Hyde 'N' Seek Nursery - Kinning Park Business Centre
Day Care of Children

Kinning Park Business Centre
544 Scotland Street West
Glasgow
G41 1BZ

Telephone: 01414 296 238

Type of inspection:
Unannounced

Completed on:
14 January 2025

Service provided by:
Hyde 'N' Seek Ltd.

Service provider number:
SP2003003510

Service no:
CS2004061244

About the service

Hyde 'N' Seek Nursery - Kinning Park Business Centre is provided by Hyde 'N' Seek Ltd and is located in the Kinning Park area of Glasgow.

The service is currently registered to provide a care service to a maximum of:

22 children 0 - under 2 years
35 children 2 - under 3 years
30 children 3 years to 5 years

The nursery is based within Kinning Park Business Centre. It is on one level with access to an enclosed garden at the front of the building.

About the inspection

This was an unannounced inspection which took place on 13 and 14 January 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children and their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children were well-cared for by warm, friendly, nurturing and caring staff who had a rights-based approach to meeting children's needs.
- The service regularly shared information with families to work collaboratively to support children's health, wellbeing and development.
- Children were settled and secure and enjoying the range of experiences available to them.
- The provider had made improvements to the environment, and they should continue to maintain a safe environment for children.
- The service had made good links with families for developing and improving the service.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning? 4 - Good

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality indicator 1.1: Nurturing care and support

We saw warm, friendly and relaxed interactions between staff and children. Children were happy; they enjoyed sharing stories and chatting with friends and staff. Staff were respectful in their interactions. They asked children their views and the children's voice ensured that they had a rights-based approach when supporting children.

Children were well-supported by staff with their personal care. Again, staff were mindful of children's rights, including their right to choose and their right to privacy and dignity. Staff followed best practice guidance in relation to infection prevention and control and we saw best practice in relation to handwashing.

Personal plans were in place for all children and were logged on the Famly app; this was an interactive media that allowed parents regular updates of their child's daily life at nursery. The app was being used well to communicate with families. Families shared that they liked the app and it enhanced communication. Care plans were shared and updated regularly with relevant changes to children's individual needs. For children with additional support needs, staff had developed a Getting it right for me (GIRFME) record. This was to highlight strategies for supporting children. Children would benefit from more specific targets and noting what the staff would put in place to support individual needs. This will ensure that children's needs are met using clear strategies along with monitoring development and progress.

Mealtimes were mostly a calm and relaxed experience for children with staff being attentive to the needs of the children. There were times that staff became task orientated and this impacted the quality of the children's experience. Staff should ensure that they are present with children throughout mealtimes and monitor children closely while eating and drinking, particularly for the youngest children. We signposted the service to best practice guidance in relation to mealtimes. Older children were being encouraged to self-serve and build their motor skills and self-help skills. There were rich conversations during mealtimes and the children enjoyed a range of foods. Further consideration could be given to menu planning based on the best practice nutritional guidance.

Staff attended regular child protection updates and training, and the management team had established links with other agencies to ensure that children were safe and protected. Staff told us what they would do if they had concerns about a child in their care. The procedures they would follow and how they would record concerns and pass on information. There were good open channels of communication within the service and this contributed to transparency. Where children required medication, this was stored safely within the service. Parents had signed consent and there were clear procedures in place for staff for the safe administration of medication. Medication was stored appropriately within the service, ensuring easy access to staff to support children.

Staff followed best practice in relation to safe sleep. Children had individual beds where they had space to sleep comfortably. For very young children cots were available. Staff monitored children when they were sleeping, this ensured that children were safe.

Children had the opportunity to play outdoors in all weather, which they enjoyed, and were getting really involved in the mud kitchen and using water. Staff should consider ensuring children have protective clothing to allow them to enjoy the experience while ensuring they stay dry underneath. The service did have suits available to children.

Quality indicator 1.3: Play and learning

Children were playing and having fun across the setting. There was a range of activities available to children with staff working closely with them to enhance their learning and development. Children had the opportunity to lead their own play. There was very good engagement from children with the open-ended resources available to them and staff were encouraging children's creativity and design skills through loose parts play. There was environmental print throughout the playrooms and outdoors and staff were regularly sitting with children to read books in groups or individually. Children were enjoying this and interacting with the stories. There were book nooks and lots of resources to allow children to develop communication, literacy and numeracy skills.

Children could play in the garden and were having lots of fun outdoors. Each age range of children had their own designated space. The areas were suitable for the age range of children. The babies had a soft surface with areas they could climb and explore and they also had an enclosed area for shelter. The mud kitchen was very popular with the children. There were lots of resources for children to use to create meals and potions using their imagination. The older children had lots of loose parts and bikes and balls and a sheltered area. The garden was accessible twice in the day. To enhance the experience for children, the garden could be used much more throughout the day and space given for more physical activities.

The service also made good use of local amenities. It was close to good transport links and staff had linked with a local care home where the children had fond memories of Christmas treats and games with the residents. This was a positive intergenerational link within the community that they were continuing to develop and enhance with further plans and visits. Building home links with families was a key part of the plan. Children took home recipe bags to make meals with their family. There were also regular stay and play opportunities. These were well planned to allow parents to access these with their children. They were well attended by families and valued as part of the children's learning experiences.

Staff were responsive to children. Activities were planned based on interests and staff knew children well and provided a range of resources based on children's individual needs. Children's learning journeys were logged on the Famly app which was shared with parents. There were regular observations linked to children's learning and development. Parents were being encouraged to share home learning through the Famly app. This was a good tool for communication. Parents were regularly invited in for parents' evening where they could discuss children's progress and next steps, ensuring a collaborative approach to meeting children's needs.

How good is our setting? 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality indicator 2.2: Children experience high quality facilities

Children had access to a spacious environment that was clean, free from clutter and well- maintained. There was a range of high-quality resources for children to access and they were being used well to extend children's play opportunities. Learning environments supported the development of children's literacy and numeracy skills through effective use of environmental print and resources. This was both indoors and outdoors and encouraged children to use maths and literacy for lots of day-to-day tasks.

Playrooms were safe and secure and well-ventilated with natural light. Areas children accessed were cosy and comfortable with a range of soft furnishings. This included cosy corners outdoors with bean bags and books. There was a huge amount of space particularly for the youngest children. They could easily play and explore the resources and there was plenty of space for children who were beginning to walk and become mobile. The playrooms were adaptable to allow mealtimes, sleep times and a range of play experiences. This minimised transitions for children and ensured that children were settled and secure.

There were clear risk assessments in place and staff regularly monitored the areas children were accessing to ensure they were safe and well-maintained. Staff were vigilant of the safety of children around the building. An additional push handle higher on the fire exit door would ensure further safety measures were in place to keep children safe.

Children had access to individual gardens that were safe, secure and well-maintained. There was a range of high-quality resources available to children. The children enjoyed the range of activities that was available in the space. Further consideration could be given to making the garden area more accessible to children throughout the day. This would allow smaller groups to attend the garden for longer periods of time. The staff will be able to rotate play opportunities which will enhance large physical play including ball games, running and bikes. There were flood lights to allow the space to be used in darker afternoons. Staff made good use of communication aids such as walkie talkies that would support freeflow play opportunities for the older group of children.

How good is our leadership? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality indicator 3.1: Quality assurance and improvement are led well

There was a clear vision, values and aims that contributed to a positive ethos within the service where staff were valued. Staff showed strong leadership and this contributed to good relationships within the staff team and a drive for development and improvement. Staff contributed effectively throughout the inspection process with an openness for improvement. They were a reflective staff team and there was a key focus on enhancing the experiences for children and families using the service.

There was a clear Improvement plan in place with clear targets and roles and responsibilities. All staff contributed to the development of this and the children's voice along with parents' views were threaded through this. They had made good progress in the challenges they had set themselves. These were linked to inclusion and involvement. Further enhancing home links, making good use of media to involve parents and developing strong links within the community. We have commented on each of these areas throughout this report and the service was making improvements and tracking their progress. Each of these areas was impacting positively on outcomes for families.

Good communication was key to ensuring open channels of communication. The service was proactive in seeking the views of people using the service. Parents and children were regularly asked their views, through a range of ways, for planning and developing resources. Asking about nursery life resulted in enhancing the family experiences. The Famly app continued to be a good two way opportunity for engagement. Relationships with families were continuing to develop through strong home links. We saw good communication at children's settling in periods and this contributed to sharing an open door policy with families to build strong connections.

The systems the service was using for quality assurance and audits contributed to good organisation which they cascaded throughout the wider organisation. This made information easy to manage and allowed staff time to update children's information including personal plans and observations.

Quality assurance systems including audits and monitoring were embedded into staff practice. There were regular opportunities for playroom monitoring, staff appraisals and peer assessment. Health and safety monitoring including all statutory forms and reports were regularly checked and audited. This ensured the quality of experience for families and the health and wellbeing of the children attending.

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality indicator 4.3: Staff deployment

There were enough staff to ensure that the needs of children were being met across the service. Children were supported by a committed staff team who worked well together. The provider was committed to ensuring that staff were valued as part of the team. This helped to support continuity for children through good retention of staff and low staff absence. The service also had a good ratio of qualified to unqualified staff within the setting. Ensuring that staff completing their training through apprenticeships were being well supported by the staff team.

The staff team communicated well with one another, and this supported children across the day to access a range of experiences both indoors and outdoors. Staff were responsive to the needs of the children and worked well as a team to offer a varied programme of activities. Staff were well-organised, and care routines were in place to promote children's independence. Staff positioned themselves well within rooms and outdoor areas to ensure good supervision. A keyworker system supported the children well and reinforced positive links with familiar adults. All of this contributed to strong connected relationships that supported children's health wellbeing and development.

Leadership roles across the service supported the deployment of staff. It also ensured that people were well-organised and planned, this supported engagement with children and for care routines to run smoothly. There was a good mix of skills and experience in the staff team which helped to deliver positive outcomes for children. All staff contributed well to the daily life of the service. Staff were flexible and worked well as a team. They would regularly have team building days to help promote good morale and wellbeing. This was evident when speaking with the team and contributed to a warm, pleasant and happy ethos.

Staff had been safely recruited into the service. We sampled staff files and these included relevant safer recruitment checks; these had been completed prior to staff starting. There was an induction in place for newly recruited staff that included core training and mentoring by senior staff. This was supporting new staff and developing their skills and knowledge. It also ensured there were clear expectations of staff and a strong emphasis on team work. We asked the manager to ensure the authenticity of references as part of the risk assessment when recruiting staff.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service provider should ensure that infection prevention and control measures are effectively implemented, in line with current guidance

This includes:

a) coverings in place on any items stored in toilet or nappy changing areas
b) minimise clutter in staff room
c) adequate ventilation throughout the setting.

This is to ensure that care and support is consistent with the 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), "My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes" (HSCS 5.19) and "I experience an environment that is
well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22).

This area for improvement was made on 21 September 2021.

Action taken since then
The service had ensured that all areas had been actioned.

This area for improvement has been met.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	5 - Very Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good

How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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