Cosmic Coppers
Day Care of Children

1801-1807 Paisley Road West
Cardonald
Glasgow
G52 3SS

Telephone: 01418 915 551

Type of inspection:
Unannounced

Completed on:
23 July 2021

Service provided by:
Deborah Keenan and Ross Keenan, a Partnership

Service provider number:
SP2005007211

Service no:
CS2005088134

About the service

Cosmic Coppers was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The service is currently registered to provide a care service to a maximum of: 24 children aged 0 to under two years; 25 children aged two to under three years; 40 children aged three years to those not attending primary school. The service operates from a secure, two-storey building with an enclosed outdoor play area to the rear of the premises in the Cardonald area of Glasgow. The premises have a range of age-related playrooms which are well resourced and children have access to outdoor spaces. The service providers are Deborah Keenan and Ross Keenan, a Partnership and operate in partnership with Glasgow City Council to provide early learning and childcare for eligible two-year olds and children aged three to five years. The aims of the nursery include: "To provide a warm and welcoming atmosphere through excellent relationships. To provide a safe, secure and stimulating environment through a balance of directed and free choice learning experiences to ensure we are getting it right for every child. To encourage children to develop independence and to develop self-expression through various types of play. To develop mutual respect for individual and cultural differences."

We started the inspection of Cosmic Coppers with an unannounced visit on Thursday 15 July 2021. We continued the inspection virtually using Teams technology and telephone discussions. We concluded the inspection by giving feedback on Friday 23 July 2021 via Teams technology.

This was a focussed inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. The inspection was carried out by two inspectors from the Care Inspectorate.

Our methodology for the inspection included:

- Observations of children's routines and staff interactions with children
- Observations of infection prevention and control practice
- Telephone discussions and email exchanges with the manager
- Emails from five parents
- Virtual discussions with six members of staff
- Reviewing key records, policies, and written procedures relative to Covid-19.

What people told us

Five parents contacted the Care Inspectorate by email to provide their views on how the nursery had delivered care and support to their children during the pandemic. All of the parents were very happy with the support given to their children as well as their families. Parents told us that nursery staff had communicated effectively with them during the Covid-19 pandemic. Any updates to public health guidance and nursery practice were shared quickly with parents as well as newsletter reminders of their own responsibilities, including wearing face coverings and maintaining appropriate social distancing. This had given parents confidence that their children were safe and being well cared for.

Their comments included:

"The care has been brilliant throughout the pandemic, they have been really safety conscious and kept us informed of all the changes going on. They have communicated really well with families on what's happening and the impact of the pandemic on the service.

My daughter has a dairy allergy and even with the extra challenges this year she has always been really well accommodated for with the meals and snacks provided. Really happy overall with the care provided."

"They have been great and cannot fault them. Given they have only had to close once since re-opening and they have been great with communicating any Covid issues to us. There was also concerns around my child and they went over and above to ensure he got the right care/ processes put in place to help his development which didn't slide at all. So much so that they can't believe he is the same child. We have had nothing but good experiences."

"The quality of care and support my son experienced at cosmic coppers during the pandemic was amazing. I could not fault the nursery and have been so impressed with all the information and support they have provided throughout the pandemic, keeping us parents updated on anything we wished to know. I also loved the activity ideas and videos the staff made for the children. It was nice for me to show my child at times while he wasn't at nursery."

"I have been very impressed with all the efforts made by everyone involved at Cosmic Coppers, my son is always made to feel welcome as he enters the front door and he is always keen to tell me about his day and all the fun things he has been doing when I collect him at night. My son always seems happy in the photos I see on the nursery app which is nice for me to go on and see while I am at work. When the nursery was shut last year the staff at the nursery used Facebook to keep in contact with us. I use Facebook often so using this to communicate suited me well as I would read the posts daily and always felt included in what was going on. My son liked sitting with me to watch the videos of his teachers, they had some great ideas of things we could do at home. I have faith that Cosmic Coppers are doing everything they can to keep the children and their staff safe during this difficult time."

"Although we have to drop my daughter off at the door due to Covid, I have always found the nursery to be a lovely inviting place. The staff are all lovely and always greet me or my wife with smile, they are amazing with my daughter and always fill me in with everything she has been up to during the day. They recently got the Family App and this has been amazing, due to Covid I haven't had the opportunity to see my child interact with other children. This app allows me to see pictures of my child with the rest of her class and find out all the exciting things she had been up to at nursery. This is done throughout the day and keeps me updated with my child's day as well as her general progress. My daughter is still quite young but the activities that she does at nursery have such a great range and I can see that she is learning loads. I also love that they take her outside as she loves being outside."

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 and support during the COVID-19 pandemic?	5 - Very Good

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

How good is our care and support during the COVID-19 pandemic? 5 - Very Good

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during Covid-19.

We found the service to be operating to a very good level in relation to this indicator. This grading applies to performance that demonstrates major strengths in supporting positive outcomes for children and families. Performance evaluated as very good does not require significant adjustment.

We found children experienced warm and supportive care from staff who knew them well. Staff chatted to children as they played and showed they were interested in their ideas. We could see that staff were very familiar with children's individual personalities, interests and abilities and used this for planning next steps for learning. We sampled children's personal plans and found these had been collated in consultation with parents, giving a very good overview of children's individual needs. The plans allowed staff to personalise support for children on their return to nursery.

The setting had initially remained closed during the first lockdown and opened more fully to all children as restrictions eased. Changes which had been implemented to keep children, staff and families safe during the pandemic had been explained and implemented well. Throughout, communication had been maintained with parents and children so that everyone felt included. The management and staff team engaged parents in telephone calls, emails, social media and newsletters prior to families returning to the service. Staff acknowledged the challenge around parents not entering playrooms but were confident that they continued to gather and share information with parents at drop off and collection times.

As children returned to the setting, sensitive settling-in procedures, built on this contact and contributed to children feeling safe and secure. Parents told us that children experienced a positive transition back to the service with particular attention given to their individual wellbeing. We observed happy children who had opportunities to shape their play and learning experiences indoors and outdoors, despite the changes in how the setting was organised. Children were supported to understand the need for the changes to their nursery experience. Staff used fun and imaginative ideas to engage children in a positive way while establishing new routines. The playrooms and handwashing areas had visual prompts reminding children about coronavirus and how to keep themselves safe.

We discussed with staff approaches to using talking and thinking floor books that could better reflect children's current play interests and key features of their learning. Staff agreed that this could enhance the systems in place for recognising children's learning as well as extend children's sense of ownership of play experiences. We highlighted to staff observation and responsive planning approaches that could help identify and evaluate play experiences that children found particularly engaging. Staff agreed that these approaches had the potential to help them plan future experiences where children experienced a greater sense of challenge, offered more opportunities to be creative and take forward their own play ideas.

Staff were confident in their roles in safeguarding children and understood how the vulnerability of some children may have increased because of the additional pressures placed on families and communities by the Covid-19 outbreak. They regularly participated in child protection training and this had been updated to take account of any concerns that may arise due to Covid-19.

Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. Children are protected as staff take all necessary precautions to prevent the spread of infection.

We found the service to be operating to a very good level in relation to this indicator. We observed that the environment was clean and well maintained. Staff we spoke to had participated in infection prevention and control training and understood the new arrangements for enhanced cleaning within the setting.

Children were being cared for in consistent groups or 'bubbles', which helped minimise contacts and further reduced the risk of infection. We found that indoor spaces were well ventilated by keeping windows open and staff were confident in how to maintain a comfortable temperature for children. The provider had invested in CO2 monitors to help staff monitor air quality across all children's playrooms and internal spaces. This helped staff to identify areas of the setting where air flow may be problematic and put in place strategies to address these issues and mitigate risks appropriately. Children spent a lot of their day outdoors and we observed them having fun with their friends in the fresh air. We discussed with staff how future changes to national Covid-19 guidance relating to the size of bubbles had the potential to increase the balance between indoor and outdoor play opportunities for children. Evidence suggests that outdoor environments can limit transmission of Covid-19, as well as more easily allowing for appropriate physical distancing between adults.

We highlighted the value to children of having more regular access to challenging outdoor play beyond the setting. The manager agreed to develop and implement a programme for children to experience play in local parks and woodland spaces. This will involve extending staff training in the forest school approach and using loose parts to create challenging outdoor environments for children.

Risk assessments had been undertaken that addressed the areas within national Covid-19 guidance for keeping people safe. Staff told us they were encouraged to access risk assessments to keep up to date with any changes. We found a particular strength of the nursery's risk management approach was that the staff had voluntarily agreed to participate in the Scottish Government routine asymptomatic at-home testing programme using lateral flow devices (LFD). The Scottish Government had asked that early learning and childcare staff be encouraged to participate in this scheme to minimise the risks of Covid-19 spread and contribute to the wellbeing of everyone in their setting.

The management and staff team had a clear understanding of how and when personal protective equipment (PPE) should be worn and disposed of. We observed staff wearing PPE when they entered communal areas of the building. Parents were seen to be wearing face coverings when dropping off their children. The service had ample additional PPE available if required and the supply level was monitored effectively. We highlighted to staff the need to ensure paper towels next to children's handwashing stations are stored in dispensers in a manner that ensures they are accessible to children while preventing any opportunities for cross infection.

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during Covid-19.

We found the service to be operating to a very good level in relation to this indicator.

Staff time was planned across the day to ensure additional cleaning tasks could be carried out to a high standard without compromising the quality of care, or their responsiveness to children. Staff observed social distancing guidance when appropriate such as during break/mealtimes, in office and staff areas.

All staff had been trained on infection prevention and control during Covid-19. This included the donning, doffing and safe disposal of PPE. Covid-19 policy and procedures were a focus at team meetings and were reviewed in line with update to the Scottish Government's Covid-19 guidance for early learning and childcare settings.

Most of the team were well established but newly recruited staff had been made to feel welcome. Appropriate induction processes were in place so that new staff understood their role, particularly under Covid-19 restrictions.

Staff were supported by their manager to recognise the potential impact of Covid-19 within work and their personal circumstances. Staff told us they had benefitted from wellbeing 'check in' chats with management and the individual support arrangements put in place for their health and safety due to Covid-19. What's App, emails and online meetings gave the team opportunities to ask questions and share information. Staff told us they had helped each other when work situations had become challenging and made sure their colleagues felt supported. Staff told us they felt connected and committed to their work and demonstrated a positive ethos which promoted a happy and secure environment for children.

We highlighted the potential benefit of staff engaging in professional learning events with staff drawn from across the sector to discuss shared learning about wellbeing and practice issues related to the pandemic. We highlighted new online and virtual mental health support services such as 'Time for You' that had been developed with the support of the Scottish Association for Mental Health to provide free mental health and well-being support. This resource is available at https://www.samh.org.uk/about-us/our-work/time-for-you. This complements the support already offered through the National Wellbeing Hub at https://wellbeinghub.scot

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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