Richard Stewart Family Learning Centre
Day Care of Children

Chapelside Community Centre
Waddell Street
Airdrie
ML6 6JU

Telephone: 01236 638 866

Type of inspection:
Unannounced

Completed on:
22 November 2021

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Service no:
CS2004086171

About the service

Richard Stewart Family Learning Centre registered with the Care Inspectorate on 1 April 2011.

The service is provided from Chapelside Community Centre, Airdrie, North Lanarkshire. All children have access to outdoor play areas. The service is close to the town centre, main roads and public transport links.

The service is provided by North Lanarkshire Council and is registered to provide a care service to a maximum of 105 children aged from two years to not yet attending primary school at any one time.

The vision and values of the service include:

"To provide a safe, welcoming and happy environment with an ethos that nurtures curiosity, creativity and relationships. We will work in partnership with our parents/carers, support services and the local community to ensure we enrich the lives of all our children, families and staff and encourage them to aspire to be all they can be."

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 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 outcomes and wellbeing 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 wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

We compiled this report following an unannounced site visit carried out by three inspectors from the Care Inspectorate on Wednesday 17 November 2021. Feedback was shared remotely with the manager of the service on Monday 22 November 2021.

What people told us

The children were mostly settled within the service and were happy and content. We observed the children participating in various activities, both indoors and outdoors throughout the session.

We asked the manager to share our contact details with parents/carers. Five parents contacted us by telephone or email to share their views. Most parents/carers spoke positively about their child's nursery experience. They were happy with the care their children received and spoke positively about communication regarding their child's activities, routines and progress.

One parent/carer told us that communication on their child's progress could be better and felt staff changes had unsettled their child. We discussed this with the manager of the service.

Self assessment

We did not request a self assessment from the service prior to the inspection

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Children were relaxed, happy and settled in the setting. Staff and management knew the children well and shared with us how they supported children's individual care and support needs. They had established positive relationships with children and their families. A range of communication methods were used, for example phone calls, emails and See Saw app. These were used to ensure parents/carers were kept informed about their child's progress and ensured essential links were maintained between home and nursery.

Children were valued and respected by staff. They had clearly formed positive relationships with staff and received cuddles and affection. This created a caring, nurturing environment where children felt safe and secure.

Children had opportunities to engage in a wide range of planned and child initiated activities both indoors and out. Planned activities took account of children's interests and staff were developing a more child led approach to children's play. We agreed with the manager's plan to strengthen this approach. This will enable children to fully follow their own interests and will support them to take ownership of their learning.

Children had good opportunities to engage in play outdoors throughout the session. Many children chose to spend extended periods outdoors and this was well supported by staff. We observed children having fun and enjoying a variety of outdoor play experiences. In addition to the main outdoor space, a smaller outdoor space was directly accessible from a playroom which was offered at set times during the session. This enabled children to access outdoor play more independently.

Children's emotional wellbeing was sensitively supported by staff and management who had recently accessed training in this area. Children had access to a range of resources to support with self-regulation, including emotion stations which had been introduced across the setting.

This supported a nurturing environment where children could thrive.

At the time of our visit, there had been some recent changes to some daily routines, including mealtimes. Children were still adapting and developing confidence with these changes and were being supported well by staff.

We found the children's lunchtime experience to be mostly unhurried, pleasant and relaxed. Children were seated comfortably and happily chatted with their friends. Staff sat with the children, supporting when required. Children's individual special dietary requirements had been considered.

While most children enjoyed the hot meal provided, we found children who attended the afternoon session were not currently receiving a nutritious well balanced hot meal. We also observed a small number of children who did not eat most of the meal provided and felt that they would have benefited from an alternative option. We discussed this further with the provider, who confirmed positive action had been taken to address this. This means all children will benefit from a hot meal and an alternative option if they choose. We also provided the manager with some feedback on how mealtimes could be improved, for example promoting children's independence.

Personal plans were in place for each child and these had been improved since the last inspection. From the plans we viewed, these demonstrated staff and management had gathered meaningful information about children's health and wellbeing needs. Parents/carers confirmed staff knew their children well and that their needs were well supported. Where children had additional support needs, children's plans demonstrated how staff and management worked in partnership with a variety of other professionals to ensure children received the support they required to achieve their potential. We asked the manager to ensure that plans and reviews are consistently dated.

Staff had a good understanding of children's health needs. Suitable procedures were in place for the management of medication. Medication was stored satisfactorily and records were mostly completed appropriately. We discussed with the manager and staff about how keeping a record with signs, symptoms and triggers of children with long-term medical conditions could further support meeting children's needs. Where there are any changes to children's health needs, we asked the manager and staff to ensure that children's records are updated to reflect this.

We were satisfied the service had appropriate infection control procedures in place to support a safe environment for children and staff. Risk assessments had been carried out reflecting national Covid-19 guidance. Rooms were well ventilated. We observed effective hand hygiene being carried out by staff and children, and children were well supported to do this well. Staff maintained appropriate distance between adults and face coverings were worn at appropriate times. Physical distancing arrangements were in place for families, visitors and visiting professionals.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We found areas used by children were safe and secure. Staff were aware of their responsibility to ensure the environment was safe for children. A secure entry system was in place with clear information relating to Covid-19 displayed for visitors.

The environment was welcoming with a calm and relaxed atmosphere. The children were cared for in three playrooms which were well lit with plenty of natural light and were of a suitable temperature. The environment was generally well maintained, clean and tidy. The playrooms were well organised and furniture and furnishings had been well considered to meet the needs of the children.

Natural furniture and resources helped create a calming space for children. The layout of the playrooms was well planned to enable children to engage in a wide variety of play activities on their own, in small or larger groups.

Children had access to a variety of suitable play resources and consideration had been given to children accessing these independently.

Children were supported to access a large outdoor space with varied surfaces, grass, mud, soft tyre pathways. This was a safe and secure area. This space was used by all children and had a range of outdoor resources for example, shelters, hammocks, climbing, mud and puddles. We asked staff to ensure the outdoor handwashing station was ready for children to use when they are preparing for outdoor play. Children in one of the playrooms had direct access to a small outdoor space. There are plans in place to make this are more accessible on a free flow basis.

We found there was scope for some improvements to be made to the environment to ensure children's health and safety was not compromised. This was fully discussed manager and the provider (please see recommendation one)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should take the appropriate steps to ensure the environment is safe, secure and meets the needs of children attending the service.

These areas include:

- addressing minor issues with heating system
- improving changing facilities to meet the needs of all children
- addressing outstanding safety issues in small outdoor area
- ensuring all fixtures and fittings in children's toilets are well maintained

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state:

'My environment is secure and safe' (HSCS: 5.17)

'I experience and environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS: 5.22)

Grade: 4 - good

Quality of staffing

Findings from the inspection

We observed staff to be kind, caring and nurturing in their interactions with the children. Staff were very respectful and affectionate towards the children.

We acknowledged the service had undergone significant staff changes since the last inspection, however a full management and staff team were now in place. There were a good balance of skills and experience across the team with more recent staff being supported well in their role.

Most staff were registered with the appropriate professional body. The manager will support new staff to register within the appropriate timescales.

Staff understood children's needs and the role they played in supporting them. While this was a relatively new team, we could see that they worked well together, supporting children when required.

Staff were knowledgeable about child protection procedures. New staff had received training relating to child protection which was also delivered annually to all staff. As a result staff were clear about their roles and responsibilities in safeguarding children.

Staff had engaged in a wide variety of training and professional reading to develop their knowledge skills including, ACEs, understanding trauma, hand hygiene, infection control and mindfulness. Many staff had accessed training to support individual children's specific needs. This ensured children had access to the support they required to ensure their needs were being met effectively.

Staff's overall wellbeing was well supported by management and staff told us about how incorporating mindfulness into their day had positively impacted on their wellbeing

The manager was committed to using meaningful and supportive ways to develop staff individually and as a team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager and staff had made good progress in making improvements to the service. The manager had a good understanding of the improvements that were still needed to improve the overall quality of the service. As there is now a full management team in place, this should support the service to strengthen their approach in improving the quality of the service and the development of robust quality assurance systems, including effective auditing and monitoring processes.

The manager of the service demonstrated positive leadership. She was committed to ensuring staff were motivated and supported to carry out their role effectively. The manager identified staff's strengths and skills and was in the process of supporting individuals to lead on specific areas of practice. This would support staff to develop their knowledge based on relevant guidance and best practice. New staff had been well supported since joining the service which had resulted in them settling well in the team.

The provider, manager and staff had worked hard to meet the three recommendations made at the last inspection. This included improvements to children's personal plans and hand hygiene practices and ensuring there were sufficient staff to meet the needs of the children attending the service.

Regular staff meetings provided staff with opportunities to receive updates on the service, discuss individual children and their needs and share their ideas on what was working well in the playrooms and what could be improved. Staff told us about some of the changes they had recently made in the playrooms and planned to work with management to consider the impact of these changes

Staff had opportunities to have their work appraised by the manager. This provided opportunities for staff and manager to reflect on and review individuals' performance. The manager acknowledged this process required to be further developed and our feedback on how to take this forward was welcomed.

Registered care services have a responsibility to notify the Care Inspectorate of significant events. While we received some relevant notifications, we found this to be inconsistent. We signposted the manager to 'records that all registered care services (except childminding) must keep and guidance on notification reporting' and recommended that all notifiable events be submitted to the Care Inspectorate (see Recommendation 1)

The service used a variety of effective methods to communicate with parents/carers. This ensured they were kept up to date and involved in the life of the service. Management and staff welcomed feedback from parents/carers and used their views to influence the service provided. The manager agreed there was scope to further develop ways to involve children and parents/carers in developing the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider and manager should ensure the Care Inspectorate are notified of all relevant notifiable events.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I use a service and organisation that are well led and managed (HSCS 4.27)

Grade: 4 - 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

Recommendation 1

Planning and record keeping should support staff to plan and provide meaningful experiences to meet children's needs. To achieve this, each child must have:

- a personal plan in place that identifies their needs and how the service plans to support these; and
- a record of meaningful observations of children's experiences for staff to track and monitor children's progress.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

'My personal plan (sometimes referred to as a care 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); and 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected. (HSCS 1.23).

This recommendation was made on 16 December 2020.

Action taken on previous recommendation

Of the personal plans we viewed, we found these set out clearly each child's needs and how these were being supported. Staff were being supported to develop the recording of meaningful observations of children, which was monitored by the manager

We were satisfied by the action taken to address this recommendation.

This recommendation is met.

Recommendation 2

To assist in maintaining a safe environment for children and staff, we advised that hand washing procedures and resources should be reviewed within all playrooms. This included:

- ensuring only one person washes their hands in the sink at the one time;
- ensuring children can access the liquid soap dispensers independently;
- ensuring paper towels are stored in paper towel dispensers and children can access these independently; and
- risk assessing the types of paper waste bins to ensure these can be used by children and staff independently, while adhering to infection prevention and control advice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

'The premises have been adapted, equipped and furnished to meet my needs and wishes.' (HSCS 5.16).

This recommendation was made on 16 December 2020.

Action taken on previous recommendation

We were satisfied with the hand hygiene practices being carried out and the resources being used to support effective handwashing.

This recommendation is met

Recommendation 3

In order to ensure each child receives high quality care and support, the provider should ensure sufficient staff are in place to meet all children's needs at all times.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

'My needs are met by the right number of people.' (HSCS 3.15); and 'People have time to support and care for me and to speak with me.' (HSCS 3.16).

This recommendation was made on 16 December 2020.

Action taken on previous recommendation

We found the provider had taken appropriate action to address this recommendation.

A full staff and management team were now in place providing sufficient numbers of staff to meet children's needs

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	
5 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
29 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
2 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
3 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
17 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed

Date	Type	Gradings	
24 Apr 2009	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 5 - Very good

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