

Glencoats Lodge Nursery Day Care of Children

29 Blackstoun Road
Paisley
PA3 1LU

Telephone: 0141-848-7600

Type of inspection:

Unannounced

Completed on:

24 October 2018

Service provided by:

Collin Care Limited

Service provider number:

SP2008009795

Service no:

CS2016351379

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

The service registered with the Care Inspectorate on 15 February 2017.

The service provider, Collin Care Limited, operates seven additional nurseries in the west coast of Scotland. Glencoats Lodge Nursery is registered to provide a day care service to a maximum of 39 children, from babies to children not yet attending primary school. The service is situated within the Ferguslie area of Paisley, Renfrewshire. The accommodation offers three age defined playrooms as well as fully enclosed outdoor play areas to the front and rear of the property. The nursery has partnership status with Renfrewshire Council to provide places for children aged 3-5 years.

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 some children and six members of staff. We observed practice and checked documentation relevant to the inspection.

We carried out an unannounced inspection of this service on 23 and 24 October 2018 and gave feedback to the manager and depute manager at the end of the inspection.

What people told us

Overall children were happy and content in nursery. They had nice relationships with staff. Younger children were settled and able to explore their surroundings independently while being supported by staff if needed. Older children were encouraged to form positive relationships with their peers, They were able to share their play with us and explored the outdoor play areas with confidence.

We had two care standards questionnaires (CSQs) completed and returned to us during our inspection. We also had five staff CSQs returned to us.

Overall all parents indicated they were happy with the quality of care their child received. Some additional comments from parents are included with this report.

Self assessment

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

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Confident children were nurtured by staff who supported them to make choices and form positive relationships with their peers. Children seemed to enjoy having visitors in nursery and wanted to play and have fun with us. Staff promoted self awareness and responsibility for children and this had resulted in a caring and inclusive space for children where they could safely express themselves.

Personal plans were in place for all children. Online learning journals were used by staff and parents had the opportunity to comment and provide information to help staff support children. This helped to engage parents in their child's learning. They had started to use floor book planning to record children's voices and experiences. We discussed their plans to develop these further as previous paperwork was not reflective of children's individual needs, learning and development was not easily tracked, nor the diversity of experiences provided by staff (see recommendation 1).

The variety and quantity of resources could be improved throughout the nursery but particularly within the 3-5 room where children would benefit from more challenge and opportunities to extend their learning including schematic play and Science, Technology, Engineering and Maths (STEM) experiences. Baby room staff should ensure that they plan and organise the playroom to encourage creativity using multi-sensory and natural resources. Staff have developed a sensory room however children would benefit from having similar resources in their 'main' playroom (see recommendation 2).

While children were for the most part, able to move freely between the indoor and outdoor space throughout the day, there were times when this was disrupted due to adult led activities. We discussed the pace of the day and how this could be improved so that children spent more time engaged in learning experiences. There were various opportunities for children to practice their independent living skills for example older children were able to become a 'buddy' for younger children transitioning into the 3-5 playroom.

Parents commented, "They take the time to get to know the child and parent. Feedback provided at the end of every session".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

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

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

2. The provider should ensure that all children have access to, but not be limited to, imaginative, creative, schematic play, role play, explorative, messy and sensory and STEM experiences 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: 4 - good

Quality of environment

Findings from the inspection

The playrooms for children were bright and welcoming. Children were very confident and familiar with the routines within nursery. They were able to practice self help skills, for example by helping to set up the tables at lunch time. We discussed how some infection control procedures could be improved and staff took this on board.

There had been some changes to the layout within the 3-5 room which staff advised was due to following children's natural play choices by changing the book room into a 'feelings' area as they had recognised that some children needed a safe space to express themselves. This resulted in a cosy and calm space where children seemed to enjoy spending time.

The need to further develop each playroom's home corner was discussed during the inspection. Resources should be gathered to enrich each home corner so that they better represent the children's wider worlds and to create a space where they can make sense of their experiences through imaginative play. Staff should display aspects of children's home lives, including images and text, which celebrate the nurseries cultural diversity and to create an inclusive environment.

We discussed how increasing the diversity and quantity of resources would provide richer play experiences for children. Risk assessments were in place for all areas of the nursery. Children had some opportunities for engaging in risky play, particularly within the outdoor space. We discussed how this could be extended further and provide some more challenge for children.

The outdoor area was a valuable resource for the nursery. It had recently been extensively refurbished and because of fundraising by staff, parents and the local community they now had a wooden pirate ship and

castle for all ages of children to enjoy outdoors. We discussed how the service could develop the resources and range of experiences available to children now that the outdoor area was completed. They had also been involved in supporting the local community developing a 'Fairy Trail' through the park. Children really benefitted from having access to such a great resource on their doorstep.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

There had been some changes to the staff team since the last inspection. All staff were registered or in the process of registering with the Scottish Social Services Council (SSSC). The new team worked well together and demonstrated a positive and inclusive approach. Staff engaged in professional dialogue and were able to share with us the changes they had made from the last inspection. They were keen to provide a good service for children and their families.

We observed staff supporting children to problem solve and resolve disagreements with their peers in a kind and caring manner. They had lots of fun with children and the positive loving relationships were clear to see. Children's everyday achievements were celebrated by staff. This helped to promote positive self esteem and confidence.

They recognised that they were on a learning journey and were fully committed to promoting positive outcomes for children. During the inspection we observed staff being responsive to individual children's needs and preferences. Children were cared for sensitively and respectfully.

The staff team should continue to develop their observation skills so that they are able to identify children requiring additional support to participate in the learning opportunities available. 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 recommendations 1 and 2).

Parents commented, "I feel confident to speak to the staff about any concerns I have. Staff are always open to answer all questions".

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:

- Pre-Birth to Three (2010)

http://www.educationscotland.gov.uk/Images/PreBirthToThreeBooklet_tcm4-633448.pdf

- Building the Ambition (2015)

<http://www.gov.scot/Resource/0045/00458455.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, risky play and providing challenge. This will help the service to provide richer play experiences for all children.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: '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: '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: 4 - good

Quality of management and leadership

Findings from the inspection

The manager was keen to ensure that children were well taken care of and that parents were kept informed of any changes in care or within the service as appropriate. This had helped facilitate positive relationships with parents who were able to become involved in the nursery and make a positive contribution. The management team had made good progress in making improvements to all aspects of the service since the last inspection. They recognised that there was further work to do and were keen to make a difference. Although the provider submitted a notification about an incident after the inspection they had not been aware of their responsibilities regarding notifications (see requirement 1).

The management team provided a nurturing and supportive environment for staff as well as children. This meant that staff were fully committed to the service's development and progression. While some areas for improvement and development had been identified by the service we discussed how these could be more focussed and planned over both short and long term timescales. By creating a plan of self evaluation and monitoring, staff could use the tools as the starting point on their journey of developing the service. This 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 (see recommendation 1).

Staff had the opportunity to attend a variety of training courses. They were also encouraged to evaluate any training that they had attended. The influence this training had on outcomes for children using best practice guidance had not been fully explored. Opportunities to enhance staff practice and progression could be improved (See recommendations 2 and 3).

Parents commented, "Very happy with service".

Requirements

Number of requirements: 1

1. The provider must ensure that they are aware of their responsibilities for submitting notifications to the Care Inspectorate. This includes all circumstances in which the Care Inspectorate must be notified and required timescales. Systems should be in place to ensure that the Care Inspectorate is notified of all circumstances, which can be found in 'Records all care services except (childminding) must keep and guidance on notification reporting' document. Submitting notifications and providing relevant information permits the Care Inspectorate to fulfil their regulatory functions.

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) and in order to comply with The Public Service Reform (Scotland) Act 2010 section 53 (2) (6) and SSI 210 (6).

Recommendations

Number of recommendations: 3

1. Self evaluation and quality assurance systems should include the monitoring of staff practice and the impact this has on outcomes for children as well as providing opportunities for leadership roles within the service. This will promote professional development for staff and provide focus areas for improvement.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: '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: '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).

3. Consideration should be given to staff accessing the Steps into Leadership learning resource by the SSSC to improve and develop their existing skills 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: 4 - good

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 soap is available for staff and children at each handwashing sink and toilet brushes are not within children's reach.

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

Timescale for completion: 8 December 2017

This requirement was made on 24 January 2018.

Action taken on previous requirement

The service had taken appropriate action.

Met - within timescales

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

Previous recommendations

Recommendation 1

Information from personal plans should be included in planning records for children's learning and development. National Care Standard: 5 Early Education and Learning up to the age of 16 - Quality of experience

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 2

Children should have access to resources that encourage imaginative, explorative and challenging play. Including but not limited to:

- Additional natural resources indoors
- Increase the type of resources to support schemas
- Resources for specific support needs such as encouraging communication
- Regular access to S.T.E.M experiences

National Care Standard: 5 Early Education and Learning up to the age of 16 - Quality of experience

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has not been met. A new revised recommendation has been made.

Recommendation 3

Daily routines and procedures should be established for children to access hand washing facilities when appropriate, but not limited to:

- before eating
- after toileting (including nappy changing)
- messy play

NCS 2: Early Education and Childcare up to the age of 16 - A safe environment

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 4

Records of administering medication should be inline with best practice guidelines.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing.

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 5

Younger children should have access to outdoor play every day they attend the service.

NCS 3 Early Education and Childcare up to the age of 16 - Health and Wellbeing

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 6

Training that staff attend should have an impact on the experiences that are provided for children. Staff have a responsibility to ensure their knowledge and practice is inline with best practice guidelines.
National Care Standards: 5 Early Education and Childcare up to the age of 16 - Quality of Experience

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has not been met. A new revised recommendation has been made.

Recommendation 7

Consideration should be given to staff accessing the Steps into Leadership learning resource by the SSSC to improve and develop their existing skills and improve the quality of information being recorded.
National Care Standards: 5 Early Education and Childcare up to the age of 16 - Quality of Experience

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has not been met and has been repeated.

Recommendation 8

Monitoring for improvement should be clear, focussed and meaningful.
National Care Standards: 14 Early Education and Childcare up to the age of 16 - Well-managed service

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has not been met. A new revised recommendation has been made.

Recommendation 9

The provider should consider how to encourage, challenge and motivate staff to take on further responsibilities and accountability which would promote aspirational and wider concept thinking.
National Care Standards: 14 Early Education and Childcare up to the age of 16 - Well-managed service

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

This recommendation has not been met. A new revised recommendation has been made.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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								
21 Nov 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	3 - Adequate	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	3 - Adequate									
Staffing	4 - Good									
Management and leadership	4 - Good									

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