Linnvale ELCC
Day Care of Children

Livingstone Street
Clydebank
G81 2RL

Telephone: 01419 529 311

Type of inspection:
Unannounced

Completed on:
27 October 2021

Service provided by:
West Dunbartonshire Council

Service provider number:
SP2003003383

Service no:
CS2003014737

About the service

This service was registered with the Care Inspectorate on 1 April 2011.

Linnvale Early Learning and Childcare Centre is a daycare of children service that is provided by West Dunbartonshire Council and is situated beside Linnvale Primary School in Clydebank.

Current registration allows staff to care for a maximum of 40 children who are aged 3 to not yet of an age to attend primary school in the nursery and 5 children, 3 years to primary school age and 16 children of primary school age in out of school care.

Included in the service's vision, values and aims is: "To provide a safe, secure, nurturing and active learning environment where children are happy, respected and confident individuals".

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.

The Care Inspectorate is committed to improving the health and wellbeing of all children experiencing care, to ensure that they have the best start in life. We therefore check that services are meeting the principles of 'Getting it right for every child' (also referred to as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children, by offering the right help, at the right time, from the right people. The GIRFEC framework supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are; safe, healthy, achieving, nurtured, active, respected, responsible and included. These wellbeing indicators are often referred to as SHANARRI. We use these indicators at inspection to assess how services are making a positive difference for children.

What people told us

We observed children playing outdoors. Children enjoyed drawing pictures, building houses with large duplo, playing with bat and ball, chalkboards, tuff tray with zoo animals and dinosaurs, hoops, ride on toys. Children were busy and engaged. Staff were responsive and supportive. Very nurturing care was provided. We observed staff promoting positive behaviour and sensitively managing conflict with children.

We received feedback from seven parents through email. All parents were happy with the service and the care their child received. Comments included:

"My grandson only started in September. He seems to have settled in really well from his first visit. There seems to be much more access to outdoors spaces at Linnvale. He is always happy to go into nursery. He seems to like the teachers and other children and enjoys playing outside the best. I like that there is always lots of information on the class Dojo app and I see some of the activities and interaction my grandson and his class are involved in. I can see him learning through play and am impressed with the variety of activities the children are involved in. Overall I'm really happy with him being at Linnvale."

"I am a parent of two boys currently at Linnvale ELCC and just wanted to reach out to say how much we all love the nursery.

The staff are all very welcoming and friendly and my boys love all the activities and routine that they provide. I am very impressed with the resources that the nursery has as well as the use of outdoor play and I love that we get updated with pictures and other information on the dojo app.

My youngest is in his first year of nursery and his keyworker has done a job settling him in. My oldest is having a deferred year which the nursery were very supportive of. The nursery have been fantastic at helping him work through his confidence issues which he has made so much progress with in the past six months."

"I honestly can't praise all the girls at Linnvale nursery enough. Every single member of staff go above and beyond for all the children. My oldest girl attended Linnvale last year before going into p1. Her last year in nursery before her transition to primary could of been a hard year due to Covid & lockdown. All the staff in Linnvale were amazing, they kept interacted with all the kids with story time etc through online meetings. My younger two girls and 2 of their cousins attend the nursery now and all the staff have been amazing with getting them settled in."

"Just a short summary of our gratitude towards Linnvale nursery. Linnvale nursery has been outstanding especially with our family and during the most worrying times for all. Our daughter was diagnosed with asthma right at the beginning of Covid, of course this was a worry for us and in fact would be to any parent, but knowing we had the nursery's full support with strict following of guidelines which was most reassuring. Working within the care sector ourselves we were very fortunate to have the nursery support us with childcare during these uncertain times. We were able to go to work knowing our child was being well cared for and given the emotional and mental support that any little toddler needed during these times. We cannot fault the nursery in any way, and we are so grateful to have these teachers as role models in our little girls life".

"The lady's at Linnvale nursery are doing amazing with my son. He loves them all and they are very friendly and nice to talk to and when I need to chat to them about something to do with my son they handled It very well and efficiently".

"I would like to give a positive reference for my son's nursery, he loves to attend this nursery, have lots of fun, lots of learning, playing outside. The staff are always helpful and I always get the answer for my question. How the day was, also they use the application in which I can see the photos for each day, what they do, explore and how they enjoy the day. I'm happy with the nursery too, it's my 3rd child to attend Linnvale nursery and we all love it".

One parent who commented was less positive about communication in the nursery and security in relation to the nursery gates/safe access. We spoke with this parent on the telephone and she agreed to the nursery contacting her direct to discuss these concerns.

Self assessment

We did not ask the service to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Staff were warm and caring towards children and taking the time to get to know them as individuals. They had developed trusting and loving relationships with them to nurture and support their wellbeing and help them feel valued, safe and secure. They engaged skilfully with them to reassure and support their play, encouraging them to make choices, share, follow their own interests and promote friendships. On our visit we were able to see children happy, relaxed and having fun playing together. Children were confident at approaching staff for help and reassurance at appropriate times.

There was an inclusive culture and a focus on working with parents to ensure that they were well-informed and involved in their child's care.

The service communicated daily with parents at handover times, and we viewed evidence that parents were given information about what their child had eaten at snack and lunch.

Staff used Class Dojo, email and personalised newsletters to engage with parents and update them on their child's development. Learner packs and videos were also shared with parents to assist with children's activities.

The manager and staff understood and spoke sensitively about the impact and challenges children and their families had encountered during lockdown. Through regular contact with parents and other professionals they were working hard to support and help reduce the impact of any changes on children's experiences and outcomes.

Transitions for children and families were very well managed. There was a clear service settling in policy and welcome information. The early level teacher involvement in transitions for children worked very well enabling children to settle into nursery easily and comfortably.

We looked at children's personal plans and found that they gave a very good overview of children's current needs. Staff used information gathered from parents to plan appropriate care and support for children. There was evidence of very effective quality learning experiences based on children's early developmental milestones. The manager was monitoring recorded information on observations and next steps for children to ensure that this was clearly articulated.

Staff demonstrated a clear understanding of their responsibilities to protect children from harm. They had recently undertaken refresher training in child protection, knew what to do should they have any concerns and who to pass the information on to.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, rooms were well ventilated. They had clear protocols in place for visitors when they arrived at the setting. Attention was being paid to handwashing and the careful selection and rotation of resources, as well as physical distancing between staff and other adults.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The premises provided a warm, welcoming environment and evidence of children's learning was displayed throughout. We found the playrooms to be clean, bright and well ventilated, ensuring a comfortable environment for children and staff. A range of new high quality resources were available for children. These were cleaned throughout the day and at the end of the session, along with table tops and surfaces.

We found appropriate risk assessments and procedures were in place and updated as needed. Staff told us they were kept up to date with infection control guidance by management and they also took responsibility for reading updates that were issued. The manager carefully monitored staff practice to minimise the spread of infection and ensure that staff and children were protected.

Staff were maximising outdoor play for children in accordance with Scottish Government guidance. There was a planned programme of major refurbishment for the nursery and outdoor area to enhance the environment, increase free flow play and access to outdoors for children. Staff planned to embrace new opportunities for the provision of high quality outdoor learning.

The manager and staff had recently reviewed the use of accommodation to create a lunch room for children. We observed children enjoying a very pleasant lunchtime experience. This encouraged children to develop their conversational and social skills, develop their independence and raise confidence.

We found accident and incidents were recorded, monitored and shared with parents. Records sampled confirmed that appropriate treatment was given to children when required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Throughout the inspection, staff were welcoming and engaged well with the inspection process. We found staff were working well together creating a warm, nurturing environment for children and families. We observed good communication throughout the team and nice interactions enabling children to feel safe and secure. Staff regularly shared relevant information supporting them to meet children's individual needs.

Staff told us they felt very well supported by a strong management team. They spoke positively of progress over the past two years and were committed to further development and improvement within the service. Staff were very supportive of each other and this was reflected in the strong sense of teamwork and friendship amongst staff. Staff commented very positively on the opportunities for wellbeing support and the ongoing support from the service lead practitioner who was a good listener and was very approachable.

Regular team meetings helped to promote staff inclusion, support relationships and decision making and increase confidence in staff. Staff were very positive about their champion roles. They told us how they used these roles to further their own learning and impact on children's/families experiences.

There was a range of training available to staff, for example, provider training, Scottish Social Services Council (SSSC) open badges, BA degree.

Parents commented very positively on the staff team and the care and support their child received.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found management engaged well during the inspection process. There was strong effective leadership which impacted very positively on children's experiences.

The management team communicated very well with staff, children and families. They were approachable, empathic and well organised. The lead practitioner was confident and provided very good direction on a daily basis. Staff morale was high with staff valuing personal interactions and positive influence.

The service had implemented a number of strategies to support self evaluation, planning and monitoring improvement. These included key question 5, 'Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19', critically reflective practice, the service improvement plan and vision, management roles, monitoring and standards and quality processes. They had identified improvement priorities to focus on over the next three years and were currently making good progress with the service recovery plan.

Staff commented on the commitment of the management team to develop the service and the hard work by the lead practitioner in nurturing relationships with staff and parents. They told us that management was available throughout the day, were visible and supportive as well as available to discuss any concerns.

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

There are no outstanding recommendations.

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 May 2019	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
7 Jun 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
19 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate

Date	Type	Gradings	
28 Apr 2014	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
28 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
22 Feb 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 1 - Unsatisfactory
7 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
28 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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