Viewpark Childcare Services
Day Care of Children

Viewpark Community Centre
Old Edinburgh Road
Viewpark, Uddingston
Glasgow
G71 6PG

Telephone: 01698 801 774

Type of inspection:
Unannounced

Completed on:
23 July 2021

Service provided by:
Viewpark Family Centre Association Ltd

Service provider number:
SP2003003296

Service no:
CS2003014231

About the service

Viewpark Childcare Services is registered to provide a care service to a maximum of 24 children aged from two years to those not yet attending primary school of whom a maximum of 15 children can be between 2 to 3 years old and a maximum of 50 children attending school of whom a maximum of 5 children can attend over the summer holidays who are due to start school in August.

The provider of Viewpark Childcare Services is Viewpark Family Centre Association Ltd. The service has been operating since 2004 and was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Any other conditions unique to the service:
2. The out of school service will operate from 3:00pm to 6:00pm, Monday to Friday, during term time. During school holiday periods the service will operate from 8:00am to 6:00pm, Monday to Friday. The playgroup will operate in two sessions between the times of 9:00am and 3:15pm, Monday to Friday, during term time only.

3. During operating times the out of school children will have exclusive use of the two large rooms on the upper floor, male and female toilets and an office. During operating times the playgroup children will have exclusive use of their own playroom on the upper floor along with the nearby ladies' toilets and a changing room.

Care is provided across two playrooms, and they have shared access to a games hall and foyer area within Viewpark Community facility. The children have access to a large, enclosed garden. The service is situated in a residential area of Viewpark in Uddingston and is close to community gardens, shops, transport links and other amenities.

The aims of the service include to offer quality, affordable childcare to enable parents to take up work or training and offer family learning and health and wellbeing opportunities to improve health and relieve poverty.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality of Care and Support.

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, included.

What people told us

For this inspection we talked with four parents about the service. Parents spoke highly about the staff and feel they are welcoming and approachable, they are comfortable leaving their children in their care. All parents confirmed that they were happy with the communication received from the service during the Covid-19 pandemic and they were kept up to date with any changes to service delivery through emails and social media.

There were nine children present at the time of the inspection in the Out of School care. They were happy, relaxed and busy playing. They were eager to talk to us and told us they enjoy playing in the garden and gym hall.

Self assessment

We did not request a self assessment from the provider. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the report.

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

Children attending the service were happy, settled and well cared for. They told us ''I like coming here, there is always lots to do, like trips, a pool party, den building, just tonnes of stuff''. Another child added ''I like everything here''.

Children chose from a variety of interesting play experiences. They were having fun as they developed their skills in investigation and thinking. Children were particularly excited when they discovered a large beetle in the sand pit. One child said, ''I always find bugs and staff took us on a bug hunt when we went to the park''.

The out of school care summer program took account of children's interests and was developed in partnership with them. Children showed us their planning floor book and talked excitedly about the summer activities. This included a pool party, visiting community allotments and a visit from the petting zoo.

Staff knew children well, and each child had a personal plan that supported meeting their needs. Plans gathered appropriate information about children, including their likes, interest, and achievements. However, we found that these needed to be reviewed with children, parents, and carers more regularly to ensure that no changes to their health, safety and wellbeing were missed.

Children with additional support needs were helped to achieve. The service worked closely with children and their families to develop strategies that supported children to feel safe and secure. For example, providing quiet spaces and sensory experiences. Some staff had recently enrolled on an Autism training course to further deepen their understanding of how to meet children's needs.

Staff understood their responsibility to keep children safe. They had participated in recent child protection training and understood and knew how to report concerns about children's wellbeing. We discussed with the manager how training could be more in depth to include some wider child protection issues, for example child trafficking.

The service took a sensible approach to protecting children from the effects of the sun and ensured they spent time indoors at the hottest parts of the day. Children were encouraged to apply their own sun cream with staff assisting when needed. Positive attempts were made to create shaded areas outdoors and children were encouraged to keep hydrated with access to drinking water throughout the session.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, appropriate use of face masks and regular cleaning of frequently touched surfaces. Physical distancing was implemented for adults and visitors in the setting.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children had access to a variety of play spaces that met their needs and wishes. In addition to playrooms, children benefitted from access to a gym hall and large enclosed garden. This maximised opportunities for fresh air, exercise, and good health. One child said, "I like playing football in the hall" and another said, ''There is always cool things to do outside''.

The service provided areas for the children to spend time alone if they wished, which supported good mental wellbeing. This included small dens and cosy cushioned areas. One child told us they were "just chilling", as they spent some time relaxing in the garden.

Good use was made of the local community to enhance children's experiences. For example, visiting allotments, local gardens, and green spaces. Children told us that on these outings they often participated in bug hunts and races. One child said, "we go to the big hill and do races, I love that".

Recent upgrades to the exterior of the premises including a new roof, windows and ventilation supported a comfortable and welcoming environment.

Indoors, children had access to a range of equipment, toys and furnishings that met their needs and interests. Staff told us children would benefit from upgrading some resources. For example, an outdoor shelter and new toys. We agreed that this would enhance the quality of children's experiences. The manager agreed to discuss with the provider how this can be taken forward.

A variety of measures were in place to keep children safe. For example, a secure entry system, safe storage of cleaning materials and risk assessments.

Staff were trained in paediatric first aid and were equipped to respond to minor injuries and emergencies. Accidents and incidents were clearly recorded and shared with parents and carers. This supported children's safety and wellbeing needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were happy to be at work, and communicated well as a team, promoting a positive and happy environment for children. Parents spoke very highly of the staff. They commented "staff are very approachable", "very, very happy with staff'', ''staff take time to listen to my child's needs'', and ''my child is excited to see them and is really cared for''.

Staff had the opportunity to meet regularly at team meetings. This provided an opportunity to discuss children's individual needs, changes to procedures and safety issues. Staff valued this time to get clarity on changes to service delivery, particularly within the current Covid-19 environment. The addition of a staff social media group further supported communication. This ensured a consistent approach was taken to meeting children's needs.

Children and staff had positive relationships. There was lots of informal chatter and laughter. Children confidently approached staff to share their thoughts and ideas. Staff valued their contributions and respected their views, making changes to plans as children requested. One child said, ''I like all the staff, they are really nice''.

All staff had participated in a variety of training that supported safe care of children. For example, child protection, paediatric first aid and Covid-19 training. Some staff had participated in learning that helped them support children's wellbeing. We discussed with the service the benefits of regularly sharing learning and revisiting previous training to ensure it makes a difference to children's care. Widening staff's knowledge and skills would ensure the changing needs of children is met.

Staff were safely recruited and participated in a full induction when they commenced employment. This helped them understand their roles and responsibilities, ensuring they had the knowledge required to care for children safely.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Staff told us they felt well supported by the manager. They were kept up to date with all developments at the service and were provided with information that supported them to carry out their role. Staff told us that the regular communication motivated them and made them feel valued. This contributed to good mental wellbeing across the team, promoting a happy environment for children.

Despite the current physical distancing restrictions associated with Covid-19, parents told us the team had worked hard to keep them connected to the service. A range of communication methods, including social media posts, email and telephone calls kept families informed about any change to service delivery. This provided parents with reassurances that their children were cared for safely throughout the Covid-19 pandemic.

Since the last inspection, the service had made a positive start on developing approaches to monitoring. Strategies such as staff observations had been successful in ensuring safe care throughout the pandemic. However, we found that some approaches to auditing and monitoring still needed to be developed to ensure consistently high-quality care for children. For example, reviewing and sharing training and closely auditing staff registration with the Scottish Social Services Council (SSSC).

We discussed with the manager ways to further support quality assurance and self-evaluation approaches and referred to best practice guidance. We made a recommendation about monitoring at the last inspection and have repeated it at this inspection.

The service had been focused on developing approaches to keeping children safe during the Covid-19 pandemic. They should now formalise an improvement plan that identifies developments needed to enhance the quality of the service.

Children's voices were routinely sought and taken into account. Their views impacted on experiences offered and changes to plans, making children feel respected, valued, and important.

The manager was an active member of local and national early years network groups. This strengthened the knowledge the service gained on best practice and developments in the sector, impacting on positive changes to practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should improve their current quality assurance processes to ensure the recording systems in place are used effectively to support the work of the service. These should include, but not be exclusive to, areas such as:

- a clear and manageable monitoring calendar to look at the quality of provision
- self-evaluation
- staff practice
- using direct observations of children's experiences, including interactions with staff
- child protection and safeguarding procedures and recording systems
- proactive systems to source and research recent guidance and legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider should improve the measures taken to maximise children's safety when they attend the service and ensure staff are supported to protect children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: As a child I can expect, my environment to be secure and safe. (HSCS 5.17)

This recommendation was made on 18 April 2019.

Action taken on previous recommendation
We were satisfied that appropriate measures were in place to keep children safe. This included risk assessments, adequate supervision and maintenance of premises. Therefore, this recommendation is met.

Recommendation 2

To ensure care and support is provided in a planned and safe way the service should notify the Care Inspectorate of any further intention to refurbish or make changes to existing premises at least three months before commencement. Information required includes:

- The date the intended works will start.
- Timescale for completion.
- Type of work to be done, for example, structural.
- The action taken to minimise disruption to everyone using the service.

http://www.careinspectorate.com/index.php/notifications

This is to ensure care and support is consistent with the Health and Social Care Standards which state: As a child, my care and support is provided in a planned and safe way, including if there is an emergency and unexpected event. (HSCS 4.14)

This recommendation was made on 18 April 2019.

Action taken on previous recommendation
Work carried out on the premises since the last inspection was completed when children were not in attendance. Therefore, this recommendation is met.

Recommendation 3

The service should improve their current quality assurance processes to ensure the recording systems in place are used effectively to support the work of the service. These should include, but not be exclusive to, areas such as:

- a clear and manageable monitoring calendar to look at the quality of provision
- self-evaluation
- staff practice
- using direct observations of children's experiences, including interactions with staff
- administration of medicine
- child protection and safeguarding procedures and recording systems
- accident and incident recording
- risk assessments and up-to-date response measure
- proactive systems to source and research recent guidance and legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

This recommendation was made on 18 April 2019.

Action taken on previous recommendation

The service had made a positive start on developing monitoring processes to support improvement. For example, observations of staff practice, training reviews and supervision meetings with staff. However, these were all in the early stages of development and should continue to be embedded to ensure continuous improvement of outcomes for children. Therefore, this recommendation is not met and will be reviewed at the next inspection.

Recommendation 4

The service should develop a robust induction policy and procedure outlining how they will ensure children experience high quality care and support because new staff are familiar with policy and procedures, receive consistent information about codes of practice and are well supported in their role.

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

This recommendation was made on 18 April 2019.

Action taken on previous recommendation

We found staff had been safely recruited and inducted to their role. They received support from senior staff to develop the knowledge required to carry out their role. Therefore, this recommendation has been met.

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	
8 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
14 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate
27 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 3 - Adequate Not assessed
30 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good
6 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
30 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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