Govan Family Learning Centre
Day Care of Children

Pirrie Park Campus
337 Langlands Road
Glasgow
G51 4AW

Telephone: 0141 445 1817

Type of inspection:
Unannounced

Completed on:
1 May 2019

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003014826

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

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

Govan Family Learning Centre is registered to provide a day care of children service to a maximum of 56 children at any one time in the following age groups:

12 children 6 weeks to 2 years
20 children 2 years to 3 years
24 children 3 years to 5 years.

The service is located in Govan, Glasgow. The provider is Glasgow City Council.

The purpose-built accommodation has three playrooms, appropriate toilet facilities, kitchen, office, staff accommodation, parents' room and outdoor areas. The service also has access to the adjoining primary school's dining and gym halls.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it right for every child (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 47 children present on Tuesday 30 April 2019. We spent time observing and talking to children in the nursery. We saw happy, confident children who were engaged in a variety of activities.

For this inspection we issued 30 care standards questionnaires to the service to distribute to families. We received responses from 26 parents/carers whose children attended the service. All 26 respondents strongly agreed or agreed that they were happy with the overall quality of the service. Some of their comments included:

'Always update me in all the progress that my child is involved in. Always information folders to have a look at what my child is doing and getting on.'

'Each member of staff is extremely friendly and make my child feel safe and happy. My child enjoys coming to nursery every day and is always learning something new. I am happy with my son's progress.'

'Everyone is friendly and welcoming to us on arrival and we are extremely happy with the positive improvements within our daughter's progress. She loves coming to nursery and looks forward to it each day.'

'Govan Family Learning Centre is a great nursery. The facilities for the children are fantastic and all the staff are friendly and you can tell they are really interested in developing the children's education.'

'I am confident and happy with the service the nursery provides. It gives my son time to interact with other children as well as learning, having fun and growing his development.'

'When my child needed extra support from a play therapist it was dealt with amazingly and stress free for my child. The staff here are amazing in every way.'

'My child is offered plenty of outdoor time and a healthy snack.'

'Staff are excellent, they know my son well and really care for him and his needs. He loves going to nursery.'

Self assessment

The service had not been asked 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	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

Children were safe and secure in the care and environment Govan Family Learning Centre provided. Childcare practitioners, the management team and ancillary staff worked hard to ensure that the environment, resources and equipment children used was safe and stimulating.

The management team and staff team were very clear about their roles and responsibilities in supporting and safeguarding children. Very clear procedures were in place and rigorously followed up on when they had any concerns about children and families. Regular child protection training meant that staff revisited policies and procedures, which kept them up to date.

Staff had built very positive relationships with other professionals to support children. They were open and transparent in sharing their observations, and willing to engage with other professionals to share and use effective strategies to support children. As a result of this; children who required additional support were very well supported by a caring, professional and nurturing staff team.

Children's health and wellbeing was at the heart of the service. Staff were very aware of children's dietary and medical requirements. They monitored what children were eating and drinking throughout the day. This ensured that children remained hydrated and were not hungry. Effective systems were in place to monitor and record when staff administered medication.

Children benefitted from a wide variety of play and learning experiences outdoors. Some staff had attended outdoor play training, as a result, they were very motivated to continue to develop and improve upon the learning and play opportunities children had outdoors. Throughout our inspection, we observed children freely accessing outdoor play. Children benefitted from the opportunities they had to run about, play, and learn outdoors. Staff were very responsive to children playing outdoors, they gave them the time, space and resources to lead their own learning. Staff intervened appropriately to support children who required help.

Staff knew children and their families well. They used initial information provided by families to support children. As they got to know children they added their observations to children's personal plans. Staff used observations of children's needs, progress and development to plan and monitor children's next steps in learning and development. Effective monitoring, tracking and recording of children's progress enabled staff to support children to achieve.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

We observed staff welcoming and greeting children and families when they arrived at the service. They were respectful, and took time to listen to and share information with parents and carers. Parents and carers knew staff well. They knew their child's keyworker. Staff and parents spoke about how they valued the positive relationships they had built with each other.

Staff respected parents' and carers' roles. They supported parents and carers in their role as primary care givers. Parents valued staff's skills, knowledge and understanding of child development and responded well to staff who offered ideas and suggestions to support their child. As a result of these positive working relationships children benefitted from parents and carers working alongside staff to support positive outcomes.

Children benefitted from a stable staff team. Most staff were very committed to developing their skills and expertise. Some staff were in the process of undertaking a further qualification at a degree level. All staff had the opportunity to attend training either through Glasgow City Council, inhouse, or external training. Staff who

had undertaken training spoke very positively about how the management team supported and encouraged them to attend training. Staff were motivated as a result of training. They spoke particularly about the positive impact of NSPC poverty training, Circle of Security, Play on Pedals and Nature/Nurture training.

Glasgow City Council had recently appointed a lead practitioner for attainment. She spoke confidently about her role in helping to raise the attainment gap. She described the effective systems that were in place to monitor and track children's knowledge and understanding of numeracy. Other childcare practitioners told us that the lead practitioner regularly shared information and observations she had made of children's progress. They described how because of this children were exposed to, and were more confident in numeracy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

This quality theme was not assessed.

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	
13 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
8 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
16 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
21 Apr 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 5 - Very good
23 Apr 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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