Heathdene Nurseries Ltd
Day Care of Children

124 Carmunnock Road
Cathcart
Glasgow
G44 5UU

Telephone: 01416 378 953

Type of inspection:
Unannounced

Completed on:
23 June 2022

Service provided by:
Heathdene Nurseries Ltd

Service provider number:
SP2003001313

Service no:
CS2003006017

About the service

The nursery is situated in a church like building in the south side of Glasgow. Heathdene Nurseries Ltd is registered to provide a care service to a maximum of 62 children aged between six weeks and five years in the following age groups:

22 children aged six weeks to under two.
10 children aged two years to under three.
30 children aged three to not yet attending Primary School.

Children are cared for in different rooms, dependant on overall numbers and their age groups.

About the inspection

This was an unannounced inspection which took place on 10 June 2022. 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 received 28 questionnaire returns from people using the service and spoke with 14 staff and management, face to face or through questionnaire returns. We also observed practice and reviewed documents.

Key messages

Children are cared for by staff who are kind caring, nurturing and engaged positively with them, in an environment that was well designed to support childrens' play and learning.

Children's overall wellbeing was supported through personal planning that took into account the wellbeing indicators.

Children are actively involved in leading their play through a balance of spontaneous and planned quality experiences, promoting their choice, independence and their rights to play.

Leaders promote a shared vision for the nursery, that reflects the aspirations of children.

There is a strong ethos of continuous improvement and the manager was highly knowledgeable about aspects of the service which required improvement.

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?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning? 4 - Good

We evaluated this quality indicator as good, as a number of important strengths which, taken together, clearly outweigh areas for improvement.

1.1 Nurturing Care and Support

Children experienced care which was nurturing and personally responsive to their needs. Almost all staff provided lots of warm, caring interactions and were respectful towards children, taking time to listen and respond. Staff knew children well and skilfully engaged with them to support their learning and development. We discussed that the storage of some medication should be revisited in line with current good practice guidance.

Planning for children's learning was individualised and took into account best practice documentation. A good start had been made on using meaningful observations of children's interests in developing next steps. One parent told us: "The staff are friendly, the online learning journal is updated every day and my daughter is happy at the nursery." We agreed with the management team how meaningful next steps could improve experiences for all children, by consulting children, as well as parents.

We looked at eight children's care plans and saw that staff were supporting children to lead their learning and sharing information with each other to promote consistency and continuity of care. In some cases these plans were drawn up in consultation with other professionals and parents wishes. On the day of inspection, not all staff were carrying out the strategies identified for some children in their personal plans. We discussed with management how, by effective monitoring of staff practice, they would ensure that all children's needs were met.

Children's lunchtime was observed to be a relaxed, sociable experience for children. On the day of the inspection, some children enjoyed lunch outdoors. Children told us that they had a tea party to celebrate the queens jubilee outdoors and their mums and dads were able to attend too. Staff sat with children and provided effective support to enable children to participate and enjoy this experience. Children enjoyed the lunch options that they received, they were healthy and well balanced. There was plenty of water available throughout the session and one child told us "I drink lots of water in nursery, it helps me feel full of energy and healthy." Children experienced warm, caring, supportive relationships with staff when they were being fed in the 0-2 room. Staff understood the importance of sleep for children's overall development. Routines were reflective of parents wishes. Staff should continue to explore best practice guidance in relation to sleep arrangements, to ensure all children's wellbeing and sense of security is supported through sensitive sleep arrangements.

1.3 Play and Learning

Children were well supported to learn and develop through their play and learning. The learning environment provided exciting opportunities that promoted curiosity, experimentation, imagination, and challenge, in the 3-5 room. For example, we saw children having lots of fun building tracks in the construction area, exploring in the large sand tray that was being used as a beach as the children were exploring going on holiday. In this room children were actively leading their play. They were encouraged to make choices and be independent.

Staff responded to their interests in a meaningful and engaging way. We observed staff using effective questioning to scaffold and extend children's thinking and learning. The 2-3 room required more opportunities for children to explore and be curious of their environment indoors. Management discussed with us the learning opportunities which have been identified for staff in that room, to ensure a richer environment for this age group. A simple reorganisation of the resources available might be all that is needed to raise the children's curiosity. (Area for Improvement one)

Most children had access to lots of play experiences and stimulating and challenging resources to help them to develop their skills in language, literacy, and numeracy. For example, children were retelling stories from some books in the nursery and then using art and craft to recreate some of the characters in those books. There are plans in place to offer children in the 2-3 room more opportunities to plant outdoors, this will encourage their curiosity and will have the benefits of more natural experiences to their session. Each playroom had their own designated outdoor area. They were well presented to encourage children to be involved in risky play and staff were mindful to the importance that children would not wander out of those garden areas. On the day of inspection no children were outdoors accessing these areas and we discussed with management the importance of daily outdoor play. One parent told us: "In our experience staff all provide a great level of care to our child. There are good opportunities for learning and play.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. We saw strict handwashing routines for both staff and children. There were robust arrangements, in place for parents to collect their children.

Areas for improvement

1. 1. To ensure that children in the 2-3 room can direct their play in a way that develops their curiosity, learning and creativity, a wider range of resources should be accessible. This should include, but is not limited to, the inclusion of more open-ended materials.
This is to ensure that the setting is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

How good is our setting? 4 - Good

We evaluated this quality indicator as good, as a number of important strengths which, taken together, clearly outweigh areas for improvement.

2.2 Children experience high-quality facilities

The setting was well planned, comfortable and welcoming. Children had lots of space to freely move around indoors and were able to ask staff to take them outdoors. Staff had created a homely environment with space for children to relax. There was lots of natural light and ventilation and play spaces reflected most children's interests and provided a range of opportunities for active play and learning. Resources were of good quality and were very accessible to children. We saw staff helping children to use resources in their own way to develop their play and match their own interests and intentions. There were playroom quality assurance checklists in place to monitor areas and ensure safety and security for children.

One parent commented "We are generally happy with the environment and appreciate steps taken to improve it in recent years.

Planning approaches are child centred and responsive to children's interests and life experiences. As a result, children are progressing very well, and are happy and confident. Planning was well audited by the management team and these have also resulted in new resources being purchased in response to children's interests. We witnessed children leading their own learning and engaging in purposeful play. Examples included, children working together to use loose parts to build train track, there was turn taking and measuring taken place during this activity. Some children were drawing, characters from their favourite stories and were discussing if these characters could visit the nursery, then going back to the book area to read the story again.

Some staff have a very good understanding of child development, relevant theory, and practice, and skilfully use this to support high quality play and learning experiences. They support the emotional resilience of children and families through holistic and nurturing approaches to secure children's wellbeing including, their right to play. Recently staff had worked well together to identify and remove risks to children within the setting both indoors and outdoors. They ensure children are accounted for at all times and that the environment is secure and safe. In doing so children's activities are not compromised and they are supported to enjoy challenging, fun play experiences. There were plans in place for the children to be out exploring the local community more as they had prior to Covid-19 restrictions.

Well-functioning and effective arrangements for monitoring, maintenance and repair of the setting was evident. Staff told us that damaged items were promptly removed and replaced. We saw robust infection prevention control and food safety practices provided high levels of safety for children. Children's personal information was safe and protected, in a secure space.

How good is our leadership? 4 - Good

We evaluated this quality indicator as good, as a number of important strengths which, taken together, clearly outweigh areas for improvement.

3.1 Quality Assurance and improvement are led well

The management team had a strong shared vision, aims and objectives that positively informed practice. The manager particularly valued children and families being meaningfully involved to influence change within the setting. This has been more challenging recently due to Covid-19 restrictions, but we saw plans to set up again Stay and Play Sessions for parents to come into the nursery along with the opportunity to be involved in the Parents Council. Staff told us that management were very approachable and had a very sound knowledge of research and best practice to secure better outcomes for children and this inspired staff to reflect on their practice. This was evident by the relationships we saw on the day between staff and management.

By sharing the outcomes from staff questionnaires as part of this inspection process, there seemed to be some staff unsure about what Quality Assurance meant. The manager discussed with us, how this will be revisited in an upcoming team building event. Any staff requiring one to one support will be offered this, in order that they recognise their role to lead continuous improvement.

The service was well led by a strong, approachable manager who delegated responsibility appropriately to staff and involved them in the development of the service. Good direction was provided to the team who were committed to providing children and families with positive experiences. High staff morale impacted strongly on children's experiences.

Parents told us that the service was very well managed and they are looking forward to being involved in identifying future improvements in the service. Some parents told us they would like to see the children outdoors, even more than at present. The manager agreed that she will make this a key priority to get the views of parents on this and add into the Improvement Plan for action.

How good is our staff team? 4 - Good

We evaluated this quality indicator as good, as a number of important strengths which, taken together, clearly outweigh areas for improvement.

4.3 Staff Deployment

Deployment and levels of staff were effective in ensuring high-quality outcomes for children. Due to the additional needs of some children, there were enhanced staffing ratio's in place. Some staff were skilled at leading experiences and stepping back in response to children's wishes. There was a clear process for mentoring and supporting new staff to the service. The Induction process for new staff, was very effective and ensured that staff had the opportunity to know the children well. Staff told us that the induction process, covered all aspects of their role and ensured that they had the knowledge they needed to keep children safe in a fun environment.

Effective use was made of the differing experience, knowledge and skills of the staff group to ensure children's experience across the whole day was positive and that they were safe.
This also helped to promote continuity of care for children with staff sharing information and observations of children with other staff.

Arrangements for absence, whether planned or unplanned, were managed to support minimum disruption to children's routines. Busier times of the day, such as mealtimes or arrival and departure times, were recognised and planned for. This ensured staff can fully meet children's needs at those times. This also allowed time for staff to speak with parents freely. One parent told us "The staff are amazing. They are a credit to the nursery. They keep me up to date on my child's progress, when I collect my child."

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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