff ensure that clear signs and symptoms of when medication required is routinely recorded on consent forms. The management team agreed to do this.

Quality indicator 1.3: Play and learning

Improvements to the environment, how children and staff used the environment and resources had improved outcomes for children. Children were having fun, confident and engaged in a variety of play experiences. Play experiences provided opportunities for children to develop their skills in language, literacy, and numeracy. The home corner was a good example of giving children the opportunity to experience role play. They had introduced real foods and children were engaged in playing and exploring. Staff were offering a range of planned experiences. This could be further enhanced by staff facilitating this more, through their use of questioning and continuing to build on resources.

The opening up of playrooms for older children meant that children had more freedom and flexibility to move around their setting and engage in experiences and activities which they were most interested in. We could see how this change had created a calmer and more relaxed environment for children to learn. All staff we spoke to commented positively about this change and on the impact on children's behaviour and learning experiences.

The service had introduced and resourced a new sensory room where children who required one to one support or a quieter time to go and interact with staff effectively. We observed some children in the sensory room with a staff member. We could see how children responded well to the sensory activities that were available to them in the sensory room.

Although the service provided opportunities for children to play outdoors, this was restricted by staff available to be outdoors. For example, on the first day of our inspection there was only one member of staff outdoors, this meant that some children who wanted to play outdoors were unable to. This had improved on the second day of our inspection when more staff were available for children to be outdoors. The manager should review and support staff to build confidence in providing a rich and interesting play and learning environment outdoors.

We found the recording and sharing of information on children's experiences and learning and progression was inconsistent. Some observations were descriptive of the activity and would benefit from analysis of learning. In contrast there were observations highlighting learning and skills. We discussed with the deputy manager how staff should record next steps for individual children to support with learning and progression for individual children.

How good is our setting?

3 - Adequate

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

Quality indicator 2.2: Children experience high quality facilities

Overall, the setting was comfortable, furnished to a good standard and welcoming with plenty of natural light. A secure door entry system limited access to and from the buildings which helped keep children safe. Parents and carers who provided feedback were very positive about the facilities, some of their comments included:

"The nursery have adapted the play areas based on the needs of the children extremely well. Every room is fit for purpose and son has everything he needs to have a successful day. The nursery have specific areas such as the sensory room that have been tailored to support children with additional needs."

Children were cared for in rooms which were spacious and generally well resourced. A recent audit of the playrooms had led to staff making changes to how rooms were set up and the amount of resources available. Staff told us that they felt that the playrooms had previously been hectic and over stimulating for children. The introduction of calmer colours on wall displays and the use of more natural resources had softened and created a calmer more relaxed environment.

The service benefitted from a large and interesting outdoor play space. We found that although children enjoyed going outdoors and were having fun there was scope to further develop and improve outdoor play experiences. Some of the resources outdoors looked tired and neglected. The management and staff team should ensure that structures available outdoors to encourage children to climb and crawl are routinely checked and risk assessed.

On the first day of our inspection there were issues relating to water damage in ceilings in the baby changing and toilet area. This had been addressed promptly by the depute, janitor and senior janitor. As a result of repairs needing to be carried out babies had to be changed in the 2-3 changing facility. This did not comply with best practice guidance but was a satisfactory measure in an emergency temporary situation. We asked the manager to carry out a risk assessment for this and ensure staff were familiar with nappy changing guidance and infection control practices were reviewed and practices were robust. The depute manager has continued to update the Care Inspectorate on the progress of these repairs.

We identified some areas for concern around infection prevention and control practices within the setting, primarily within the baby room. We noted that a hand washing sink within the pantry area of the room was being used for general purpose cleaning and that there were no hand washing sinks available for staff or babies to wash their hands. We have asked the provider to review these facilities and update the Care Inspectorate with progress through their action plan. See Area for improvement 1.

Areas for improvement

1. The provider should review and improve hand washing facilities within the baby room. They should also ensure that staff are familiar with infection prevention control practices and that hand washing sinks are used solely for the purpose of hand washing.

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)

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

The service was in a period of transition within the management team. The previous manager had retired, and the permanent post had not been filled. The depute manager had taken on the role as acting manager of the service. Parents had been informed of these changes. One parent who provided feedback told us "The nursery has always had strong leadership, and although it is going through a transition phase at the moment with the head teacher retiring there is still a strong sense of leadership."

The service was working with educational psychologist and speech and language therapy on a programme to develop and build the staff team. We saw evidence that staff had been consulted about the changes that had to be made and how they would support each other to make improvements. Involving staff in this exercise gave them ownership of their own personal development.

Our discussions with the depute, the rest of the management team and the staff team highlighted that they were feeling positive and were committed to making the necessary improvements identified to provide quality outcomes for children and families.

Staff told us that they felt listened to, valued and included in decisions about the service and the delivery of care and learning. The depute manager had recently introduced walk and talk meetings with the staff team. Although only a few staff had participated in this we could see how this morning informal approach to supporting and consulting with staff would support them to feel valued and included in the service as well as helping the health and wellbeing.

A service improvement plan had been developed which was underpinned by relevant local and national guidance and legislative frameworks and outlined clear points for action, responsibilities and timescales. Although some progress had been made, this had been at a slower pace than necessary due to changes within the management team and the priority given to supporting and building the staff team.

The depute manager had clear plans about how she intended to involve staff in the self-evaluation of the service. We could see how she planned to use national frameworks to involve and support staff to reflect and evaluate the quality of the service provided. Supporting staff to reflect well together and use their observations and reflections to bring about positive changes will improve outcomes for children and families using the service.

Parents and carers who provided feedback about the leadership of the service commented positively. They all told us that they were confident that the service was well managed, and the manager had the appropriate skills, knowledge and expertise to care for their child. In addition to this, they all told us that they felt involved in the service and in their child's care, learning and development. One parent commented "Rockfield Nursery has a lot of stay and play days for parents to be involved in our child's learning and getting to be part of our child's nursery day this is great opportunity to see what things my child does at nursery and also to see the good relationships they have with both staff and their peers using the nursery."

How good is our staff team?

3 - Adequate

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

Quality indicator 4.3: Staff deployment

The management team recognised the importance of ensuring that the service was appropriately staffed during the day as essential to the wellbeing of children in the service.

Although there was enough staff across the service to meet the minimum ratio of staff to children, the deployment and positioning of staff across the building did not always fully support the individual needs of children. Examples of this was when children who wanted to go outside could not go out because there were not enough staff outside and when young children's personal care needs could not be met when they needed them met and by their key worker.

The provider should continue to review staff deployment within the setting and build staff confidence in moving around the setting and making decisions to best support children.

The provider had made the decision to reduce the capacity of the service, this meant that fewer children were able to attend, this helped to increase adult child ratios and offer some additional support to individual children. The service made good use of support for learner workers who told us that they felt part of the team and included in any training or information that needed to be passed on.

There had been a requirement made around staffing as a result of a complaint investigation. The provider and manager had made some improvements to the deployment of staff, staff shift patterns and rest breaks had been reviewed to support children. We could see that there was a more staggered approach to staff breaks and good communication between staff when they were going on a break or leaving the playroom to carry out tasks. This requirement had not yet been met and has been repeated and will be further assessed at our next inspection. See requirement 1.

Parents responded positively about the staff team. They told us that they felt the staff had the correct skills and expertise to care for their child, however, one of the parents who responded told us that she did not feel there was always enough staff to care for children.

Requirements

1. By 31 December 2023 the provider must make proper provision for the health, welfare, and safety of children. In this instance, the provider must ensure that levels of staffing are sufficient to meet the needs of all children attending the service.

This is in order to comply with: Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: "My care and support meets my needs and is right for me".

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must make proper provision for the health, welfare, and safety of children. In this instance, the provider must ensure that levels of staffing are sufficient to meet the needs of all children attending the service.

To be completed by: 29 September 2023

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: "My care and support meets my needs and is right for me".

This is in order to comply with:

Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 18 July 2023.

Action taken on previous requirement

Although some progress had been made this requirement had not been met.

Not met

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	3 - Adequate
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?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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