Pride & Joy Nursery Limited
Day Care of Children

14 Moraine Drive
Glasgow
G15 6HB

Telephone: 0141 944 7359

Type of inspection:
Unannounced

Completed on:
28 October 2021

Service provided by:
Pride & Joy Nursery Limited

Service provider number:
SP2014012303

Service no:
CS2014325911

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 10 October 2014. The provider is Pride & Joy Nursery Limited. The service is in partnership with Glasgow City Council to deliver early learning and childcare to eligible two year olds and children aged three to five years.

Pride & Joy Nursery Limited, a day care of children service, is registered to accommodate a maximum of 40 children in the following age categories. Of those 40, no more than 9 are aged under 2; no more than 8 are aged 2 to 3 years; no more than 23 are aged 3 to those not yet of primary school age.

The nursery operates from premises in the Blairdardie area of Glasgow and has close links to transport and local amenities. The accommodation is on one level and consists of three playrooms, toilet facilities, cloakroom area, kitchen, and staff room. Children also have the use of an outdoor play area.

The service aims, vision and values include the following information: 'We aim to provide a safe, secure and caring environment for all children. It is our aim in nursery to provide high quality experiences for children aged 12 weeks to 5 years. Our staff work with the children in a caring, nurturing environment. We pride ourselves in meeting the individual needs of all of our children.'

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 Care and Support.

As part of the inspection process, we completed an onsite visit and virtual meetings with staff. The manager emailed a sample of documents. These included a sample of policies and procedures, personal plans, training records, meeting minutes and risk assessments.

In Scotland, the Getting It Right For Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included, often referred to as 'SHANARRI'.

The GIRFEC approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting It Right For Every Child is being threaded through all existing policy, practice, strategy, and legislation affecting children, young people, and their families.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

What people told us

During the inspection we invited parents to provide feedback. Those that responded did so by email.

From the feedback provided by parents we found they were generally happy with the staff's support of their child/ren. For example, parents told us:

"We couldn't have asked for a better childcare service for our daughter."

"Staff have done an amazing job to make [child's name] feel welcome in her relatively new environment."

"The staff have been amazing!"

Some parents shared aspects of practice they felt could be improved. These comments are included within the quality themes staffing and management and leadership.

Self assessment

Key Question 5 self evaluation was submitted in 2020 and detailed all of the actions taken to support children, staff and their families during Covid. This was taken into account during this inspection process.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We observed children having fun and experiencing a good quality of play, learning and development opportunities. The curriculum had been designed to improve literacy and numeracy experiences for all children. Staff reported progress in many aspects of children's communication and language development, including increased interest in drawing and storytelling. As a result, children were mastering skills within the core curricular areas.

Children benefited from practice and experiences that were inspired by national guidance and initiatives. This meant that children had challenges and enjoyment in their experiences and learning. Moving forward, staff should ensure that they more effectively plan and promote personalisation. This is to ensure that children's individual wellbeing is planned for and to promote individual positive outcomes. Linked below is guidance on personal planning:

https://hub.careinspectorate.com/media/4653/personal-plans-guide-elc-final-13102021.pdf

Children were supported to be active outdoors daily. They had opportunities for free play in the garden, to visit local woods, and to participate in organised activities such as, tennis and yoga. We asked the manager to consider providing a morning snack for children.

This is to ensure that children's energy and nutrient requirements are better met because they have small, but regular meals across the day. In addition, to support children's optimal growth and development, we asked the service to avoid providing food that is highly sweetened. Linked below is guidance to support improvements:

http://www.healthscotland.com/uploads/documents/30341-Setting the Table.pdf

Most children enjoyed positive experiences during mealtimes. They were encouraged to be as independent as possible. For example, they served their own soup and milk was available in small jugs for children to pour themselves. Efforts had also been made to ensure that the lunch experience was sociable and pleasant. For example, tablecloths, napkins, and vases of flowers were on the tables and staff sat with children to keep them safe and to engage in conversations.

Medication was managed well. Systems were in place to record and monitor short-and long-term medication needs. Personal plans included health plans for children requiring long-term medication. These were robust and detailed. We asked the manager to improve the storage of medication so that it would be more easily accessible to staff in an emergency and to bring practice in line with the service's own policy and procedure around the safe storage of medication.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, we observed children being supported to understand the need for good hygiene, all staff understand the new arrangements for cleaning within the service and they have received training on infection prevention and control which adhered to Covid-19 guidance. As a result, children were safer from the spread of infections.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The nursery aims included providing a "nurturing" environment for children. Staff's relationships with children and how they had designed the physical environment of the nursery supported the achievement of this aim. The nursery was very homely, and children could easily access places to relax, play, be active and creative. As a result, children were having fun with friends as they acquired new skills.

The nursery had recently been redecorated and we could see that new resources had been purchased. This meant that children had a pleasant environment to be cared for within and access to high-quality resources that enhanced their play.

Children had access to a small garden. Although the garden was small, staff had maximised the space which meant children could still regularly participate in a variety of different physical activities outdoors. We observed children digging, painting, running, climbing, and riding bikes. This supported them to develop their gross and fine motor skills.

To ensure children had opportunities to play in natural environments, staff regularly supported them to visit local woods. Staff recognised that playing in the woods provided children with further opportunities to be physically active, to take positive risks and develop an appreciation for nature.

The staff had recently adopted a free flow approach for children aged 2-5. This meant that children could freely go between two playrooms, the toilet, and the outdoors. Overall, this was working well, and most children were confident in their movements and chose where they spent their time. This was evidently beneficial to children who had the required self-help skills; however, we observed some younger children that would benefit from some additional support. For example, one child became overwhelmed when rooms were busy. To ensure that all children benefit from this approach, staff need to consider children's individual needs and plan their care and support accordingly.

Staff respectfully displayed children's work throughout the nursery. The displays were used to celebrate achievements, increase children's self-esteem and to support learning. On the day of our inspection, the children proudly talked to us about their work and could recall discussions they had had about topics of interests they had explored.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The nursery team evidently wanted the service to be inclusive. For example, all children were provided with their own polo shirts and outdoor rainsuit. This was helping to support children to feel included, and reduced barriers to them participating in many aspects of nursery life. For example, we saw that most children chose to spend their time outdoors playing in the garden, despite the rain. This was likely because they had suitable outdoor clothing that meant they were comfortable.

Children were settled in the nursery because staff adopted a nurturing approach. During the national lockdowns, staff sent video messages and maintained consistent contact with children throughout the service closures. As a result, during periods of absence, children maintained important relationships and staff reported that all children returned to the setting without additional support.

Children were kept safe from harm because the manager followed a robust safer recruitment process. The manager understood that it was essential that she recruit the right staff with the right skills to support children.

Staff were committed and professional. They took responsibility for their own professional development and embraced any new learning required by the service to be responsive in their care of children. For example, staff had been learning Makaton, which is a form of sign language. This is to ensure that they were able to communicate with all children. The Speech and language therapist facilitating the training told us, 'staff members were actively involved during the training and seemed interested and keen to implement the advice.'

Parents were generally positive in their feedback; however, some felt that communication between staff and parents could be improved. One parent told us that she was not always informed of accidents involving her child. Whilst we recognised the benefit of free flow access to different spaces in the nursery, we could see that this placed a high demand on staff's time and could easily result in some incidents or accidents going unseen. We discussed our observations with the senior leadership team who agreed, to maintain and build on the existing quality of experiences and care, the recruitment of additional staff would be necessary going forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manger and deputy manager demonstrated a clear vision of how they would like to improve the service. This included promoting a positive ethos in the staff team by building on staff's strengths and supporting continuous professional development. The staff told us that they felt supported in their roles and described themselves as a trusting and close team. This meant children enjoyed care and support in a relaxed and pleasant environment.

The whole staff team have continued to work well with other professionals to support improvements within the service. This has included work with the local authority to address previous recommendations. As a result, changes made have had a positive impact on children's outcomes and experiences.

The manager shared with us some parents concerns regarding the services' Covid-19 risk reduction and control procedures. This included responding to signs and symptoms of the virus. We found that the management team had listened to parent's concerns, made improvements to practice and revisited procedures with staff. As a result, when we spoke to staff during this inspection, they were clear about their responsibilities regarding keeping children safe during the Covid-19 pandemic.

The service regularly gathered feedback from children which was used to plan the development and improvement of the service. Children's feedback was recorded within floor-book plans and used to direct the overarching improvement plan which all staff were familiar with. This meant that everyone felt part of the service improvement.

Overall, children were safer from harm because staff knew it was their responsibility to act on any concerns for children's wellbeing, were clear about their setting's child protection policy and procedures and had regular child protection training. To ensure that staff are better able to assess the needs of a family or those at risk of harm, the service had recently introduced the use of chronologies. To ensure that the chronologies better support the assessment of risk, we suggested that further training would be beneficial for staff. We signed posted the manager to the following tools and guidance:

https://www.careinspectorate.com/images/documents/3670/Practice guide to chronologies 2017.pdf

https://t.co/7KxRkRzI8s
https://www.gov.scot/publications/national-risk-framework-support-assessment-children-young-people/

The service had adopted many aspects of the Getting It Right For Every Child (GIRFEC) policy and practice model. For example, they used the wellbeing indicators to support their day-to-day care of children. After reviewing some children's personal records, we asked the service to consider further developing their approach to engaging all parents. This could include facilitating support and supervision discussions that help staff to consider the parent's experience. This will also support staff's early identification that a family needs help or that relevant protective processes need to be implemented.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

The service should continue to improve the format for children's personal plans, particularly the care plans for children who present with additional support needs. There should be a co-ordinated approach to formulating individual personal plans that includes parents, relevant professionals and, where appropriate, children. All elements of personal plans should be reviewed at least every six months.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state: 'My future care and support needs are anticipated as part of my assessment.' (HSCS 1.14)
'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)
'My care and support meets my needs and is right for me.' (HSCS 1.19)

This recommendation was made on 18 February 2019.

Action taken on previous recommendation
The personal plan format had been improved, as a result, the service was now better planning support for children with additional support needs. We discussed ways that the plans could be further improved, ensuring that they are personalised and included the significant information staff have about children's care needs.

This recommendation is met.

Recommendation 2

The service manager should monitor the procedures for the management of children's medication to incorporate best practice.

Management and staff should refer to the Care Inspectorate good practice guidance - Management of medication in daycare of children and childminding services (2014).

This is to ensure care and support is consistent with the Health and Social Care Standards, which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This recommendation was made on 18 February 2019.

Action taken on previous recommendation
Please refer to Quality Theme Care and Support for further detail.

This recommendation is met.

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	
4 Dec 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 4 - Good
30 Jan 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
28 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
19 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
26 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak

Date	Type	Gradings	
14 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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