West Johnstone Early Learning and Childcare Centre
Day Care of Children

West Johnstone Shared Campus
Beith Road
Johnstone
PA5 0BB

Telephone: 01505-327391

Type of inspection:
Unannounced

Completed on:
25 September 2019

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Service no:
CS2003014792

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are- safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is located in Johnstone, Renfrewshire and is within walking distance of local amenities including local schools, shops, parks and woodland areas. The service is currently registered to provide a care service to a maximum of 69 children, from birth to children not yet attending school.

A full statement of service's aims and objectives are available directly from the service.

We wrote this report following an unannounced inspection, which took place on Wednesday 25 September 2019. Feedback was provided to the management team on this date.

What people told us

We posted out 20 care standard questionnaires to the service to distribute to parents/carers of children who used the service, seven of which were returned before the inspection. All parents/carers strongly agreed they were happy with the care and support their child received. Comments made included;

'West Johnstone is an amazing nursery. I feel my child has come on leaps and bounds since starting. All staff ranging from secretarial to office and teachers are warm and welcoming'.

'I find this a bright, airy and tidy nursery. I am very pleased with the involvement of parents/guardians in the nursery activities. The parents room is very welcoming and an informative space'.

'My child has attended West Johnstone for over two years. Throughout this time I have always been very happy with all aspects of my child's care. All staff are friendly and approachable and know my child well. My child loves nursery and this is down to the staff and the wide range of activities and experiences my child gets at West Johnstone. My child particularly enjoyed the forest Kindergarten and being part of the eco committee and I feel she gained a lot from her visits to the local care home. All in all I think West Johnstone is a great nursery and I'd recommend it to anyone'.

'Excellent staff and nursery. My child loves going and is always happy. Staff always inform me of how my child's day was and parents are always kept up to date with events, holidays etc on the Facebook page which is a great idea'.

'My child attends as part of the wraparound service. My child thoroughly enjoys their time. All staff are so accommodating. The service is great for kids!'.

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We discussed the improvement plan for the service which demonstrated clear priorities for improving outcomes for children.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

On entering the service management and senior staff warmly welcomed parents, children and visitors ensuring they were directed to appropriate areas and providing opportunities for parents to share information about their child. This created an inclusive ethos which was reflected throughout the service.

Children were happy and confident, actively accessing all resources available to them. We observed a balance of adult directed and freely chosen activities which were supporting children to develop key skills. Children approached staff for support, help and reassurance and they were confident that their immediate care needs would be met. As a result, positive attachments were formed between children and staff.

All children had direct access to a secure outdoor play space and we observed all children confidently choosing when they wanted to go outside and when to return indoors. We found children were actively encouraged to play outdoors promoting well-being and healthy lifestyles.

Staff had considered the layout of the environment and had developed areas to encourage different types of play. Play spaces were designed to allow children to play alone or within groups. Natural and open-ended materials were easily assessable throughout the service allowing children to make independent play choices. This provided children with increased opportunity to develop their skills through natural curiosity, inquiry and creativity. Effective use of soft furnishing had created areas for children to relax and rest. This enabled children to have reflection space and quiet time supporting their wellbeing.

Staff had developed strong partnerships with parents and used the information gathered from parents to plan appropriate care and support for children. Where children had identified needs, detailed plans were in place to ensure children benefitted from the right support at the right time.

We found systems were in place to keep children safe. Staff had completed relevant child protection training

and were keeping up to date with current protection issues. Risk assessments had been carried out, identifying potential hazards, enabling staff to put in place appropriate control measures.

We recognise there had been a number of staff changes since the previous inspection. Robust recruitment processes were in place with relevant pre-employment checks being undertaken to ensure staff were safely recruited. We found all staff were registered or were in the process of registering with the Scottish Social Services Council. New staff members spoke positively of the induction programme they completed within the service and of the on-going mentoring and support they received from the management team within the service.

Staff spoke highly of the opportunities provided to them to influence and drive forward aspects of children's learning. Staff told us that they enjoyed leading areas of practice and that they felt this allowed them to expand their knowledge and develop their leadership skills. We found leadership roles were having a positive impact for children and their families, for example a programme had been developed to enable children to explore a natural forest environment for full day sessions. As the result of this, staff and parents had identified improvements in children's confidence, physical ability and leadership skills.

Discussion with staff and management during this inspection highlighted that staff felt they had regular opportunities to discuss their work and professional development. A structure for staff support was in place which included regular staff meetings, monitoring staff practice and annual appraisals. We sampled the staff training calendar and saw that a range of training and professional learning opportunities were sought.

We found management and staff were committed to the development of the service, working well together to establish a shared vision.

What the service could do better

During our inspection we sampled personal plans and found the plans in place for children without identified additional support were not fully reflective of children's current health, welfare and safety needs. We have asked management to review the format in place to ensure plans clearly demonstrate how staff plan to support all children's individual needs. Staff should also ensure plans are reviewed in partnership with children and parents in line with current legislation (recommendation 1).

We sampled medication processes and found these were not reflective of current best practice guidance. We asked the management to undertake an audit of all medication stored within the service and to review their recording procedures in line with the current guidance, 'Management of Medication in Daycare and Childminding Services'. This was completed immediately and prior to the completion of this report.

Management and staff should continue to monitor the lunchtime experience with a focus on creating a relaxing, nurturing and sociable experience for children. Staff should ensure lunchtime provides an opportunity to model and develop conversations between children and their peers. Staff should also ensure fresh drinking water is available and easily accessible for children at all times. We have asked the management team to ensure allergen information contained within the snacks and meals provided are shared with parents. To support with this we have sign posted the service to, Food Standards Agency guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management and staff should review children's personal plans to ensure they are reflective of current health, welfare and safety needs. Plans should clearly outline how the service will support these needs and identify children's next steps. Plans should be reviewed with parents within a six monthly period, or before if required.

This is to ensure that care and support is consistent with the Health and Social Care standards which states;

'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings	
8 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good Not assessed Not assessed
8 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
10 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
17 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
7 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed

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