

# Cardonald Private Nursery Day Care of Children

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Type of inspection: Unannounced  
Inspection completed on: 19 June 2018

**Service provided by:**  
Collin Care Limited

**Service provider number:**  
SP2008009795

**Care service number:**  
CS2010249860

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was registered on 1 April 2011.

The service provider Collin Care Ltd operates childcare services throughout Glasgow, Renfrewshire, Ayrshire and North Lanarkshire.

Cardonald Private Nursery is registered to provide daycare to a maximum of 35 children at any one time. The service operates from a detached building in the Cardonald area of Glasgow. The age range of the children attending is as follows: nine children aged six weeks to under two years of age, 10 children aged two years to under three years of age, 16 children aged three years to those not yet attending primary school. The service operates Monday to Friday between 8am and 6pm, 52 weeks per year.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

At this inspection we spoke with 10 service users and seven members of staff. We observed practice and checked documentation relevant to the inspection.

We carried out an unannounced inspection of this service on 18 and 19 June 2018 and gave feedback to the manager and depute manager at the end of the inspection.

## What people told us

Children were content and happy in nursery. Younger children benefitted from space to explore their environment and resources. Older children were confident and used the playroom and resources to suit their play. They were able to ask for support from staff when needed. Children were encouraged to be kind to each other.

We had four Care Standards Questionnaires completed and returned to us during our inspection. Three staff questionnaires were also returned. Comments from parents:

- My son is so clever great with numbers letters and colours and really advanced for this age and its all thanks to the staff. Couldn't be happier with the service they provide.
- Confidence had progressed huge amounts since she started and has had so many fun experiences with all staff members who have so much effort to give each child and keep a lovely happy very content nursery.
- I am very happy with the service provided for my children.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Children within the service were confident and happy. They were keen to engage in play with us and one child in particular was able to express the love she had for herself and others. Good friendships had formed between children and some older children were able to resolve their differences without intervention by staff. Routines within the baby room were flexible and took into account individual children's wellbeing on any particular day. This showed that children's feelings were valued by staff who were responsive to their needs.

Personal plans were in place for all children and contained information which helped staff to plan their support. Online learning journals were now being used by staff and were a work in progress. Parents had an opportunity through these to comment and provide information to help staff enhance children's experiences. We discussed reviewing the planning for all children so that it reflected the patterns of attendance, support needs, challenge and diversity of experiences (see recommendation 1). Nurture and inclusiveness could be improved throughout the nursery both with the space used and the resources available for children. We discussed this with the manager who was keen to incorporate the suggestions into the plans to enhance children's experiences (see recommendation 2)

The lunch time routine had been reviewed and staff found that a few small changes had resulted in a marked improvement for children. There was less disruption and more time for them to sit and chat about their day with friends. Medication records had been completed and were in line with best practice guidelines.

We found the services performance was adequate for this theme.

### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1. The service should review and develop their paperwork relating to observations, personal plans and planning records to ensure that the information being recorded was meaningful, clear and allowed effective monitoring of children's support needs and progress.

This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child, I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

2. The provider should consider the importance of nurture within the playrooms and plan to emphasise it's importance within the nursery space for children of all ages.

This ensures care and support is consistent with the Health and Social Care Standards, which state that, I am supported to be emotionally resilient, have a strong sense of my own identity and well being and address any experiences of trauma or neglect (HSCS 1.29).

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The refurbishment of the nursery had been completed. The playrooms now looked bright and welcoming. The baby room now had a changing area directly off the room which meant that there was less disruption to the two to five room and that they were better able to check infection control procedures. All children were very familiar with personal hygiene routines. The manager advised that they had been without a cleaner for a number of weeks and this had resulted in the cleanliness of the resources and equipment used by children not being to an acceptable standard (see recommendation 1).

Children had more access to resources independently which meant that they were free to choose to suit their own interests. Although the access to resources had improved we found that the variety of resources, particularly within the baby room could be enhanced to provide better learning and development experiences around explorative, creative, den making, messy and sensory play (see recommendation 2).

Children were able to access the outdoor space several times a day. Younger children had a dedicated space where they were able to practice their balancing and other physical skills. In the older childrens outside space, a sand tent had been introduced which was a positive addition to the space and provided an additional sensory experience where children could use their imagination and pretend to be at the beach.

We found the services performance was adequate for this theme.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. The provider must ensure that all areas of the nursery premises are clean and free from debris. That all equipment and resources were cleaned on a regular basis and that high standards of infection control procedures were maintained. This ensures care and support is consistent with the Health and Social Care Standards, which state that I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.(HSCS 5.22).
2. The provider should ensure that all children have access to include but not be limited to, creative, role play, explorative, messy and sensory play on a daily basis. This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 2.27).

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Since the last inspection the staff team have had time to bond and work better together. This meant that the staff were now able to have a positive impact on the service as a whole. They worked well together and had created a supportive and inclusive environment for parents and children.

Staff recognised that they were on a learning journey and were fully committed to developing and improving the service. We discussed best practice documents and how they would provide staff with the tools to assess and evaluate their practice, enhance the quality of information being recorded, improve experiences for children and elevate their learning environment (see recommendation 1) . Staff had some training since the last inspection but it was unclear as to the impact of the training on their practice (see recommendation 2).

Staff discussed with us how they had supported individual children and families and the impact this had. They knew children well and had formed positive relationships. Baby room staff celebrated childrens achievements with them no matter how small. This helped improve childrens self esteem and confidence. Older children chatted with staff about their home life. We discussed how childrens achievements could be more prominent within the service.

We found the services performance was adequate for this theme.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. The provider should facilitate and encourage all staff to reflect on their practice in relation to national guidance, in particular:

- Getting it Right for Every Child, specifically the wellbeing indicators (2010)

<http://www.gov.scot/Topics/People/Young-People/gettingitright/what-is-girfec/children-adult-services/practitioners-info-pack>

- Building the Ambition (2015)

<http://www.gov.scot/Resource/0045/00458455.pdf>

- Pre-Birth to Three (2010)

[http://www.educationscotland.gov.uk/Images/PreBirthToThreeBooklet\\_tcm4-633448.pdf](http://www.educationscotland.gov.uk/Images/PreBirthToThreeBooklet_tcm4-633448.pdf)

- My World Outdoors (2016)

<http://www.hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

- Loose Parts Play (2016)

<http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>

These documents can be used as the starting point for evaluating practice and identifying areas for improvement, for example, the use of open-ended resources, different types of play, nurture and inclusiveness. This will help the service to provide richer play experiences for children. This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child, I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

2. The provider should consider staff accessing further training to improve and develop their existing skills, facilitate children's learning and improve the quality of information being recorded. This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

The management and staff had worked hard to create positive working relationships. They were now communicating effectively and had a shared vision of development for the service. They had used the action plan from the last inspection as a tool to enhance outcomes for children.

The impact of change plan which was devised with the local authority was reflective of the development needs within the service and we saw that these were indicative of improving outcomes for children and had realistic timeframes attached. This document would be a positive guide for the service to evaluate the impact of the proposed changes and involve staff as well as parents and children in taking the developments forward.

Monitoring paperwork included spot checks on practice as well as observations and audits of paperwork. This had resulted in an improved learning environment for children. For example due to the monitoring the layout of

the playrooms had been reviewed and we found that resources and spaces were accessed by children more and interruptions to their play were limited. We discussed the monitoring tools available to them and how they could be more focussed to allow more targeted and meaningful evaluations and action points to take forward. Best practice guidance should also be used to assess staff practice and the quality of childrens experiences (see recommendations 1 and 2).

The manager advised of the support she had from the provider and staff which had resulted in a more positive ethos within the service.

We found the services performance was adequate for this theme.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Monitoring for improvement should be focussed, targeted and reflective of the areas of development needed within the service. This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).
2. Best practice documents and guidance linked to the areas of development identified by the service, should be used to evaluate, assess and plan for improvements. This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).

**Grade:** 3 - adequate

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

## Previous requirements

### Requirement 1

The provider must ensure that children's support, learning and development needs are reflected within personal plans, planning records and the learning environment.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a).

Timescale for meeting this requirement: 30 March 2018.

**This requirement was made on 8 May 2018.**

### Action taken on previous requirement

Childrens personal plans had been reviewed and a new online system was now in use by staff.

**Met - within timescales**

## Requirement 2

The provider must ensure that all aspects of how the service is provided are monitored and assessed with clear action points to take forward in order to improve outcomes for children. This includes ensuring there are enough staff to meet children's needs.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a).

Timescale for meeting this requirement: 30 March 2018.

**This requirement was made on 8 May 2018.**

### Action taken on previous requirement

The provider had implemented monitoring systems within the nursery with targeted areas for improvement.

**Met - within timescales**

## Requirement 3

The provider must ensure children's health and wellbeing needs are met effectively throughout the day. In order to achieve this, the service should consider:

- reviewing lunchtime routines so that children are not seated for long periods of time unnecessarily
- consider and review the pace of the day for children so that nurture and inclusiveness are part of their nursery experience
- to improve access to resources for children to make independent choices about their play and learning
- children are supported to wash their hands before eating and at other times as appropriate to prevent and control the spread of infection.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a).

Timescale for meeting this requirement: 30 March 2018.

**This requirement was made on 8 May 2018.**

**Action taken on previous requirement**

The provider had improved childrens experiences within the service.

**Met - within timescales**

**Requirement 4**

The provider must ensure that the manager has the time, support and resources needed to effectively manage this service.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a).

Timescale for meeting this requirement: 30 March 2018.

**This requirement was made on 8 May 2018.**

**Action taken on previous requirement**

The provider had supported the new manager and enhanced staff provision.

**Met - within timescales**

**Requirement 5**

The provider must ensure that staff are aware of their roles and responsibilities within the service. That they engage in children's learning and development whilst deploying themselves to provide consistent and appropriate support to children and each other.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a).

Timescale for meeting this requirement: 16 March 2018.

**This requirement was made on 8 May 2018.**

**Action taken on previous requirement**

Staff were now working well as a team and communicated effectively.

**Met - within timescales**

**Requirement 6**

The provider must ensure that the recording of information within the administration of medication forms meet best practice guidelines including but not limited to:

- parental signatures to confirm they have been informed of the medication administered to their child
- dates medications are administered
- dosage of medication administered
- detailed symptoms for administering medication.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a).

Timescale for meeting this requirement: 9 March 2018.

**This requirement was made on 8 May 2018.**

### Action taken on previous requirement

Medication records were now inline with best practice guidelines.

**Met - within timescales**

## Requirement 7

The provider must make proper provision for the health and welfare of children. In order to achieve this, the provider must ensure the environment is clean and well maintained at all times to prevent and control the spread of infection.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 (SSI 2011 210) Regulation 4 Welfare of service users 4(1) (a) make proper provision for the health, welfare and safety of service users & (d) have appropriate procedures for the control of infection.

Timescale for meeting this requirement: 29 June 2018.

**This requirement was made on 8 May 2018.**

### Action taken on previous requirement

The service had undergone a refurbishment programme and made improvements to infection control procedures.

**Met - within timescales**

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

### Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
20 Feb 2018	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
1 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
5 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 Feb 2014	Unannounced	Care and support Not assessed Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
29 Nov 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
11 May 2011	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

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