Innerleithen Family Learning Centre
Day Care of Children

Innerleithen Drive
Coltness
Wishaw
ML2 8SA

Telephone: 01236 812 540

Type of inspection:
Unannounced

Completed on:
25 May 2022

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Service no:
CS2020379261

About the service

Innerleithen Family Learning Centre is registered to provide care to 72 children aged from two years, to those not yet attending primary school. Of those 72 children, no more than fifteen should be aged two years to under three years old.

Care is provided from a purpose built single storey property, located within a residential area of Coltness, Wishaw. The service is close to shops, schools, transport routes and other amenities. Children were accommodated within a large playroom that led directly to secure gardens.

This was an unannounced inspection, which took place between 23 May 2022 and 25 May 2022. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about the service. This included, registration information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluations we:

- Spoke with children using the service and twelve of their family members
- Spoke with staff and management
- Observed practice
- Reviewed documents.

What people told us

We received views from 12 parents of children attending the service. Most parents commented very positively on the quality of care their children received. They told us that staff knew their children well, and were friendly, supportive, and professional. Many families commented that communication had improved this year, and that management were visible, helpful and approachable.

Three parents raised concerns about the number of accidents and incidents that their children were involved in, and one parent said they would like more information about their child's individual learning and progress. We reviewed these as part of the inspection and have commented about them within this report.

Self assessment

We did not ask the service to submit a self-assessment in advance of this inspection. Issues relating to quality assurance, acting on feedback from people using the service, and the quality of the services improvement plan were considered as part of this inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We evaluated this quality theme as good, where several strengths impacted positively on outcomes for children and clearly outweighed any areas for improvement.

Staff worked with families to meet children's needs. Conversations at drop off, pick up, and at parents days helped staff to gain a deeper understanding of children's experiences at home. Information gathered was recorded in personal plans and contributed to developing targets that helped children achieve.

Staff worked closely with other professionals to help support children with complex needs. For example, speech and language therapists and educational psychologists. Although strategies to support children were clearly recorded, these were not always fully understood by staff, meaning that some children could have been better supported. We were satisfied that the manager had a plan to address this.

The service recognised parents as their child's primary carer and educator. Some parents had attended groups arranged by the service, which focused on supporting the emotional wellbeing of parents, children, and families.

The service supported wellbeing of the whole family. Initiatives such as, a drop in food and clothes bank helped reduce some of the pressures on families and contributed to positive health and wellbeing of children.

Children were protected from harm by staff who had a good understanding of their roles and responsibilities in relation to child protection. They had participated in child protection training and were alert and responsive to potential signs of abuse.

Children enjoyed playing and had fun as they participated in a variety of experiences that met their interests. For example, crafting, role play, and exploring sand, water and outdoors. Play experiences were helping children to develop their ideas, skills, and thinking. We discussed with the manager how some routines could be more flexible to maximise time for children to play and learn. For example, by reducing time spent tidying and attending group times.

Children enjoyed a sociable mealtime. During lunch, relationships were strengthened as staff and children spent time chatting. Children were developing some skills for life as they independently poured themselves a drink and cleared their own plates. On the day of the inspection, most children enjoyed the food on offer however, we discussed with the manger the importance of offering children an alternative when they do not like the food available. Children could independently access water throughout the day, keeping them hydrated and healthy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We evaluated this quality theme as good, where several strengths impacted positively on outcomes for children and clearly outweighed any areas for improvement.

All areas of the nursery were bright and well maintained, creating a welcoming environment for children and their families. The design of the new purpose-built premises included, facilities such as an outdoor bathroom, boot room, and family room, ensuring spaces were catered towards children's needs.

A good variety of toys and materials were accessible to children during play. This helped them make choices and develop their creativity and ideas. There were lots of opportunities for sensory play. Children were learning through exploration and curiosity as they explored through sand and water. As outlined under quality of care and support, children would benefit from more time to independently access all of the environment to support high quality play.

Quiet spaces were available across the playroom to support good wellbeing. Couches, dens and a sensory area provided space for children to relax, chat with peers and self-regulate their emotions.

Outdoor play and learning strengthened children's health, wellbeing and learning. Children had fun and participated in joyful learning as they played games, explored bugs, pretended to cook and climbed. One child told us 'I love the garden, I've found all these snails and learned all about them".

Children were protected from harm through a variety of safety measures. These included, secure entry to the premises, risk assessments of hazards, and safe storage of medication. Two parents told us that they were concerned about the high volume of accidents and incidents their children were involved in. We reviewed accident records and agreed that further action was needed to support children's wellbeing and safety. We have reflected this under the quality themes staffing and management and leadership.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, regular cleaning and handwashing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this quality theme as good, where several strengths impacted positively on outcomes for children and clearly outweighed any areas for improvement.

Staff were caring, friendly and happy to be at work. They worked well together creating a warm environment for children and their families. One parent commented "since the first day at the nursery we have received a lot of help and support from the staff. Everyone seems to be really focused, committed and friendly". Another parent said "the staff at Innerleithen nursery have been nothing short of amazing in many ways".

Most interactions with children were loving and kind, and children had positive relationships with staff. However, there were times where interactions could be more nurturing to support children's rights, wishes and choices. For example, when focusing on rules.

An induction programme was supporting new staff to develop a better understanding of their roles, responsibilities, and best ways of working to meet children's needs.

People caring for children were registered with the Scottish Social Services Council. They are the regulatory body responsible for registering the social services workforce. They provide public protection by promoting high standards of conduct and practice and supporting the professional development of those registered with them.

The recent introduction of team meetings provided focused time for discussions about children's needs. Staff used opportunities to meet to plan strategies to support children and to develop the service.

There was a mixture of skills and knowledge within the team, with many staff new to post. All staff were committed to their personal development and had participated in learning that supported them to meet children's needs. For example, learning about outdoor play, childhood trauma, autism, and child protection. Staff should continue to develop their understanding of good practice guidance, child development and how to support children with additional support needs. This would support the development of high-quality care for all children.

The service were recruiting for additional staff at the time of the inspection. This meant that at times staff found it difficult to meet all children's needs. This impacted on a higher number of accidents, incidents, and restrictions around children accessing parts of the garden. We spoke with the provider about this and they confirmed that new staff had been recruited and would begin working at the service following completion of safer recruitment checks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We evaluated this quality theme as good, where several strengths impacted positively on outcomes for children and clearly outweighed any areas for improvement.

The newly established management team were enthusiastic and committed to improving outcomes for children. They recognised that the newly registered service was on a journey of improvement and had identified key areas for development.

Staff told us that managers were supportive, accessible, and encouraging. Staff were consulted in all decisions and were working alongside management to develop a shared vision for high quality childcare.

Staff were in the early stages of developing lead roles within the service. For example, organising family events and leading numeracy initiatives. This was encouraging staff to learn new skills that contributed to improving experiences for children.

Some monitoring processes had contributed to improvements for children and their families. These included, developing the play environment and adapting mealtimes for children. The manager should continue strengthening quality assurance processes, to ensure that they impact positively on improving outcomes for children. These should include a closer review of accidents and incidents.

The management team provided informal feedback to staff about the quality of their work. Staff told us that the manager recognised their strengths. This had boosted morale, creating a positive environment for children. The manager had plans to formalise feedback to staff, providing opportunities to discuss personal development goals that impact on improved experiences for children.

Self-evaluation processes were helping to identify changes needed to improve outcomes for children. Staff had received training in 'video enhanced reflective practice' and were using this to reflect on video clips of their own practice. This approach encouraged deep reflection of skills and knowledge contributing to a reflect, review and do cycle of improvement.

Parents told us that communication from the service had improved this year. Methods such as parents days, email, social media and daily feedback supported family involvement. One parent said that they would like more information on their child's individual learning and progress. We agreed that this was necessary to support partnership working that helps children achieve. The manager had identified this as an area for improvement and had plans to introduce individual books that tracked children's learning.

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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