

# Care service inspection report

Quality themed inspection (day care for children)

## Childcare in the Community - Whitehill Neighbourhood Centre Day Care of Children

9 Hunter Road  
Whitehill  
Hamilton

Service provided by: Committee of Childcare in the Community

Service provider number: SP2004006008

Care service number: CS2005089129

Inspection Visit Type: Unannounced

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Please get in touch with us if you would like more information or have any concerns about a care service.

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# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com) This service registered with the Care Inspectorate on 1 April 2011.

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each quality theme.

Childcare in the Community Whitehill Neighbourhood Centre provides a care service to a maximum of 25 children aged from birth to those not yet attending primary school. The service offers full and part time day care between 8am and 6pm Monday to Friday for 52 weeks of the year.

The service operates from Whitehill Neighbourhood Centre in Hamilton, South Lanarkshire. The children are accommodated within one playroom with a separate area for children aged up to 2 years. There is also a designated welcome area and cloakroom. The nursery has a secure door entry system in operation and is very well maintained throughout. There is also a secure and well resourced outdoor play area which is accessed from the playroom through a fire door.

The service is provided by Childcare in the Community who employ a nursery manager and childcare staff.

The service aims to provide quality, affordable, flexible childcare. A full aims and objectives statement was available to people who used the service.

## What we did during the inspection

We wrote this report following an unannounced inspection which was carried out by an inspector from the Care Inspectorate on Friday 24 June 2016 between 10am and 2pm. We also gave feedback to the childcare manager on that day.

As part of the inspection we took account of the completed self-assessment form that we asked the provider to complete and submit to us.

We sent 15 care standards questionnaires to the manager to distribute to parents/carers. Eight parents/carers completed questionnaires and returned them before the inspection. Two of these had written comments within them.

We also asked the manager to give out five questionnaires to staff and we received one completed and returned.

During the inspection we gathered evidence from various sources.

We spoke with:

- the childcare manager
- the nursery manager
- four staff
- eight children

We looked at:

- the service's self assessment
- health and safety records, including infection control, risk assessments, medication, accident and incident records
- questionnaires that had been requested, filled in and returned to the Care Inspector from parents/carers
- service questionnaires for parents/carers and children
- staff training and supervision records
- children's learning journeys and personal plans
- information for people who used the service
- minutes of staff meetings and children's meetings
- quality assurance systems
- certificate of registration
- insurance certificate

We observed:

- staff practice
- the environment and equipment.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

### **Taking the views of people using the care service into account**

The children were enjoying a variety of play experiences within the playroom. They chatted to each other and to the staff. We spoke with eight children and all of them told us that they enjoyed coming to the service. Comments were as follows:

"We are getting ice cream."

"I'm going to school."

"I like playing outside."

### **Taking carers' views into account**

Fifteen care standards questionnaires were sent to the service for completion by parents/carers. Eight parents/carers completed these with two giving written comments which were all very positive. These were as follows:

"My son has been at this nursery since he was seven months old (now he is 18 months). He loves it and the staff are amazing with him."

"The best recommendation is that my son always wants to go there."

During the inspection visit we also spoke with two parents/carers who were very happy with the service and felt supported by the staff. They discussed how well their children had progressed and developed since starting the nursery. Their comments were as follows:

"All the staff are great. My child settled in very well going straight in with no problems."

"I am kept updated on my child's progress and development."

"This nursery was recommended to me by friends who had already used it."

"The staff are really approachable and very helpful to me."

### Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, areas for improvement and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

## 2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	6 - Excellent
Quality of management and leadership	5 - Very Good

## 3 Quality of care and support

### Findings from the inspection

We looked at this theme using GIRFEC, (Getting It Right For Every Child) and SHANARRI and focused on child protection and transitions.

We looked at the service's child protection policy and procedures and evidenced that staff received annual child protection training and that they were knowledgeable about the procedures to be followed and were confident in their written recordings of concerns when required. They spoke confidently about their roles and responsibilities in relation to keeping children safe from harm.

Transition procedures involving staff, parents/carers and children were in place to help provide children with a positive experience when starting nursery, moving into the 2 to 5 area of the playroom and moving to primary school. This included a settling in procedure, home to nursery transition booklet completed by parents/carers with their children before starting the service, planned visits at the child's pace to the 2 to 5 area, links with primary schools and visits from primary 1 teachers. We evidenced that all staff had a shared vision of the early level of the curriculum. We evidenced that the staff encouraged collaboration with parents/carers regarding their children's learning in order to prepare them for school.

A transition timetable was in place with set dates for visits and events for parents/carers and children with parental feedback sheets in place to gauge how positive an experience this was found to be.

### Grade

**The quality of care and support is graded 6 - Excellent**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**



## 4 Quality of environment

### Findings from the inspection

We looked at this theme using GIRFEC and SHANARRI and focused on outdoor learning.

We observed that the standard of resources and equipment was of a high quality and that all necessary safety features were in place including a safety surface. The children were encouraged to help develop their play areas taking into account their individual interests and preferences. The staff were continuing to develop the outdoor area which provided children with free choice taking into account their interests and preferences and encouraged the extension of their learning through play. Children were able to play in the mud kitchen, on the slide and were involved in planting carrots, lettuce, herbs and potatoes which they used as part of their snack.

Opportunities to have input into the activities and resources used were on going and children could choose to spend time within the outdoor learning environment which encouraged an active and healthy lifestyle.

Parents/carers told us how well used this area was in all weathers and how much their children enjoyed spending time outside. We signposted the service to the recently published early years good practice document 'My World Outdoors' to help with the continuing development of the outdoor area. We also encouraged the on going use of the outdoor area as an extension of the playroom.

### Grade

**The quality of environment is graded 5 - Very Good**

### Requirements

Number of requirements - 0

### Recommendations

Number of recommendations - 0

## 5 Quality of staffing

### Findings from the inspection

We looked at this theme using GIRFEC and SHANARRI and focused on staff training and interactions with the children.

Staff were observed to be kind, caring and supportive in their interactions with the children. They listened and intervened appropriately to ensure children experienced positive outcomes in the service. Children's comments and suggestions were respected and staff asked open questions to seek out information. We evidenced that they knew the children well and worked hard to meet individual needs. Staff working with the under 2s were responsive to individual needs and provided appropriate care and support.

The provider was a recognised training centre and staff were able to access a variety of training opportunities to help them provide a supportive service including: Child Protection, First Aid, Food Hygiene, GIRFEC, Infection Control and an introduction to How Good is Our Early Learning and Childcare. We discussed how this had supported them to help provide a service which promoted positive outcomes and enhanced their knowledge and childcare practice. A needs analysis was also undertaken by management to ensure that all staff were provided with appropriate training to ensure they were meeting the requirements of the Scottish Social Services Council. Staff also had delegated roles including numeracy and literacy champions.

### Grade

**The quality of staffing is graded 6 - Excellent**

### Requirements

**Number of requirements - 0**

## Recommendations

Number of recommendations - 0

# 6 Quality of management and leadership

## Findings from the inspection

We looked at this quality theme using GIRFEC and SHANARRI and focused on quality assurance in order to identify, monitor and improve outcomes for children.

Effective consultation took place between the service, children and parents/carers. Parents/carers told us that their opinions were asked for and that they felt involved in the service.

Staff meetings took place on a regular basis and these provided a platform for staff to discuss their work and the service as a whole.

Monitoring procedures were in place including management modelling best practice, regular formal and informal monitoring of childcare practice including playroom overview, care routines, nappy changing, hand washing, lunchtime procedure, interaction and support.

Although we evidenced that a monitoring calendar was in use we advised the manager to continue to carry out more formal monitoring for each staff member with logs maintained to track staff's individual on going development. A curriculum monitoring programme was also in place and the service had begun to use 'How Good is Our Early Learning and Childcare' as their self evaluation tool.

## Grade

**The quality of management and leadership is graded 5 - Very Good**

## Requirements

Number of requirements - 0

## Recommendations

Number of recommendations - 0

## 7 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

## 8 What the service has done to meet any recommendations we made at our last inspection

### Previous recommendations

1. The manager should monitor the quality of work of each staff member and maintain monitoring logs to evidence staff's on going development.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 14.7: Well Managed Service.

**This recommendation was made on 02 July 2014**

The manager had put in place some monitoring systems to quality assure staff practice.

Recommendation is met.

## 9 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

## 10 Enforcements

We have taken no enforcement action against this care service since the last inspection.

## 11 Additional Information

There is no additional information.

## 12 Inspection and grading history

Date	Type	Gradings	
2 Jul 2014	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good
2 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	4 - Good
13 Sep 2011	Re-grade	Care and support	2 - Weak
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	2 - Weak
12 Jul 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed

		Management and Leadership	4 - Good
20 Aug 2009	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate
20 Feb 2009	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
18 Sep 2008	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 2 - Weak

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