# Buchanan Nursery
# Day Care of Children

3 Grampian Way
Bearsden
Glasgow
G61 4SP

Telephone: 01415 700 133

**Type of inspection:**
Unannounced

**Completed on:**
29 April 2022

**Service provided by:**
Buchanan Nursery Limited

**Service provider number:**
SP2020013484

**Service no:**
CS2020379189

## About the service

Buchanan Nursery is a daycare of children service and is registered to provide a care service to a maximum of 71 children.

12 children under 2 years
15 children aged 2 to under 3 years
44 children aged 3 years and up to primary school age

The nursery operates Monday to Friday.

The provider is Buchanan Nursery Ltd.

The nursery is located in the grounds of Buchanan Lodge Care Home, in the Bearsden area of East Dunbartonshire. It is within close proximity to transport links and local amenities.

The service operates from a two-story building and has a secured entry system. The accommodation consists of a spacious, bright entrance area with three playrooms on the ground floor for children under the age of three years. Children aged three and above use the playrooms on the upper floor. All the children have daily opportunities to play in the enclosed outdoor play areas adjacent to the nursery as well as grassy areas within the grounds of the care home.

The service is in partnership with East Dunbartonshire to provide funded places, if eligible, for children from two years old.

## What people told us

This was an unannounced inspection which took place on 22 April 2022 between 9:30 and 17:30. Two inspectors carried out this inspection. This was the nursery's first inspection since they changed provider and re-registered with us on 27 August 2020.

To prepare for the inspection we reviewed information about the service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with and observed the children

- spoke with three parents

- spoke with staff and management

- observed practice and daily life at the nursery

- reviewed documents.

There were 75 children attending the service over the day we inspected. We observed that the children were very happy and had lots of fun. They were happily engaged in a range of activities that challenged and interested them.

The children we spoke with were very confident and happy in the nursery environment.

We spoke with a child playing outside who excitedly told us that: "I am looking for treasure today. I am a pirate."

"I've got a tickly tummy."

"There's more here." (A child helping to tidy up before heading out to play in the garden.)

We spoke to three parents during our inspection visit and 48 people gave their views via the online questionnaire we asked the manager to send out to parents. All the responses were very positive and confirmed that the parents were very happy with the care given to their children.

Here is a small selection of the many positive comments made by the parents.

"I feel very confident about the level of information I received. (From the nursery.) If there are any issues or accidents, I always know about it."

"The nursery have went above and beyond making sure our child has settled into their new nursery and class extremely well. They have always kept us updated verbally & online with any progress and milestones that they are making."

"We are absolutely over the moon about Buchanan Nursery... We were so nervous about Xxx attending nursery during the pandemic but the staff and management were just incredibly accommodating, sensitive and kind to us as a whole family. Her transitions with Xxx and Xxx were so gentle and the staff were unbelievable at letting her settle in at her own pace. Xxx and Xxx are just wonderful managers to communicate with. Always accommodating, approachable and kind. I cannot praise them highly enough in how they have navigated the last two years and keeping in touch with us during lockdowns...."

"The nursery is wonderful. The staff are so helpful and friendly. I know I can email or phone them if I have an worries about anything."

"My child has had a wonderful nursery experience attending Buchanan since he was 9 months old. He has incredible trusting relationships with all staff and is supported in all aspects of his learning and development. I have the fantastic management and staff to thank for helping him become the confident, happy, sociable child, as he prepares to start his new chapter in school."

"Learning journals mainly. Conversation at the door at drop off. Newsletters/social media. All good to get. Learning journals sometimes quite generalised about a group rather than individual child but always able to get individual information if needed."

"Regular nursery newsletters as well as learning journals with opportunity for parent comments. Phone calls are offered to discuss reports too, while parents are invited to open evenings after hours to view the set up and the children's recent activities. I find this really helpful, especially so while covid restrictions were in place."

"Great nursery with mature, capable staff who I trust completely..."

"The team at Buchanan are outstanding, very approachable, kind natured and attentive to all children and parents needs which has been extremely important to me as an anxious parent! 10 out of 10 service!"

"This is a fantastic nursery for my son who is thriving, I feel the staff support Xxx and are so helpful with any questions or requests I put forward."

"As parents, we struggle to find the words to express how grateful we are of how supportive the staff and management have been to us, especially during some difficult times. Our son is just one of many children at Buchanan Nursery, but we have always felt like nothing we ask is too much for them to accommodate."

"The nursery staff tell me about my child's day when I pick them up, what they've ate, what they've done, how they have been in general. This is invaluable to me as a parent. They also provide updates on an online diary frequently, which I love to read. There is a response/feedback option on this. They also email out a newsletter frequently, which is always very informative. And finally they also email out about specific things that are upcoming. I find all these forms of communication really useful."

A couple of questionnaires highlighted that the parents would like more individual information in relation to their child's experiences within the learning journal, as sometimes they were too generic.

## Self assessment

We did not ask the manager to complete a self-assessment document.

## 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** | 4 - Good |
| **Quality of management and leadership** | 4 - Good |

## Quality of care and support

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated the quality of care and support as very good.

We found that across the nursery, staff provided child-centred care which recognised and supported the individual needs of children and their families. Children received care and support from staff who were warm, kind, and compassionate. Staff listened to the children, praised them, and treated them with respect, dignity, and thoughtfulness. Staff cuddled children, comforted them when upset, or reassured them and helped them if changes happened to their routines. For example, during the inspection visit the fire alarm was activated, and we saw staff gently care for a child, lifting them up and cuddling them while another staff signed to the child to give further reassurance. This helped the child settle, and be included in what was happening, and feel secure.

Staff were keen to promote children's emotional health and wellbeing. Staff praised the children and recognised and celebrated their achievements. Children made decisions about their day-to-day experiences. We observed happy confident children having lots of fun as they took part in a range of activities that challenged and excited them. This approach helped children develop their confidence and self-esteem as they made choices and developed their skills.

Parent's comments: "The staff are always approachable and provide a nurturing environment for children, engaging them in a variety of learning experiences to encourage and support their individual development."

Staff had a very good understanding of the importance of outdoor play and actively promoted this. Children had opportunities throughout the day to play outdoors, get fresh air and be physically active. The children really enjoyed the freedom to run around, have fun and play with their friends. This enabled children to be physically active, get fresh air and become more independent. It also helped them to consider how to keep safe and judge and manage risk.

The manager and staff had a good understanding of the importance of safeguarding children. Appropriate procedures were in place. They received regular child protection training and updates, to help them keep children safe and protect them from harm. This approach ensured that children were valued, safe and secure.

Staff had built good relationships with external agencies such as speech and language. This approach helped provide additional support to meet the needs of the children and the families. Parent commented: "Supported my child with some speech and language concerns - very grateful."

We were satisfied that the service had appropriate infection prevention and control procedures in place to support a safe environment for children, parents and staff. For example, the service had clear Covid-19 protocols in place for visitors when they arrived at the setting. The provider had installed two outdoor handwashing facilities for staff and children within the garden area. Children really enjoyed having snack outdoors and washing their hands before eating. Careful selection and rotation of resources, as well as physical distancing between staff and other adults promoted good infection, prevention and control practices. The management monitored staff practice to minimise the spread of infection and ensured that staff and children were protected. We found that appropriate risk assessments and procedures were in place and updated as needed.

The service held information for each child who attended the nursery. This formed the child's personal plan and helped staff support the ongoing needs of the children. Personal plans were reviewed and updated every six months or before as needed. This ensured that staff held information that was up-to-date and linked to the needs, choices and wishes of the child and parents. Staff were able to tell us about the children they were caring for and how they supported them. Throughout our visit we saw lovely, kind, and warm interactions between staff and children. This approach meant that the children were relaxed and confident and able to make their own choices. For example, we saw a child under two, casually and confidently reach out and choose a book, as they lay on their sleep mat. This approach helped soothe him, as he rested.

We saw that the snack and lunch time experiences were relaxed and unhurried. The lunch was prepared externally and delivered to the nursery. A member of staff was employed to prepare snacks and distribute food/drinks to the various rooms. Children really enjoyed their snacks/lunch experience. The food was nutritious and well-presented and suitable for the children's diet and cultural needs. Older children had

some opportunities for setting the tables and serving their own vegetables. Children washed their hands prior to eating. Water was available throughout the day and served with the lunch and snacks. Staff were very caring and knew the individual needs of the children and their stage of development. They praised, encouraged, and supported them as they drank water/milk and ate their food. We noted that staff within the rooms for children under two years, did not sit on chairs when feeding or supporting the children during lunch or snack. We have asked the manager to speak with the provider, so that they can address this by providing appropriate, comfortable, adult chairs that fit with the tables the children are using. This approach will enhance the interaction between the staff and children and make the experience more comfortable for the staff.

The service had a good medication procedure in place. We viewed documentation and discussed the procedures with the manager. It was agreed with the manager that she would review and update the information relating to allergies to make it more robust.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated the quality of the environment as very good.

The nursery entrance and playrooms were clean, bright, and welcoming. The rooms and outdoor areas were set out in a child friendly way. This helped encourage children to have a sense of belonging, settle well during their transition from home to nursery, and also when they moved rooms.

Staff ensured that the children had daily opportunities to take part in physical activities and to play outside in the fresh air. There was a good range of toys, books, games, and natural materials for the children to choose from. These linked to their stages of development, needs and interests. We saw that the staff gave the children time to enjoy their play and develop skills in their understanding, thinking, investigation and problem solving. For example, we watched a child as she built a tower of bricks. She really thought about how to arrange the bricks at the bottom, to make sure the base would be sturdy enough to support the tower. She enjoyed rearranging the bricks, building it, watching it fall down then starting over. Staffs' approach to creating a good learning environment, encouraged the children's curiosity and independence, helped them to make choices of the activities they wanted to take part in, and stimulated their natural curiosity, learning and creativity. The extensive outdoor areas were well-resourced. Children were encouraged to safely take risks and build on their developing skills, confidence, and curiosity, as they directed and developed their own play with their friends or on their own, supported as needed by the staff.

Parent's comments: "The nursery are brilliant at getting the kids outdoors, which I love. They have significantly improved the garden space since pre covid. They make sure the kids are equipped with the right outdoor clothing/sun cream and remind parents to provide this."

We found that procedures were in place to help staff keep the children safe while attending the service. This approach supported children to enjoy their play, become more independent and consider how to keep safe and judge and manage risk. Staff gave children support as needed, based on their stages of development.

A condition on the service's registration certificate required the provider to bring the changing areas for children into line with current best practice guidance. We found that the provider had met this condition. They had fully enclosed the nappy changing areas and installed appropriate ventilation. This approach meant that infection prevention, and control procedures had been improved which would help keep the environment safe for the children attending the nursery.

We saw that staff were very caring towards the children and personal care was undertaken in a way that respected their dignity and privacy, the children's needs, and stages of development.

Due to Covid-19 restrictions, staff met with parents outside, in the garden. To make this comfortable for parents and staff, the provider had installed a covered outdoor area. This approach helped adults to maintain social distancing, whilst still offering ongoing support, maintain confidentiality, and provide meaningful communication with parents to enable staff to care for their children.

Parent's comments: "Buchanan nursery has a huge focus on outdoor play. The muddy kitchen and "grassy, grassy hill" are our child's favourite. They are out in all weathers as much as possible and always make sure that hats/sunscreen/waterproofs are used as appropriate. The outdoor area is the best we have experience of in a nursery. They also utilise the local park. They are exceptional in that they provided rain cover to parents during the pandemic and have recently upgraded this to permanent structures. This makes a huge difference and shows that they are keen to deliver a great experience to parents too."

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

We evaluated the quality of staffing as good. We found strengths in aspects of the care provided by staff. These strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

As part of this inspection, we looked at the service recruitment procedure. On sampling two files which related to staff recruited since registration, we found that appropriate checks had been undertaken. However, we also found that two staff had not kept their registration up to date with the Scottish Social Services Council (SSSC). The manager and staff agreed to address this urgently. At the time of writing this report, both staff had re-registered with the Scottish Social Services Council. The manager agreed to review procedures to effectively monitor staffs' registration with the Scottish Social Services Council and improved their procedures by bring them into line with Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate document.

Through discussion with, and observation of staff, we saw that the staff recognised the importance of providing an environment that was responsive to the children's needs, wishes and choices. We found that the staff team worked very well together to support the needs of the children and their families. Staff were kind, caring and compassionate. They had built warm, responsive, and nurturing attachments, as they worked with the children. We watched staff praise, support and encourage them. Children were able to choose from a range of activities that interested and challenged them. Staff were on hand to help and support them as needed while they played. During the inspection, staff gave children one-to-one time as well as working with them in groups. This approach helped the children to feel listened to, valued, secure and cared for.

Parent's comments: "My son absolutely loves going to nursery. He really likes the nursery staff and loves going to nursery to play with his friends."

There was a strong team ethos. Staff felt supported by the manager which helped encourage them to contribute to the ongoing development of the service. Staff were committed to their own continuous professional development to improve their knowledge and skills. This approach motivated and supported staff in their day-to-day work with the children. Staff were able to tell us about the training they had undertaken and how they applied what they had learned to improve the care and welfare of the children and their families.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

We evaluated the quality of management and leadership as good. We found strengths in aspects of the support provided by the management team. These strengths impacted positively on outcomes for children, parents and staff and clearly outweighed areas for improvement.

We found that the manager, with good support from the deputes, was keen to improve and enhance the service for children, staff, and parents. Management and staff worked well together to offer an inclusive service to children and their families. Children and their families were treated in a fair and respectful manner. Parents particularly liked the new covered outdoor area, which enabled them to speak with staff safely.

The manager and staff had built good relationships with each other. Staff felt supported and valued by the manager. Systems were in place to support the staff team such as, induction procedures, appraisals, supervision, team meetings and training. This approach supported staff in their role and helped develop their skills and knowledge. We looked at the current induction pack and felt that the induction process could be more robust. We discussed the Scottish Government's new Early Learning and Childcare - National Induction Resource with the manager and sent her an electronic copy to help her in the ongoing development of staff recruitment and retention. As stated under quality of staffing the manager should review and update the procedure to monitor staffs' registration with the Scottish Social Services Council.

The manager had systems in place that encouraged staff, parents, and children to take part in decision-making processes. The manager, with the support of staff and feedback from the children and parents, had put in place an improvement plan that supported the ongoing development of the nursery. For example, weekly planning, observations, photographs, and on-line learning journals helped give feedback and voice ideas. Parents were able to speak with the management and staff, spend time outdoors watching their children play and settle, give feedback via emails, phone calls, texts, and discussions. This inclusive approach helped improve the service, build strong relationships, and enhance outcomes for children.

Parents' comments: "The manager and management team always go the extra mile with support for room transitions, lots of excellent communication and always at the other side of a call for reassurance and to answer my many worries as a new parent. Absolutely outstanding service cannot thank the team at Buchanan enough!"

"They do transition visits to new rooms. During COVID they sent videos and pictures for you to access virtually and share with your child to familiarise them again with their environment. They do group time each day with the same cohort of children to help build friendships and share experiences amongst the children. You are notified of your child's key worker in advance. They ask the children their opinion about learning experiences and new topics they wish to learn about. They encourage child led activities."

### 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

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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