Hillview Nursery
Day Care of Children

Yarrow Terrace
Menizeshill
Dundee
DD2 4DW

Telephone: 01382 436 565

Type of inspection:
Unannounced

Completed on:
5 October 2021

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Service no:
CS2019377186

About the service

Hillview Nursery is registered to provide an early learning and childcare service to a maximum of 74 children at any one time from age 3 years to those not yet attending primary school.
This service is managed on a peripatetic basis. The manager is also the manager of Menzieshill Nursery School.

The day to day management of the service is carried out by the Early Years Centre Manager.

The service is provided from a former refurbished daycare of children premises. The building comprises of one large play space with doors leading directly to the fully enclosed garden. The play space and gardens had been divided to incorporate children's 'bubbles' in response to Scottish Government Covid-19 guidance.

The service registered with the Care Inspectorate in October 2019. This is the first inspection of the service since registration.

The Vision, Values and Aims of the service state:

VISION:

Hill View Nursery is a place where each child and their families are valued and empowered to grow together.

VALUES:

- Happiness
- Secure
- Nurturing
- Included
- Positive relationships
- Kindness

AIMS:

- To value each other.
- To inspire, support and challenge.
- To raise aspiration and tackle inequalities.
- To put children at the heart of everything that we do.
- To provide a mindful, beautiful environment which enables 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.

We check services are meeting the principles of Getting It Right For Every Child (also known as 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 parents to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. These are often referred to as the

SHANARRI wellbeing indicators.

What people told us

During the inspection we talked with the children, who told us about their favourite activities and friendships.

"I like to play with (Child's name) but he's at school now".

"I like outside. It doesn't matter if it's raining".

"They look after us. Isn't that their job?" (when asked if staff look after the children)

"That was delicious!" (lunch)

We received communications from 13 parents and carers. We discussed all the comments with the management team during feedback.

Parent and carer comments included:

"Was given a lot of support and information regarding deferral for my child. Staff are always happy to support and advise".

"All staff are very approachable. Aaron and Taylor always make themselves available for any issues or chats. Any comments get acted on. Staff have been brilliant at settling my son in".

"I appreciate Covid has made it more difficult for the teachers to update parents at the door, but I would like to know more about what they have been up to during that day! Who they have played with and what they are learning".

"The nursery has worked hard to develop its outdoor area. The children have been involved in decisions and creativity and outdoors are strongly encouraged".

"Always new outdoor facilities appearing".

"All staff are friendly and interested and have an effort to know my child and help him grow".
"Looking forward to the seesaw app getting used for full debrief on the day as some staff are better than others".

"Twitter is an excellent resource and the nursery strongly encourage feedback and send email information. Covid has limited 1:1 time/feedback from keyworkers but the nursery did its best to adapt to this with teams and telephone calls".

"Hillview have been absolutely amazing with us as a family since my son started there. Hillview have met his needs as well as ours as a family in every way, shape and form possible and always go the extra mile. The manager and the girls within the setting are just great at what they do and we feel fully supported daily. We look forward to our son attending everyday and have no worries".

"The nursery and its staff have offered fantastic learning opportunities for my son and he has grown immensely during his time there. All the staff are friendly, kind and hard working. Ideas are shared with parents to work on at home and every day my son has access to a range of activities. The staff clearly follow his lead/interests and help him explore things deeper".

Self assessment

The service were not asked to submit a self-assessment prior to the inspection. We looked at the service's quality assurance documents and improvement agenda.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We observed that a warm, welcoming and nurturing ethos had been created in the nursery. The children were happy and settled and had fun as they freely followed their interests indoors and outside, experiencing quality learning experiences. We heard laughter from children as they engaged in their play and learning and from staff as they joined in and supported the children.

The children were cared for and supported by kind, warm and nurturing staff who knew them very well and used this information to provide responsive, individualised support for the children when needed. The children's independence was encouraged throughout the inspection and their choices respected. Staff supported the children well to follow their interests and curiosities, for example, a child was engaged in exploring water and balloons, with a staff member encouraging maths language and the child's thinking and understanding. A wall display within the playroom, followed a child's interest in painting with flowers.

Children were empowered to lead their own play and learning through child-led planning approaches, which were recorded in floorbooks and the children's journals. Photographs and observations of children's learning and development were recorded within the journals and shared with parents to keep them included and informed. Staff worked in partnership with parents, carers and other agencies, when needed, to ensure children and families were supported well at the necessary time.

Very good interactions were observed, with staff using consistent language development strategies, to support and extend children's language and vocabulary. We saw from monitoring of practice paperwork that confidence and further engagement with children had been identified for individual staff members and they were being supported with this area for development.

Children enjoyed a calm lunchtime as they sat with friends within their 'bubbles'. Staff sat with the children encouraging a positive, social experience, with chatting and support provided as needed. We saw the children clear their plates after they had finished eating, encouraging independence and responsibility.

Staff had developed very good relationships with parents and carers. The service ensured that information was shared with them through a variety of methods such as, Twitter and email, to keep them updated and included in nursery life.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and families, for example, good handwashing routines for children were in place and supported by staff as needed. Enhanced cleaning procedures were also carried out throughout the session to minimise the risk of infection spread.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The nursery environment was safe, bright and well maintained. The environment had been planned to provide a range of very good child centred experiences, with appropriate, engaging resources available which stimulated and encouraged the children's creativity and curiosity. The easily accessible resources indoors and outside also supported the children to develop their problem solving and decision-making skills.

We saw the children have fun with resources which encouraged their imaginations, investigation and exploration, for example, playing in the caravan and loose parts play. Children were encouraged to lead their own play indoors and outside. Staff were skilful in joining in play, extending and challenging children's learning where appropriate. Two members of the staff team had undertaken virtual nature school training and this was now being cascaded through the team to support the delivery of outdoor play sessions.

The outdoor play area offered children opportunities to make choices in their play and involved in a wide range of activities. Staff had identified the continued development of the outdoor space as an area of improvement. They discussed their plans to develop further after consultation with children, families and the staff team.

The staff team had implemented Scottish Government Covid-19 guidance, including children's 'bubbles', enhanced cleaning and increased ventilation throughout the building. We observed staff using and

discarding of disposable face masks appropriately and being aware of each other indoors and physically distancing as needed. These measures ensured the risk of infection spread was minimised.

A range of risk assessments were in place for the outdoor and indoor environments. Staff carried out daily visual safety checks of equipment and play areas accessed by the children. Children were encouraged to assess their play and were supported by staff in risky play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

This was a new staff team, with some staff who had joined the team very recently and other staff members who had joined the service as it opened just before the Covid-19 pandemic began. We found staff worked well together as a team and we could see they were enthusiastic, highly motivated and committed to providing the best outcomes for children.

Staff were recruited following the Local Authority procedures and were registered with the Scottish Social Services Council (SSSC) and the General Teaching Council for Scotland (GTCS) as required. Staff told us they followed the national induction resource which provided a positive and thorough induction into the service.

The staff team told us they felt valued and supported by the management team and by each other. They talked of feeling like a 'family', encouraged and included. We observed a reflective staff team, who confidently discussed the training they had undertaken and how they had implemented it into their practice. Learning from training was shared with the team to provide consistency for the children and families and to continue to improve outcomes for the children and the high quality care they received. Staff had a very good understanding of current national frameworks and best practice guidance and how this was used to enhance children's experiences and to extend learning and development.

We heard that staff felt safe in the nursery during Covid-19. They had information shared with them regularly, including Scottish Government guidance updates and supported each other with guidance and reminders of mitigations if needed.

Regular staff meetings were held, with nursery business discussed along with health and safety information, practice discussions, discussions about individual children and training was shared.
Annual employee performance and development review (EPDR) meetings provided staff with the opportunity to discuss their strengths, practice, areas for development and identify training needs to ensure their continued professional development and growth.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The management team had very effective leadership and communication skills. They discussed their style of no hierarchy within the team and ensuring staff, children and families were included in decision making and the service improvement agenda. They were dedicated and supportive to all.

A robust quality assurance system was in place, ensuring rigorous, continuous evaluation of the service, with formal and informal monitoring and auditing of all areas of the service was being carried. Evaluation and reflection were part of the routine of the setting and impact of service development was evident.

An improvement plan was in place and identified the priorities for service development and improvement. The service regularly gathered feedback from children and families, using a variety of methods, to gain views and suggestions on developing and improving all areas of the service.

Clear policies and procedures which underpin the service were known to staff and offered guidance to them. Policies and procedures were regularly reviewed and updated if needed to ensure they remained relevant to the service and continued to follow best practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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

There are no outstanding recommendations.

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

This service does not have any prior inspection history or grades.

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