

# Kiddieshack Nursery Day Care of Children

44 Young Street  
Wishaw  
ML2 8HJ

Telephone: 01698 361622

Type of inspection: Unannounced  
Inspection completed on: 9 February 2017

**Service provided by:**  
Collin Care Limited

**Service provider number:**  
SP2008009795

**Care service number:**  
CS2009194045

## About the service

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

We inspected this service on the 8 and 9 February '17.

Kiddieshack Nursery is provided from the Wishaw area of North Lanarkshire. The premises consist of three playrooms with an enclosed outdoor area. The nursery is part of the Collin Care Limited group which operate nurseries in the west coast of Scotland. The service is registered to provide a care service to a maximum of forty-two children aged from birth to those not yet attending primary school. Nine children from birth to under two years, ten children aged from two years to under three years, twenty-three children aged from three years to those not yet attending primary school between 7.30am and 6pm, Monday to Friday throughout the 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.

## What people told us

Children were observed to be happy, relaxed and comfortable in the surroundings. They responded positively to staff.

We had ten Care Standards Questionnaires completed and returned to us during our inspection. Four staff also returned questionnaires. Overall all parents indicated they were very happy with the quality of care their child received. Additional comments from parents included: "The staff are very friendly and put you at ease if you have any worries", "The staff are amazing with the kids, my child is ready to take the next step", "I am very happy with all aspects of the nursery", "I have been asked about my sons interests at home and what I think the nursery can build on with him to encourage his learning" and "The place is great, clean and tidy and my child has learned a lot from when he started, all the staff are very kind and caring".

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the service. This was completed by the manager. The self-assessment gave examples of improvements they had implemented as well as areas for development. The provider, depute manager and staff spoke with us about their plans for these improvements.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

Staff had created an inclusive and supportive environment where children were valued and nurtured. Children were able to chat confidently with us and involved us in their play. Younger children were settled and confident within their rooms. They were also able to alert staff when they needed comfort or support.

The children's personal plans were used by the service to provide the appropriate support. They had been reviewed to capture more meaningful information which meant that the service was more specific to the children who attended. Identifying schemas had been recognised by the provider as needing further input so they had developed observation sheets to capture this information and incorporate it within planning for children's learning and development. Parents were involved and kept up to date in their child's learning and development. Feedback from parents indicated that they were happy with the service and felt included.

Staff we spoke with were committed to promoting positive outcomes for children and were aware of the importance of including the wider family. They were able to tell us how they had adapted the environment to suit the children who attended. Parents had been consulted on how the service was provided, the outcome from the questionnaires were displayed. This was very good as it showed that the service encouraged families to be involved and their voices were heard.

The new manager had made a positive impact on the service. Staff advised that they had a good relationship with her and that she supported them with their practice and any other issues that arise. The manager was in the process of completing an audit of the service to identify gaps and areas of improvement. A development plan with timescales was in place. Since starting with the service, together with staff had identified literacy as an area which could be improved upon. This has led to the nursery as a whole having literacy as a key experience throughout all areas of learning and development. This is very good as it links in with the national drive to improve literacy for all of Scotland's children. The environment had recently been redecorated with more natural resources for children to explore. This had improved their overall experience in nursery.

## What the service could do better

We signposted staff and management to the 'Step into Leadership' resources available for staff from the Scottish Social Service Council to support them in developing further their leadership capabilities. We discussed how older children could have more opportunities for practicing their independent living skills. The manager and staff were in discussions to enhance children's learning in the outdoor area. Plans were in place to develop the outdoor resources to provide quality outdoor experiences for children.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings	
22 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Jul 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
5 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Sep 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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