

Gibshill Children's Centre

Day Care of Children

2 Smillie Street
Greenock
PA15 2NH

Telephone: 01475 715707

Type of inspection: Unannounced
Inspection completed on: 26 October 2017

Service provided by:
Inverclyde Council

Service provider number:
SP2003000212

Care service number:
CS2003017286

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Gibshill Children's Centre is registered to provide a day care service to maximum of 60 children aged from two years to those not yet attending primary school in the following age categories:

- Twenty children aged two to three years
- Forty children aged three years to those not yet attending primary school.

The service is provided by Inverclyde Council and operates from purpose-built accommodation in Greenock, Inverclyde. Children attend on a variety of patterns. The service also provides lunch cover and wraparound care for children. Children are accommodated in two separate wings of the accommodation and have access to a large, enclosed outdoor area.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

During our inspection, we spoke with approximately 20 children. The children were eager to tell us about their time in the nursery. The children told us they enjoyed playing with their friends and that they liked playing outdoors. We observed that the children really enjoyed taking part in outdoor activities.

Throughout this report, any reference to 'parents' also includes carers and guardians.

Prior to inspection, we sent 20 care standards questionnaires to the manager to distribute to parents using the service. We received 14 completed questionnaires prior to this inspection. All of the respondents to our questionnaire agreed that they were happy with the quality of care provided by the service. Parent comments included:

"I am more than happy with the service provided by Gibshill Children's Centre, it is a lovely place with lovely staff."

"Gibshill is brilliant, the staff are always very friendly and talkative. I have no doubt that every single person employed here do their very best for each and every child."

"The performance from Gibshill is outstanding. I cannot fault them in anything, I am so happy to send my daughter there as she has thrived."

"Gibshill is a fantastic nursery."

"I have always been delighted by the care my child has received. The staff have always gone over and above my expectations to accommodate both me and my child."

"My child has not long started however I do believe I was given relevant information during our enrolment visit and also during the settling in procedure."

"We are delighted with the professional service we receive from the staff and management."

"A member of management is always at the door to allow parents to speak to them easily. This allows them to be kept informed of the child's life outwith nursery school. We have found that the staff as a whole go out of their way to be helpful and accommodating."

"I find the service a very welcoming and happy environment. I feel my son is taken very good care of and is treated as an individual. I appreciate how supportive the staff are, they take time to tell me about my child's day when I come to collect him. "

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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	not assessed
Quality of management and leadership	not assessed

What the service does well

We saw that families and the children were welcomed on arrival and staff had time to listen and chat with the children and their families at both arrival and departure times. Parents we spoke with told us that they spoke with staff on a regular basis and that they felt they had opportunities to be involved in their child's care.

Personal plans were in place for each child, and where appropriate, health care plans or additional plans were also in place. Staff consulted with parents to agree how children's care and support should be provided. Learning journals reflected how children were progressing in the nursery.

Children were seen to be confident in the social rules of the nursery. We observed positive interactions between staff and children.

Staff supported children to think about what might happen, making suggestions to extend their thinking. Appropriate comfort, affection and praise was given, contributing to the confident, happy children we observed.

Integration of the nursery within the wider community was very good. For example, the children visited a local ladies group on a weekly basis. The children were able to spend time there interacting, chatting and taking part in a range of activities including baking. The nursery held events including Burns Day and a garden party where members of the local community, parents and the local primary school came along and participated. This allowed the children many opportunities to become familiar and learn about the wider world around them.

The service had identified a need to improve children's opportunities to take part in outdoor play. To support this, management had included outdoor play within their service improvement plans. We sampled the improvement plan and felt it was reflective of their current improvement agenda.

The children benefited from access to a large outdoor play space. The staff told us of their plans to develop this space. On the day of inspection, a group of children took part in the den building initiative alongside their parents. The children were seen to explore and learn new skills whilst having opportunities to share their experiences with their parents.

Overall, staff had created an environment where an ethos of inclusion and respect was evident. We saw how children were encouraged to be considerate and play fairly with others. We saw that the staff knew the children well, were responsive and provided support, encouragement and, when needed, reassurance.

What the service could do better

During this inspection, our observations highlighted that some areas of infection control practice did not reflect current best practice. We shared our observations with the management team and have asked them to update their nappy changing procedures to reflect the current infection control guidance. The management team told us they would do this.

The service completed accident and incident records and shared these with parents. However, we found that the accident recording format could be improved upon. We discussed this with the management team who agreed to do this.

Observations made during this inspection found that the book reading area would benefit from some work to make it more interesting and inviting for the children. The management team told us they were aware of this and it was an area they planned to develop soon.

During our inspection, we observed that the number of children permitted into the outdoor play area was limited to seven children. We found that if more children wished to go outdoors, they were asked to wait until a child returned indoors. We asked staff why the number of children was limited to a fixed number. The staff told us that this was to maintain staff to child ratios. We also found that the door between the nursery and the enclosed outdoor play area was kept closed. We asked the management team to consider planning the service to allow the children freedom to move between the indoor and outdoor play areas without setting limits on numbers.

During our inspection we found that the decked area in the outdoor play space was slippery. In addition, we found the wooden bridge across a part of the outdoor area was unusable due to it being very slippery.

We asked to read the service risk assessments where we saw that the staff had identified the decked area as a slipping hazard and we saw that these reports had been shared with the management team. The management team advised us that they were aware of this problem and that they were in contact with their local authority to find a solution. We advised the management team that the decked area including the bridge should to be made safe as a priority (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Gibshill Children's Centre should make safe the wooden bridge and the decked areas in their outdoor play space.

National Care Standards, early education and childcare up to the age of 16 - Standard 2: A safe environment.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
20 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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