Craigard Nursery
Day Care of Children

Craigard House
2 Victoria Road, Dullatur
Cumbernauld
Glasgow
G68 0AW

Telephone: 01236 739684

Type of inspection:
Unannounced

Completed on:
21 January 2020

Service provided by:
Craigard Nursery

Service provider number:
SP2003000974

Service no:
CS2003045975

About the service

Craigard Nursery is a private nursery located in the village of Dullatur, Cumbernauld. It is in partnership with North Lanarkshire Council and as such is contracted to deliver a number of free pre-school hours for children aged 3 years to those not yet attending primary school.

The nursery operates from a Victorian style property between the times of 07:30 hours to 18:00 hours, Monday to Friday, during term time and school holidays.

Children under three years of age use the playrooms on the lower floor and those who are three years and over, use the upper floor.

The certificate of registration for this nursery provides for two options in terms of the number of children and their age that the nursery can accommodate as follows:

Option One: 16 children aged 0 - under 2 years, 11 children aged 2 - under 3 years, 24 children aged 3 years to those not yet attending primary school.

OR

Option Two: 10 children aged 0 - under 2 years, 20 children aged 2 - under 3 years, 24 children aged 3 years to those not yet attending primary school.

During the operating times the service will operate on the upper floor for children aged 3 years and over and from the ground floor for children under 3 years as follows:

Option One: Little Stars room - maximum 4 children, Twinkly Stars room - maximum 6 children, Bright Stars room - maximum 6 children, Super Stars room - maximum 11 children

OR

Option Two: Little Stars room - maximum 4 children, Twinkly Stars & Bright Stars room - maximum 6 children, Super Stars room (open) - maximum 20 children.

The enclosed outdoor play area will be used by all children.

Aims of the service include

'Being committed to providing a safe, secure environment in which every child is made to feel valued and in which parents can put their trust'.

A full statement of the nursery aims is available to people who use the service.

We wrote this report following an unannounced inspection that was carried out by two Inspectors on Monday 20 and 21 January 2019. Feedback was provided to the manager.

The Care Inspectorate is committed to improving the health and well-being of all children receiving a care service. We want to ensure that 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 the outcomes 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 services that can help them. There are eight well-being indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured active, respected, responsible and included.

What people told us

During the inspection we observed children in the three playrooms. The children were happy and secure in the care of the staff, they accessed resources freely and had a good range of toys and resources to choose from indoors and outdoors. The children's individual needs were being met by caring and nurturing staff, that were compassionate and responsive.

We sent 30 Care Standards questionnaires to the service to distribute to parents and carers of children who used the service, 15 of which were returned before the inspection, feedback provided was mostly positive. Fifteen parents 'strongly agreed' and 'agreed' that overall, they were happy with the quality of care that their child received at the service. The parents 'strongly agreed' and 'agreed' that their children regularly get fresh air and energetic play and that the service has suitable range of equipment, toys and materials for children and there was enough space for the children to play and to get involved in a range of activities.

The additional feedback returned by parents told us that communication could be improved, one parent 'disagreed' that staff shared information about their children's learning and development with them and where appropriate their child. One parent 'strongly disagreed' and another parent 'disagreed' that they were kept informed about what was happening in the service. For example, through noticeboards and information boards and two parents 'disagreed' that the service has involved them and their child in developing the service. For example, asking for ideas and feedback.

During our visit we spoke to the manager about the parent feedback returned within the Care Standards Questionnaires, we viewed notice boards, information boards and online learning journals. We found that the online learning journals supported children's learning and increased partnership working between the service and home. The manager told us that the online learning journals and parent meetings were a good way of involving children and their parents and a good opportunity to gain their ideas and feedback. We found that some information was shared on notice boards and information boards within the playrooms. However, found that the information shared could be more visible and informative. For example, we suggested having a poster that explained the service's Child Protection policy, including who their Child Protection Officer was, rather than a three-page booklet for parents to read. We suggested that the cloakroom area may be more suitable to display this important information as this was where parents gathered at the start and end of the session.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. The manager told us that the improvement plan was being developed, this would include improvements in self-evaluation and observations, in the moment planning and partnership with parents.

From this inspection we graded this service as:

Quality of care and support	4 - Good

Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

We sampled personal plans that were in place for all children and found information supported children's likes, dislikes and wellbeing needs. We found that staff knew the children well and spoke confidently about the strategies they used to demonstrate how children's individual care needs were being met. We saw that one child during our visit had a comfort toy, this reassured them as they played.

To further support staff when using the personal plans, we advised that a section on children's health and additional support for learning be added, this will record how staff meet the individual needs of the children. The manager told us that the child's plan was discussed with the parent six weeks after their child started nursery and twice a year thereafter. We advised that having a start and subsequent review dates would document this more effectively.

The service had documentation in place to support children that needed further support in their learning and development. The manager explained how these were evaluated and updated with the child's parent and relevant outside agency. We spoke about the GIRFME plan devised by North Lanarkshire Council and how this is used for identified children. The GIRFME will help staff when recording strategies that support children's individual learning needs and progression and the SMART targets and methods will explain how the children's needs would be met.

We sampled children's online learning journals, where staff observed children's play, documented their experiences and highlighted their next steps in learning, this helped staff to facilitate an environment that identified and supported children's learning and development needs and interests. We found that the online learning journals increased partnership working between parents, children and staff and that children's transferable skills learned were being shared and recorded. The manager told us that staff and parents work together to identify how best to support their children, through consultation with them, which supports their child's learning experiences and progression.

During our observations we saw some positive interactions between staff and children and times where staff extended children's learning experiences. For example, when children made bird feeders indoors, these were later seen hanging in the garden for the birds to use. The children were learning 'Scots' language through songs and stories and some children were confident in reciting what they had learned with the visiting inspectors.

The staff worked well together to create a friendly and caring environment, providing positive outcomes for children. The free flow system enabled children to access resources independently indoors. In the outdoor area children had access to a range of experiences to support their creativity, imagination and physical development. We signposted the service to the guidance document 'Space to Grow Indoor/Outdoor Settings', to develop play experiences further for children in the indoors and outdoors. Information can be found on our HUB www.hub.careinspectorate.com

We spoke to the manager and staff about provocations of play and loose parts play, activities that entice children to learn and investigate, regardless of the outcome and how this would further support play experiences for children, supporting them to learn through open-ended discovery, initiate own play, explore, revisit and consolidate their learning over a period of time.

The children benefited from the use of their local community, this included visits to the local park and the Bunny Hop where children took part in active games, sports day and picnics. The children had visits from people who helped them within their local community. For example, the police, fire fighters and the dentist. A library bus came once a month where children had the opportunity to choose a book and have a story read by an adult, which supported children's vocabulary and express language development.

What the service could do better

We looked at staff recruitment procedures as part of the inspection process and found that records showed that staff were registered with the relevant regulatory body Scottish Social Services Council (SSSC) having the role of practitioner in a daycare service. However, whilst staff members were part of the PVG scheme, some staff had not updated Disclosure Scotland with the updated information needed. We have recommended that that staff keep their records up to date. For example, if they change their employer. The manager should ensure that employee information records were being kept up to date as part of their recruitment processes. Information can be found here https://hub.careinspectorate.com/resources/national-safer-recruitment-guidance/.
See recommendation 1

During our visit we sampled medication procedures that were in place and found that the medical care lists to support individual children needed to be updated to reflect children's current medical needs. We advised that the medication should be stored in individual lidded containers, with the child's name written. The manager put safe measures in place on the second day of our visit.

We found that staff had been trained in First Aid. However, it had been some time since they had undertaken Practical First Aid training, we spoke about the importance of this being implemented as soon as possible, to equip staff with updated knowledge and practice on how to deal with minor and major emergencies.

The manager told us that staff were aware of and had recent in-house training on the good practice guidance, prevention and management of choking episodes in babies and children. Information to support this can be found here https://hub.careinspectorate.com/media/3913/good-practice-guidance-prevention-and-management-of-choking-episodes-in-babies-and-children.pdf

We signposted the service to 'Management of Medication in Daycare of Children and Childminding Services' guidance, to further improve their medication procedures in line with current practice guidance. Information can be found here https://www.careinspectorate.com/images/documents/1427/Childrens service medication guidance.pdf. See recommendation 2

We looked at the infection control measures and risk management in place and found improvements were needed to prevent cross contamination and potential hazards to children. For example, individual hand towels or hand dryers should be used by staff and children after washing their hands, loose items such as, toilet rolls, wipes and nappies should be placed in lidded boxes and items not suitable to be within children's reach or placed where they could fall from a high shelf should be removed. The staff and manager put safe measures in place within hours to support potential infections and risks. The manager should continue to monitor this, to ensure standards were being maintained. Further information in providing a safe, clean, infection-controlled environment can be found here https://hubcareinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf

We found staff demonstrated a sensitive understanding of their responsibilities to keep children safe, they knew who their child protection officer was, when and who to share information with relating to Safeguarding and Child Protection concerns.

As it had been some time since staff had undertaken child protection training, we recommended that this was done promptly to update staff knowledge and skills, supporting the health and safety needs of children in the service. During the inspection visit the manager told us that this would be put in place at the next staff training meeting. See recommendation 3

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The staff should tell Disclosure Scotland as soon as possible if they change their contact details, this includes their employer. The staff have a responsibility to keep their scheme record up to date so that Disclosure Scotland can contact them immediately if needed and that information is sent to the correct place. The manager should ensure that employee records were being kept up to date as part of their recruitment processes. Information to support this can be found here dsupdate@disclosurescotland.gov.scot

This is to ensure that the welfare of children and the quality of staffing is consistent with the Health and Social Care Standards which state: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24) and that "I use a service and organisation that are well led and managed." (HSCS 4.23)

2. The service should improve their medication procedures in line with current practice guidance. The staff should undertake First Aid Practical training, to equip them with updated knowledge and practice on how to deal with minor and major emergencies.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state: "I experience high quality care and support because people have the necessary information and resources". (HSCS 4.27)

3. The staff should undertake child protection training to update their knowledge and improve their skills, to support the health and safety needs of children in the service.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards which states: "I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow their professional and organisational codes". (HSCS 3.14) and "I am protected from harm, neglect, abuse, bullying and exploitation by people who a clear understanding of their responsibilities". (HSCS 3.20)

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

Recommendation 1

Staff need to ensure they are fully aware of their SSSC responsibilities and implement their conditions of registration. This includes:

- Informing SSSC of changes in personal circumstances.
- Completing registration renewal.
- Completing SSSC registration with six months of starting new position.
- National Care Standards for early education and childcare up to the age of sixteen.
- Standard 12 Confidence in staff.

This recommendation was made on 9 May 2016.

Action taken on previous recommendation

Through discussion with staff they demonstrated they were fully aware of their SSSC responsibilities.

Recommendation 2

The provider and manager need to have an effective monitoring system in place for staff requiring registration with SSSC. This should include:

- Applications to SSSC being processed for new staff within the six months timescale.
- Monitoring of staffs' registrations to ensure all staff maintain their registrations and meet their conditions of registrations.
- Persons required to be registered understand and adhere to the SSSC codes of practice including commitments to learning and development.
- National Care Standards for early education and childcare up to the age of 16.
- Standard 12 Confidence in staff.
- Standard 14 Well managed service.

This recommendation was made on 9 May 2016.

Action taken on previous recommendation

The manager had in place an effective monitoring system for staff requiring registration with SSSC. This included, new staff and monitoring of staffs' registrations.

Inspection and grading history

Date	Type	Gradings	
24 Jan 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
16 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
21 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
15 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
1 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Jul 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
24 Oct 2008	Unannounced	Care and support Environment Staffing	4 - Good 2 - Weak 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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