

Castlehill Nursery Centre

Day Care of Children

Castlehill Primary School
Rosslyn Road
Bearsden
Glasgow
G61 4DL

Telephone: 01419 552 216

Type of inspection:
Unannounced

Completed on:
28 January 2022

Service provided by:
East Dunbartonshire Council

Service provider number:
SP2003003380

Service no:
CS2003014681

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

Castlehill Nursery Centre was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The service is provided by East Dunbartonshire Council and is located within Castlehill Primary School in Bearsden. The service provides care and learning for a maximum of 96 children aged two years to not yet attending primary school during term time and holiday periods. Children can attend on a part time or full time basis between 8am and 6pm.

Children are accommodated in spacious playrooms with provision for outdoor physical play and learning.

The nursery aims to: "provide a safe and stimulating environment, in which our children will feel happy and secure".

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy, and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection to assess how services are making a positive difference for children.

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 Care and Support.

We compiled this report following an unannounced inspection carried out by two early learning and childcare inspectors.

What people told us

We contacted parents of children who attended the nursery and received feedback from 19 through electronic questionnaires. All parents were very happy with the nursery and the care their child received, comments included:

"Staff have worked hard to change approaches during covid restrictions"

"Staff are really good at the end of the day at telling you how my child was"

"We get individual updates and learning journals"

"I think staff know my child really well, especially the keyworkers"

"We've had telephone parent evenings, obviously because of covid we don't get as much face to face time to chat but I know that if I ever did have an issue I could call them and they would be happy to help"

"The nursery is amazing and seems to have a lot of learning aspects out for the children when I drop my daughter off and look through the window"

"I have noticed a big upturn in interest in learning letters, numbers and wanting to write family members names"

"The staff at Castlehill nursery do a fantastic job. My son has a wonderful relationship with the staff in his room and loves going to nursery"

"The online learning journal is good although not the most convenient for working busy families. Would be great if a link was sent along with the email so it can be accessed more easily or if it was available in app form?"

"Communication at pick up could be a little better, we don't really get told anything other than "they've had a good day". However my daughter tells me she enjoys being there, has made plenty of friends and I have found the staff to be lovely. The entrance to the nursery could be spruced up a little, it can sometimes look a little messy and tired looking"

"I'm very happy with the service provided, my daughter is very happy there. I think they do a great job".

Self assessment

A self assessment was not requested prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The quality of care and support was good.

Children benefitted from a caring learning environment where they were supported to reach their potential. There was a focus on nurture and wellbeing and we observed staff promoting a warm, caring and enthusiastic approach. Staff knew children well and were responsive to their needs. Children were happy and active throughout the inspection, enjoying a balance of adult directed and freely chosen activities which were supporting them to develop key skills. Children were confident at approaching staff for support, help and reassurance at appropriate times. As a result, children were developing positive attachments with the staff team. We saw children enjoying stories being read by staff. Children were spoken to and listened to in ways that encouraged them to feel valued and included.

Children had opportunities to improve their independence skills. The cafe snack and lunch model allowed children to choose when they wanted to eat. Children in the panda room enjoyed a home cooked lunch with their friends which was sociable, relaxed and unhurried. We discussed NHS Scotland, 'Setting the Table', Nutritional guidance and food standards for early years childcare providers in Scotland, and asked staff caring for younger children to review this. Children's learning would be enhanced if staff ate lunch with them and the addition of resources such as tablecloths would provide a more pleasant space. Older children enjoyed their snack and lunch experience, chatting with staff and their friends.

There was an inclusive ethos and a focus on working with parents. This ensured that parents were well-informed and involved in their children's care. The service communicated daily with parents at handover times as well as regular input to online journals and the nursery blog, which enabled staff to effectively engage with parents. Online learning journals reflected active learning and development and identified children's next steps for learning.

We sampled children's personal care plans and found that they contained up to date relevant information. We could see and we discussed with staff how they were planning more effectively to support children's stage of development. Staff were improving their observations of children and this helped them to plan for more depth in learning. Their use of a new tracking system helped them to understand and identify where children were making progress.

We saw that staff completed child protection training on a regular basis, however the training did not include the supplementary national child protection guidance. The service child protection policy should refer to supplementary guidance, (see recommendation 1).

We audited medication that was being stored on the premise and discussed updating current consent forms and streamlining paperwork with the senior leadership team. The staff needed to record, monitor and audit medication following the 'Management of medication in day care of children and childminding services' guidance to ensure children's health and wellbeing was supported safely, (see recommendation 2).

We were satisfied the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, effective social distancing measures were in place for adults when required, such as moving around the environment. We saw staff wearing personal protective equipment to reduce the risk of spreading infection. We found children were supported to understand the need for good hygiene. We observed handwashing taking place by all children regularly throughout the session. A risk assessment was in place, which set out clear measures intended to reduce the risk of transmission of Covid-19. All measures were understood and implemented by staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1.
The manager and staff should ensure that the child protection policy and staff training on child protection take account of 'Scottish Government supplementary national child protection guidance'.
<https://www.gov.scot/publications/coronavirus-covid-19-supplementary-national-child-protection-guidance/>

This is to ensure care and support is consistent with 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 manager and staff should amend the service policy and procedure on management of medication in accordance with Care Inspectorate guidance, 'Management of medication in daycare of children and childminding services'.

<https://hub.careinspectorate.com/media/1549/management-of-medication-in-daycare-of-children-and-childminding.pdf>

This is to ensure care and support is consistent with 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

Grade: 4 - good

Quality of environment

Findings from the inspection

The quality of environment was very good.

We looked at the nursery environment and resources and how they supported positive outcomes for children.

The premises provided a welcoming environment and evidence of children's learning was displayed throughout. We found the rooms to be clean, bright, and well ventilated ensuring a comfortable environment for children and staff. Soft furnishings such as fluffy rugs, pillows and blankets were organised around the playrooms to support a homely space for children to relax. We observed the children playing confidently, choosing from a range of resources and materials for example, making playdough, construction and building blocks, playing imaginatively in the home corner. Children had lots of opportunities for creativity, curiosity, inquiry and problem solving in their play.

All children had access to the secure outdoor play areas and were encouraged to play outside. The outdoor area for the older children had seen major improvement with full freeflow access from the playrooms and a range of natural spaces and resources. We observed children confidently exploring areas outdoors, experimenting with icy water and muddy surfaces, balancing and learning about risk on the tyre swing and riding bikes. Children played with their friends, laughing and chatting.

Younger children were offered scheduled times to access their outdoor area which had a range of resources to support children's curiosity, imagination and problem-solving skills. An outdoor shed provided a sheltered space for children to play and learn. We observed children engaging in elements of risky play while exploring ice and frozen puddles. Staff and the senior leaderships team will continue with their plan to develop free flow access. Staff created space within the playroom for younger children to sleep or rest during the day. They should continue to monitor noise levels and limit the potential impact of moving furniture and resources on children's play.

There were satisfactory arrangements in place if staff or children became unwell in the service and detailed risk assessments including Covid-19 mitigations.

We sampled accident and incident records and saw that management audited these to identify common patterns or reoccurring concerns.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The quality of staffing was good.

We found that staff worked well together, and they were respectful in their interactions with each other, creating a positive ethos within the service. There was a good sense of teamwork and friendship amongst staff. Positive working relationships had been established which meant that children and families experienced a warm, caring atmosphere.

Staff recognised the value of a partnership approach with parents and worked hard to build trusting relationships. This helped them to get to know the children and their families well. We found relationships with parents to be positive and staff valued the connections they had with families. Parents commented positively on the staff team and the care and support their children received. We observed responsive caregiving from staff who were committed to providing the best experience for children.

We found systems were in place to carry out annual appraisals with staff. These helped staff to set personal learning targets and to identify their training needs to further assist them. Staff were enthusiastic and keen to develop their skills. They had engaged in a range of training over the last two years, some of which was remotely accessed during Covid-19 lockdown. Staff held leadership roles that helped make improvements in the service, for example, champion roles in numeracy and literacy, outdoor learning and autism advisor.

Staff confidence was improving in supporting children to lead their own play. The quality of observations and planning for learning was improving. To support this, staff had recently completed training on learning journals and how to clearly identify next steps for children's learning. They were implementing a new tracking system using benchmarks to monitor children's progress. The manager is confident that with ongoing support, staff will achieve success in this area.

Staff told us that they felt safe at work and were well supported by the management team. They welcomed the progress made in the service over the last two years and were motivated to continue on this journey.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership was very good.

Throughout this inspection we found the management team to be responsive and committed to improving outcomes for children. We saw strong, effective leadership with management nurturing staff through change. The majority of staff told us that communication between the management team and staff was good and this helped staff to feel more confident and valued. Good direction and support for staff was impacting positively on children's experiences as staff consolidated new approaches and practice. The manager was organised, approachable and positively influenced the delivery of service.

The service improvement plan and standards and quality report were underpinned by relevant local and national guidance and legislative frameworks and were useful tools for improvement. They outlined clear points for action, responsibilities and timescales. The priorities were clear, realistic and achievable.

The manager and depute worked well together to lead self evaluation. We found quality assurance processes were in place, which helped support the monitoring and development of the service. These included moderation, reflection on practice, tracking systems, collecting views from parents and children, team meetings.

The service had addressed the recommendations made at the previous inspection. From the evidence gathered during this inspection we have confidence that the service has the capacity to further improve and are well-placed to continue their improvement journey.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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 manager and staff should further consider how children can have freeflow access to outdoor play in accordance with Care Inspectorate guidance, 'My World Outdoors'.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

This recommendation was met for children aged 3-5 years as they had freeflow access to outdoors. The service are currently working with the local authority to provide freeflow access to outdoors for younger children.

Recommendation 2

The manager and staff should amend the service policy and procedure on administration of medication in accordance with Care Inspectorate guidance, 'Management of medication in daycare of children and childminding services'.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

This recommendation was not fully met. We discussed further amendments to the service medication procedure and the manager agreed to address this.

Recommendation 3

The manager should review the provision of food with the provider to ensure that children receive a balanced lunch that reflects the planned menu and is delivered on time.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

This recommendation was met. Snacks and meals were healthy and nutritionally balanced.

Recommendation 4

The manager and staff should review children's environments to take account of nurture, loose parts play and less structure for younger children in accordance with Scottish Government guidance 'Loose Parts Play' and 'Pre Birth to Three; Positive Outcomes for Scotland's Children and Families.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

This recommendation was met. The environment was warm and inviting for children and resources supported natural and loose parts play.

Recommendation 5

The manager should ensure that a formal induction process is available for staff.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

This recommendation was met. An induction process was in place.

Recommendation 6

The manager should ensure that children's personal plans are reviewed every six months in accordance with regulations; Plans should be reviewed when requested to do so by the service user or any representative or when there is a significant change in a service user's health, welfare or safety needs and at least once in every six month period whilst the service user is in receipt of the service. (The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011).

Health and Social Care Standards 1.15 - My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

This recommendation was met. Children's personal plans were appropriately reviewed.

Recommendation 7

The provider should review and evaluate the current staffing model in the service to ensure that sufficient levels of staff are employed to provide the support required by individual children to allow their needs to be fully addressed.

Health and Social Care Standards 1.19 - My care and support meets my needs and is right for me.

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

This recommendation was met. Staffing levels in the service ensured that children's needs were 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
23 Oct 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
12 Oct 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed

Date	Type	Gradings	
20 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
25 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
11 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
12 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.