

Mayfield Private Nursery Day Care of Children

148 Albert Road
Crosshill
Glasgow
G42 8UF

Telephone: 0141 423 4723

Type of inspection: Unannounced
Inspection completed on: 4 May 2017

Service provided by:
Mayfield Private Nursery

Service provider number:
SP2005007418

Care service number:
CS2005094804

About the service

The service is registered to provide full and part time day care to a maximum of 41 children from birth to those not yet attending primary school. The service is registered to care for: 9 children from 6 weeks to under 2 years, 14 children from 2 years to under 3 years and 18 children from 3 years to those not yet attending primary school. The provider is Mayfield Private Nursery. The nursery is in partnership with Glasgow City Council.

The service operates Monday to Friday between 8am and 6pm. The service operates from a large semi-detached house in the Crosshill area of Glasgow.

The service aims include, to:

"Provide secure, safe, inspiring and challenging nursery environments for children to develop individually and to their full potential."

We compiled this report following an unannounced inspection, which took place on Thursday 5 May 2017. The inspection was carried out by two Care Inspectorate early years inspectors.

During this inspection we spoke to the children, childcare staff and manager. We chatted to a few parents/grandmothers when they arrived to pick up their children. We looked at a number of documents including children's personal plans, safety records, planning tools, training plans and quality assurance folder.

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included. At this inspection we focused on two aspects in four themes. Care and Support; Health and Wellbeing. Staffing; Childcare consistency and personal care plans auditing, the update on last year's recommendations and a requirement following a complaint.

Through viewing the aims of the nursery it was noted that the service aimed to provide a "safe, secure environment where children and families feel welcomed, happy and valued."

What people told us

Eight parental questionnaires were returned. Some comments included:

"The staff are a real asset. They are so welcoming and friendly to children and parents. Thanks to their efforts, my son loves attending and talks warmly about them at home"

"The staff at Mayfield Nursery are amazing with the kids. They are caring, kind, nurturing and I have no concerns with the standard of care and support. The nursery has always gone out of their way to ensure the kids are happy, well fed, entertained, loved and happy. I am so grateful to the staff for their hard work they do and the standard of care and attention they give to the kids. I am so happy I chose Mayfield for xxx"

"My child's social skills have improved greatly since starting this nursery aged 3. He has settled in well and made lots of friends. His key worker and other workers in the service keep me up to date with any 'need to know' information and about behaviour or accidents as and when they occur which is thankfully not often. There are noticeboards, suggestion boards, a newsletter and Facebook page which encourages feedback and engagement.

I recently decided to place my 1 year old son in the nursery a couple of days a week because I like the atmosphere and environment and I feel he will benefit from spending time there too".

Self assessment

We did not request the service to submit a self assessment.

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

We discussed the children's personal care plans should be linked very well to the principles of Pre-Birth to Three, Curriculum for Excellence and the GIRFEC framework. The service had collated information and contained this in the personal care plans. These were child centred. They included the assessment and review of developmental needs as well as the identification of how needs would be supported and plans had meaningful observations. The service will ensure that these plans are reviewed with parents/carers every six months or sooner depending on the needs of the child. We discussed the personal learning journals to be better recorded and include dates, next steps planned. See recommendation one.

Baby room staff were highly motivated they told us their plans to use a schematic approach with the babies. We saw that babies were nurtured, enjoyed fresh air and staff were carrying out personal routines that mirrored the home routines. The nursery implement a key working system ensuring continuity of adult support.

Some children in the 2-3 years playroom were not challenged, activities were adult led some staff were not using skilful questioning to maximise children's learning potential. The manager agreed that she was going to change some of this staff team, to enable fresh ideas and improve on activities and experiences for children in this room.

The older children enjoyed negotiating space and risk taking in the garden area. The staff were providing child directed responsive play. This allowed the children to lead their own play. They provide opportunities to explore and learn.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Personal profiles should be meaningful, track children's learning journey and plans for next steps detailed.

National Care Standards for early education and childcare up to the age 16 – Standard 5: Quality of experience.

This was carried over from the last inspection report.

Grade: 4 - good

Quality of environment

Findings from the inspection

The staff should pursue the development of the garden area, to include softer and quieter areas and construction play. However we would suggest children are encouraged to lead their own play for example using "small parts". We saw staff carry out good infectrol practices . We saw staff carrying out garden risk assessments to ensure that it was safe to play in.

There is now a secure buzzer entry system installed. Staff can clearly see on camera who is at the door. In addition to this a telephone system has been installed that links rooms. This has contributed to the safety of children using the service. Information boards and topics of interest were displayed in the foyer area for parents and visitors.

The service had an effective child protection policy in place, staff were confident about their roles and responsibilities relating to protecting children from harm, abuse, bullying and neglect.

We discussed the environment for the 2-3 year olds should be reviewed, to include sensory, curiosity, investigative, malleable and physical play on offer daily. This room should be better laid out to enable children to play with challenging resources.

We saw staff use good hand washing and good infection control practices. The babies were able to move freely in their playroom and had easy access to the outdoors. The nursery followed safe sleeping practices.

Significant improvements to staff toilet facilities; wet wall surfaces, this will be much easier to clean and maintain. Non touch soap dispenser and new hand dryer.

We observed the baby changing area to be well-maintained and suitable for nappy changing. The nappy changing area and procedures were in line with best practice guidance.

We saw safe sleeping procedures; staff completed a sleep safety checklist.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The depute manager told us: "How good is early learning and childcare" has informed on what works best for children. The speech and language team have been working with the staff, to equip them with strategies to work with a child who faces challenges. Staff told us they had recently attended "Building the Ambition" training. Some staff told us this training was really good. "We have changed some of our areas in line with the environment guidance for babies". The staff told us that they enjoyed downloading ideas and knowledge from childcare websites to further enhance learning experiences and positive outcomes.

All staff were qualified and some undergoing further childcare education.. They spoke with a genuine kindness for the children. They demonstrated the knowledge of the children's likes and dislikes. We discussed that all staff should participate in professional training for example pre-birth to three". The depute manager had attended "Schema's" learning developed. We suggest all staff working with under three's further explore the development of schema opportunities. for young children.

They told us they met regularly as a team to discuss nursery developments. They felt that they benefit from the local authority education leader of learning. She discussed the planning and personal profiles and how to develop these.

Parents told us: "The staff are approachable and busy", "I have two children here, the staff are so friendly and know my children well".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The management carried out staff support and supervision sessions and annual appraisals.

The depute manager had a floor presence within the playrooms whenever possible and modelled good childcare practice in order to improve the service.

The nursery had an improvement plan and uses a curriculum monitoring calendar to assess the performance of the service. We saw the Quality and Standards report completed for the partnership status with the local authority. It identified staff training was one of the priorities identified.

The management team were monitoring the 2-3 playroom childcare practice and had identified similar areas for improvement as we did.

We discussed the children's personal care plans to be further improved especially the personal learning journals to track children's learning journey effectively. The manager explained the personal care plans were under review and she had plans to use the local authority's template.
(See recommendation 1 under quality of care and support.)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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 medication protocols and practices are improved. They should be in line with best practice; for example, Care Inspectorate "The Management of Medication in Daycare and Childminding Services 2015" which is available from the Care Inspectorate website www.careinspectorate.com The HUB.

This is in order to comply with SSI 2011/210, Regulation 4(1)(a) - a requirement relating to making proper provision for the health, welfare and safety of service users.

Timescale - This should be implemented on the publication of this report.

This requirement was made on 16 February 2016.

Action taken on previous requirement

This has been met

Met - within timescales**Requirement 2**

The provider must ensure staffing levels are maintained throughout the day. This in order to comply with Social Care and Social Work Improvement Scotland (Regulation for Care Services) 2011 Regulation 15 Staffing.

This requirement has been carried over from a requirement made in an upheld complaint report dated 22.05.14.

Timescale - This should be implemented on the publication of this report.

This requirement was made on 16 February 2016.

Action taken on previous requirement

This has been met.

Met - within timescales

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

Previous recommendations**Recommendation 1**

Personal profiles should be meaningful, track children's learning journey and plans for next steps detailed.

National Care Standards for early education and childcare up to the age 16 - Standard 5: Quality of experience.

This recommendation was made on 16 February 2016.

Action taken on previous recommendation

This is carried over in this report.

Recommendation 2

Daily checks, practices and risk assessments should be improved to ensure best practice guidance is followed to minimise the risk of the spread of infection.

National Care Standards for early education and childcare up to the age 16 - Standard 2: A safe environment.

This recommendation was made on 16 February 2016.

Action taken on previous recommendation

We saw these being carried out.

Recommendation 3

The service should follow best practice guidance to improve storage and procedures in the nappy changing area.

National Care Standards for early education and childcare up to the age 16 - Standard 2: A safe environment.

This recommendation was made on 28 September 2016.

Action taken on previous recommendation

The nappy changing area and been fitted with a wet wall and portable children's sink. All storage was safe and orderly.

Recommendation 4

All staff should be aware of the children's information recorded in personal plans about their individual needs. All staff should be aware of best practice medication guidance.

National Care Standards for early education and childcare up to the age 16 - Standard 12: Confidence in staff.

This is carried over from the last inspection report.

This recommendation was made on 28 September 2016.

Action taken on previous recommendation

We saw best practice guidance was adhered to.

Recommendation 5

The staff team should be aware of best practice infection control procedures.

National Care Standards for early education and childcare up to the age 16 - Standard 12: Confidence in staff.

This recommendation was made on 28 September 2016.

Action taken on previous recommendation

We saw good infection controls being implemented.

Recommendation 6

Personal plans should contain the required content about the child's personal care, health and wellbeing needs. Additional Support Plans should contain appropriate recordings and detailed action required should be recorded.

National Care Standards for early education and childcare up to the age 16 - Standard 3: Health and wellbeing.

This is carried over from the last inspection report.

This recommendation was made on 28 September 2016.

Action taken on previous recommendation

Personal Plans contained the required content.

Recommendation 7

The provider should review quality assurance procedures within the service.

National Care Standards for early education and childcare up to the age 16 - Standard 14: Well-managed service.

This is carried over from the last inspection report.

This recommendation was made on 28 September 2016.

Action taken on previous recommendation

The manager assess's the childcare quality practice's against "How good is our learning and childcare" performance indicators.

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	
18 Aug 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
15 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
27 Feb 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
6 May 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Dec 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
23 Jul 2008	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	2 - Weak

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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