Kidstore Childcare Limited
Day Care of Children

Burngreen
Kilsyth
Glasgow
G65 0HT

Telephone: 01236 827490

Type of inspection:
Unannounced

Completed on:
6 September 2019

Service provided by:
Kidstore Childcare Limited

Service provider number:
SP2010010961

Service no:
CS2010250712

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

The service registered with the Care Inspectorate on 1 April 2011.

Kidstore Childcare Limited provides a daycare service for children in the town of Kilsyth, North Lanarkshire. The nursery operates from a well-maintained building with a secure entry system. The service provides separate playrooms for the different age groups of children and is in a good location that supports staff to take children out to visit local amenities, such as, the library, parks and shops. Children had access to an enclosed outdoor area that was easily accessible from the main playrooms.

The nursery is registered to a maximum of 101 children not yet of an age to attend primary school at any one time. Of those 101 children, no more than 48 are aged under 3 years of whom no more than 18 are aged under 2 years. The outdoor space has been taken into account when agreeing the maximum number of children aged 2 - under 3 years and 3 years to those not yet of an age to attend primary school. The service operates between the hours of 07:30 to 18:00 Monday to Friday, 52 weeks per year. We wrote this report following an unannounced inspection that was carried out by one Inspector on 5 and 6 September 2019. Feedback was provided to the head of centre, depute head of centre and lead practitioner.

The service told us their aims are to provide:

"A calm nurturing environment where children feel valued, safe and secure. We want all our children to feel that our nursery is the next best thing to home. A place they can look forward coming to, where they can make many new friends and where they can have fun exploring their environment. We will encourage children's individual development and progress throughout their time with us."

A full statement of the centre's aims is available to people who use the service.

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. Children were happy and secure in the care of staff. Children accessed resources freely and had an excellent range of materials to choose from indoors and outdoors. Children's individual needs were met by caring and nurturing staff, that were compassionate and responsive.

We sent 33 care standard questionnaires to the service to distribute to parents/carers of children who used the service, 18 of which were returned before the inspection. We spoke with a further three parents during the

inspection, feedback provided was very positive. Eighteen parents 'strongly agreed' that overall, they were happy with the quality of care that their child received at the service, parents felt that staff were friendly, approachable and shared lots of information; the garden space and resources were fabulous; staff had increased their use of the outdoor learning environment and children were out hail, rain or shine. One parent commented that they were delighted with the progress that their child had made since starting and another parent told us that staff had been supportive to them as a family when accessing relevant agencies for their child that required additional support.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service quality assurance systems and found that the management team and staff had a clear vision for how they would continue to support and care for the children and families that used the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Kidstore Childcare Limited provided very good care and support to children and families that attended the service. Children and families were respected and cared for, this was evidenced through the returned Care Standard Questionnaires, discussions with parents, and observations during our inspection. We saw children experience warmth, kindness and compassion and were supported and cared for by staff that were sensitive and responsive to their individual needs. Among the very positive questionnaires returned one parent commented, that sending their child to Kidstore 'had been the best decision they had made, staff really go the extra mile to ensure that all children learn and grow whilst having fun in a safe environment.'

We found staff demonstrated a sensitive understanding of their responsibilities to keep children safe and had attended up to date child protection training. They knew who their child protection officer was, when and who to share information with relating to safeguarding and child protection concerns.

We reviewed children's personal plans/learning journeys within the I Connect/Parentzone app during our visit and found these contained relevant information to support children's health, safety and wellbeing needs. We spoke about adding an additional section that explained how children's significant and complex needs would be supported, including what strategies would be used to support their individual needs. This will ensure that care and support was consistent with the Health and Social Care Standards which state how children's needs would be met, as well as their wishes and choices.

Feedback from parents told us that most parents felt that the online journals were fantastic and kept them updated with their child's progress. Additional comments included that although, the Parentzone enabled them to look at pictures of their child playing, they would like to have more of a curriculum/learning journey which would enable them to see where their child was in their learning. We spoke with the management team as to this during our visit, they told us that the new planning system in place would support this.

The service had recently introduced 'In the Moment Planning' for the older children and had created an enabling environment to support child led learning, staff had chosen focus children to observe and record the learning taken place, for the younger children staff used skilful observations to plan and facilitate experiences for them. We found that observations within the nursery were well written and shared with parents, staff involved parents by asking them what they would like their child to learn.

Staff challenged children's learning and sought support for those that needed it, an example of this was a child that had learned to add and subtract at home was supported by staff in their continued learning at nursery. Staff provided children with 'messy maths books' and play opportunities that supported their counting skills using loose parts materials in the garden and suitable resources indoors. Children who required additional support were supported well by staff, that worked in collaboration with relevant professionals to support and plan for their holistic development and daily learning success strategies.

During the inspection we spoke with staff about ways to further develop the written observations by including a focus on the context of learning, children's transferable skills and individual outcomes for children. This will ensure that plans were specific, relevant and responsive to children's individual health and learning needs.

Parents that we spoke with told us that children benefited from the use of the local community, this included visits to the park to feed the ducks and have a picnic. Children walked to the village where they played at the bandstand in the park and visited the local shop with their shopping lists. Parents spoke about social 'family events' that were organised out with nursery hours which were very enjoyable and a great way to get families involved.

The fully inclusive non-restrictive approach to the indoor/outdoor learning environment provided excellent play opportunities for children by skilled staff, this ensured children's individual needs were being met and their individual preferences taken account of, which helped to promote children's social and emotional intelligence. Staff had created a sensory space for children indoors that supported their cognitive/language development and a calm space for children to be on their own. Children that we spoke with confidently showed us around the garden taking delight in naming the herbs that they had helped to grow. In the boot room children dressed themselves in puddle suits and wellies, developing their self-help skills and independence.

We saw high-quality experiences and outcomes for children where staff fully embraced the outdoor play and indoor learning environment. Staff told us that they had undertaken inspiring outdoor training that had a focus on early literacy and numeracy. We found staff to be enthusiastic and motivated and children had the freedom and movement to make independent choices about where they wanted to play and learn in a way that built their confidence, skills and independence. We saw that children were purposeful in their play and had plenty of opportunities to have fresh air and be active.

Children had opportunities to challenge and extend their skills as they played on the balancing beams, swings and the large fallen tree that had been recently maintained and supported to safeguard children. These experiences helped children to problem-solve, supported their coordination and balance skills. Staff were conscientious about their responsibilities to look after children safely and had robust risk assessments in place, they supported children to learn about their own safety and awareness of risk, which gave children the ability to make decisions and appropriate skills to challenge themselves and stay safe. We observed staff talking to children in assessing and managing what they perceived to be risky when making popcorn at the fire pit and when walking along the balance beams. To further support staff we spoke about having visual risk assessments for children that were created by them and staff, this would support children when assessing what they perceive to be risky, help keep them safe and a remind them of the safety limits within the service.

Parents chose to provide lunch for their babies and children within the 2-3 and 3-5-years playrooms were given a wide range of quality meals for lunch provided by an outside agency. Staff had good awareness of children's cultural needs and allergies and had put safe measures in place. Staff told us that they were aware of the NHS Scotland 'Setting the Table' guidance http://hubcareinspectorate.com/media/177298/nhs-setting-the-table.pdf to further support healthy eating at an early stage. We signposted the service to the Care Inspectorate guidance documents 'Food Matters' https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/food-matters/ and 'Fun Foods First' https://hub.careinspectorate.com/media/1507/fun-foods-first-an-easy-guide-to-introducing-solid-foods.pdf to further support young children in their care.

What the service could do better

We observed children having lunch on the first day of our visit and found that the lunch arrangements could be improved, this included the length of time children in the 2-3 room had to wait to be served due to the deployment of staff. As a result, children became unsettled and restless. We saw that children aged 3-5 years were given real life crockery, tablecloths and were encouraged to wash their dishes and recycle their waste. We felt that there was a missed opportunity for the 2-year olds to be involved in this and suggested that the arrangements for lunch were reviewed to allow for a more pleasurable dining experience for all children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

Lone working for staff should be included on the risk assessments to ensure all staff and management had considered any hazards and agreed procedures to reduce or remove these.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A safe environment.

This recommendation was made on 28 February 2014.

Action taken on previous recommendation
The service told us they had included lone working into the service risk assessments and agreed procedures reduce possible hazards. As a result we found this area of recommendation had been addressed.

Recommendation 2

The service should ensure that safety measures identified in the premises risk assessment are in place to reduce the risk to children. This includes:

- possible harm coming in contact with hot radiators
- infection control measure to reduce the possible spread of infection

National Care Standards for Early Education and Childcare up to the age of 16 -
Standard 2: A Safe Environment.
Standard 14: Well-managed service.

This recommendation was made on 9 March 2016.

Action taken on previous recommendation
We found the service had in place suitable risk assessments.

Recommendation 3

The service should have effective systems in place to ensure the service environment and resources are well maintained and follow good practice guidance for example on infection control, safe sleeping and nappy changing facilities.

National Care Standards for Early Education and Childcare up to the age of 16 -
Standard 2: A Safe Environment.
Standard 14: Well-managed service.

This recommendation was made on 9 March 2016.

Action taken on previous recommendation
The service had in place systems to ensure that resources are well maintained and staff followed good practice guidance on safe sleeping and nappy changing facilities.

Recommendation 4

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 staff's 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 March 2016.

Action taken on previous recommendation

The service had in place an effective monitoring system for staff requiring registration with SSSC and ongoing monitoring of staff registration with SSSC.

Recommendation 5

The provider should review and update the administration of medication policy and procedures to ensure the information reflects current best practice. Staff should be made aware of the changes so they have up to date information and use it to improve their practice.

Please refer to Care Inspectorate publication; Management of medication in daycare of children and childminding services (2014) Publication code, HCR-0514-087.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3.6 - Health and Wellbeing.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

Recommendation has been met.

We found that medication was stored safely in individual boxes, labelled with the child's name within a locked cupboard that was accessible when required. We advised an update to the consent/administration paperwork to include sections on signs/symptoms and outcome, this will ensure that medication given was safe and effective.

Inspection and grading history

Date	Type	Gradings	
22 Nov 2017	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed
22 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
28 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
27 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
28 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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