

Care service inspection report

Full inspection

Gibshill Children's Centre Day Care of Children

2 Smillie Street
Greenock



HAPPY TO TRANSLATE

Service provided by: Inverclyde Council

Service provider number: SP2003000212

Care service number: CS2003017286

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

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

What the service does well

The service provided high quality play experiences for children both indoors and outdoors. Children benefited from highly skilled staff who were responsive to children's needs and ensured they worked in partnership with parents to promote positive outcomes for children.

What the service could do better

The service should continue to progress its improvement plan.

What the service has done since the last inspection

The service had met the recommendation we made at the last inspection. There was a new management team on board and the service was now providing an additional 20 places for children aged 2 to 3 years.

Conclusion

The new management team had been a positive impact on the service. We saw that outcomes for children were positive and staff were continuing to develop and improve the service.

1 About the service we inspected

Gibshill Children's Day 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:

- 20 children aged two to three years
- 40 children aged 3 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 regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection which was carried out on Friday 20 December 2015 between 9am and 5pm. The inspection was carried out by one inspector for the Care Inspectorate. We shared feedback with the head of centre and the depute.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 20 care standards questionnaires to the head of centre to distribute to parents. Sixteen parents sent us completed questionnaires. We also spoke with parents throughout the day.

At this inspection, we gathered evidence from various sources including:

We spoke with:

- the head of centre
- the depute
- staff members
- parents
- children.

We looked at:

- participation information, this is how the service involved people using the service in making plans and decisions
- children's files and achievements
- policies and procedures
- infection control guidance and arrangements
- personal plans
- notice boards
- wall displays
- training certificates
- activity plans
- accident and Incidents
- risk assessments
- cleaning records
- staff training and development plans
- minutes to meetings
- quality assurance.

We also considered the environment and observed staff at work.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an

inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

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.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

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

Taking the views of people using the care service into account

We engaged with children during the inspection and they told us about their experiences and what they liked to do at the centre. Children told us:

'This is the mud kitchen.'

'Do you want to look for worms?'

'We are getting ready to go out to play.'

'I like my lunch.'

'We get nice stuff for snack.'

'Do you want to come with me and see our den? We read stories there.'

'We go out to play.'

Taking carers' views into account

We received the following comments from parents/carers.

'The staff at the centre are approachable, informed and very caring. The team appear to know each child very well. A wide range of activities/experiences are provided for the children. My child's interests are encouraged and developed. The head of the centre communicates well with parents, frequent newsletters, and notice board communication, on what the children are working on. An excellent, friendly, caring environment.'

'I have no fault in the Gibshill children's nursery. All staff are great with children and parents.'

'The nursery staff are wonderful.'

'All staff very pleasant and the way in which they interact with the children led me to choose this particular establishment.'

'The team at the centre have provided a nurturing, friendly, innovative learning environment for my daughter. Every member of staff has contributed to the development of her confidence over the past year.'

'Communication at all levels is excellent.'

'I think the staff at Gibshill do a great job of caring for the children. They are very approachable and friendly, able to put the children at ease.'

'Very happy with the service my child has come on great since starting at Gibshill Nursery. Management excellent always on hand to speak to you on arrival and departure.'

'My children came on leaps and bounds since attending the centre.'

'There were a lot of staff changes last year which I feel put the nursery at a disadvantage and the children didn't have the same opportunities that were previously on offer.'

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service Strengths

We considered the ways that the service involved parents and children in making decisions about the service and assessing and improving the quality. We found that the service performance was very good under this statement.

Parents told us they were highly involved in the life of the centre. There was a range of ways in which parents were involved, for example:

The service had recently developed a mud kitchen within the outdoor area; this was an area that parents and staff had developed. Parents had sourced materials and carried out work to develop the area. Children were benefiting from the rich, outdoor play environment.

Parents were very welcome within the playroom. There were open days that parents could attend and there had been a curriculum evening where staff shared information about children's progress. This was well attended by parents. Parents were highly involved in raising funds for the service and getting involved in charity events. They had recently raised £200 for Children in Need.

A Bookbug session for younger siblings of children was a very good way of engaging families in the service and this was the younger siblings' first experience of the nursery.

Welcome time for children was a very positive experience. Staff were very welcoming to children as they entered the playroom to begin their session. Children knew the routine well and this made the children feel secure and settled as they joined the group. Staff responded to children and listened to their stories. Children were consulted about their learning at group time; this was a very good time to make plans and decisions about the service. The children's ideas and suggestions were at the centre of the plan and they were given a range of ways that they could share their ideas and interests. Taking the children's interests forward was engaging them in the activities and experiences and extending on what they already knew and what they wanted to learn about. There were golden rules that the children were learning to follow, this showed us that the service consulted children on being responsible.

We also saw that the service celebrated children's achievements in their online profiles and through wall displays around the centre. The layout of the playrooms gave children a very good level of choice throughout the session. Children could access all areas of the curriculum and staff ensured they were on hand to support children. Staff reviewed the environment regularly in response to the ways that the children were using it and made changes and improvements where necessary based on the children's interests.

Staff had developed very good home to nursery links with families, they had a lending library where parents could borrow books and activity bags to share at home with their children. They had introduced an online journal for children which allowed staff to share photographs along with children's progress and next steps. Parents took the opportunity to share information about their child and this helped inform staff of children's life at home.

Of the 16 care standards questionnaires returned to us, 12 parents strongly agreed and four agreed that their child could experience and choose from a balanced range of activities.

Areas for improvement

The service had identified within its improvement plan where staff wanted to develop and improve the service. They had identified that they wanted to further develop home to centre links.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We ensure that service users' health and wellbeing needs are met.”

Service Strengths

We considered the ways that the service was meeting the individual needs of children, health and nutrition, medication, child protection and safe infection control practice under this statement. We concluded that the service performance was very good under this statement.

We saw that outcomes for children were very positive at Gibshill Children's Day Centre. Children were supported by staff to reach their potential in a caring and nurturing environment. Staff were meeting the individual needs of children very well and supporting them in their development and learning.

Staff were using the principles of Getting it right for every child (GIRFEC) and Building the Ambition. This is the national approach promoted by the Scottish Government for everyone to work together to support positive outcomes for children. GIRFEC was embedded within the service and children were supported along with their parents to ensure that they got the right support and input from staff and other professionals linked to the service.

The positive keyworker system ensured staff had very good links with their individual families to ensure they had good open channels of communication to support children in their learning and development. Staff knew children very well and parents commented on the very good support they got from staff along with the management team who they said were always on hand to support them.

We saw that the service had personal plans in place to ensure staff had the right information to care for the children. The online journals for every child contributed well to providing open channels of communication where staff and parents could share important information about children's development and learning.

Staff worked closely with parents to track children's progress and ensure they had regular discussions at the beginning and end of sessions to discuss any changes to children's care needs. There was also timetabled opportunities where parents and staff could sit down together to discuss children's development and progress. Parents and staff had met at a recent curriculum evening, this was well attended by parents and staff found this a good opportunity to link with parents.

Where children and families had an additional support need, there were very good plans in place to support families. The keyworker worked closely with other professionals and parents to establish good links and to work together to have a shared plan to support the children. There were regular meetings and very good open channels of communication to support families.

We saw that the lunchtime and snack experience was positive for children. The staff had considered the best practice guidance Setting the table in relation to children's nutrition. We saw that the snack areas provided children with independence to choose and select their own snack and there was a healthy, well balanced snack they could choose along with water and milk to drink. Staff were on hand to support children. We saw that staff were talking with children at the snack table and lunch tables about making healthy choices. They also encouraged children to try new things and they supported children with good manners and encouraged independence. Staff had attended training in food and hygiene and the management team ensured that staff were kept up to date with current safe food practice. Lunch was provided for some children across the centre, most children opted to bring their own packed lunch.

Children had very good access to fresh air and physical energetic play across the centre. Children benefited from easily accessible outdoor play areas straight from the playrooms, this included the under 3s, with sheltered and accessible areas to ensure access in all weathers. There was plenty of space for children to get involved in a range of activities and they could engage in large physical games, run around and let off steam.

Staff were taking forward the very good opportunities for children to get involved in play outdoors. The mud kitchen was a very good area where children could engage in role play and experiment with materials. Children also enjoyed investigating the bug hotel and they had been involved in planting fruit and vegetables. There was also a large open space where children could run, play on bikes and engage in large physical play. The service provided children with all-weather suits to ensure the outdoor area was accessible at all times. We saw a positive approach to health and wellbeing and children were encouraged to make healthy choices and have regular access to fresh air and energetic play. This helped children to be active and healthy.

In the care standards questionnaires returned to us, 13 parents strongly agreed and one agreed that their child regularly gets fresh air and energetic physical play.

We saw that the service considered safe administration and storage of medication. Staff had a good awareness of their responsibility to ensure they followed policies and procedures when administering and storing medication. We saw that where medication was given staff had followed their policy and they were given consent by the parent. The senior staff had an overview of medication and carried out audits. This helped to ensure that medication was stored and administered safely within the centre.

We saw that the service had clear policies procedures and guidance for staff in relation to child protection. There was clear guidance and leadership on this from the management team. Staff had attended child protection training and had a very good awareness of Inverclyde Council local policies and procedures. There had been an annual update on child protection with the whole staff team as part of in service training. Staff had close links with families attending the service. They had an open door policy where they welcomed parents into the service and the management and staff worked closely with vulnerable families to offer support where needed.

Thirteen parents strongly agreed and three parents agreed that they were confident that staff would protect their child from harm, abuse, bullying and neglect.

The service had taken account of safe infection control guidance across the centre and ensured that staff had the right support and training to take forward safe infection control practice. The environment allowed easy access for both children and staff to hand washing facilities. We saw very good hand washing practice across the centre and staff were supporting children.

To support individual children's health and wellbeing there were specific cleaning procedures and infection control procedures to ensure children could access all areas of the service. There were suitable arrangements in place for staff to support children with their personal care. Staff had considered best practice nappy changing guidance and implemented it within the service.

Staff supported children with their oral health as part of the Childsmile programme, this ensured children had the opportunity to brush their teeth at nursery. The service had also considered the Scottish Cot Death Trust safe sleeping guidance and ensured that staff had an awareness of this and implemented safe sleeping practice. When children needed to sleep, staff provided a safe, hygienic and comfortable area for them to sleep. Where possible, staff tried to make it at a time when the playroom was quiet to let children rest.

The management team had a clear overview of health and wellbeing and infection control. They monitored and evaluated to ensure staff had the right support and guidance to meet children's health and wellbeing needs.

Areas for improvement

We saw that in the children's toilets there was no access to hot water for a short period of time when the children came in from outdoors to wash their hands. This was a simple fix as the water heater switch had not been turned on. Staff should add to the daily checks that they ensure children have access to hot water in the toilet area.

Children within the centre had very good access to outdoor play. To further enhance this, staff could consider a more free flow approach to outdoor play to allow children further choice and independence. Staff were already considering ways they could make access easier with a designated area that children could change into outerwear.

There were designated areas within the playroom for sleeping and there was space for children to sleep in a safe, comfortable environment within the 2-3 playroom. Staff stated that few of the children slept, sometimes that was due to the busy playroom or children wanting to be involved in what was going on at all times. We saw that staff had identified that specific children were tired and would not sleep within the busy playroom. We asked the management team to consider options of how they can provide a space where children can sleep or how they can accommodate sleeping children in their playroom. For example, they could use the outdoor area for children who were awake to allow sleeping children a quiet space to sleep. This is a point of consideration as there is a suitable area for sleeping within the playroom.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service Strengths

We considered the safety of the environment and risk assessments under this statement. We found that the service performance was very good in this area. We concluded this after we spoke with the head of centre, the depute, staff members, parents and children. We considered the environment, looked at risk assessments along with policies and procedures and considered the information parents shared with us in our questionnaires.

We saw that the centre was safe, secure and hygienic. There was a secure door entry system and visitors were greeted by office staff. The accommodation was well used and every part of the building was being used to accommodate children. We saw that all areas across the centre were bright spacious and well maintained.

There was a welcoming reception area where parents could enter the building greeted by management. There was a range of information provided for parents in this area. The double doors and the presence of management at the main door helped to safeguard children as the main entrance was on a busy main road. Each of the playrooms provided enough space for the children to take part in a range of activities and the layout allowed children to move freely between the different areas. Children had easy access to resources and play equipment in low accessible shelves. Play equipment and resources were high quality.

The service had clear procedures in place to deal with maintenance issues and to ensure the general cleanliness of the service. We observed the building to be in a good state of repair and décor. All areas were clean and well maintained.

The centre had very good access to outdoor play. The outdoor areas were accessible straight from the playrooms. The areas were well maintained and staff were working with the children to develop the space. Staff along with parents had developed a mud kitchen and they ensured there was enough space for children to explore and for them to engage in large physical play.

Staff were highly competent and continuously risk assessed and adapted the play areas to ensure the safety and wellbeing of the children. There was an overall risk assessment for the centre which staff were involved in and staff were competent at assessing risk and working with children to ensure they were making safe choices across the play areas. Staff supported children to assess risk, for example the bridge in the outdoor play area had been damaged and children were managing this and spoke to each other about being safe and not climbing on the bridge as they might fall.

We saw that children took part in 'tidy up time' and were encouraged by staff to look after their environment. We saw children keen to ensure their playroom was tidy and well looked after. They were involved in a range of eco initiatives through the work of the eco committee. Children had been involved in recycling initiatives, they had a green charter and the service had gained a Green Flag for their Eco-Schools work. Staff were continuing to work with children and parents to take this forward. This gave children opportunities to learn about looking after their environment and being eco friendly.

In the returned care standards questionnaires, 13 parents strongly agreed and three agreed that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement

The service self assessment stated that staff will continue to develop their approach to outdoor learning and continue to monitor all health and safety matters.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

We looked at the accommodation and resources across the centre and how children were using the space both indoors and outdoors. We concluded that the service performance was very good under this statement.

We saw that the environment was stimulating and welcoming for children and families. A range of information for parents was displayed around the centre to keep parents informed about current topics and what their children were learning. Information was updated regularly to include current topics and plans.

There was plenty of space for children to get involved in a range of activities. The playrooms had a range of high quality furnishings and resources. Resources were accessible and children could self-select from a range of toys and equipment. There were low shelves, clear boxes and toys and resources were well labelled. Within the playrooms there were areas where children could engage in small groups or large physical play. There were areas where children could sleep or rest. Staff had made best use of the newly developed space for children less than three years. They had developed a suitable area for nappy changing. Children had access to age appropriate resources to suit their stage of development.

The access for children to outdoor energetic play was very good. Children in the under 3s section could access the play area straight from their playroom; they had a safe, secure space where they could explore and learn. There was a range of loose parts and natural equipment that children could explore and learn with. The newly developed mud kitchen was a very good space for children to play and explore.

Children in the over 3s section also had very good access to the outdoor play space. Outdoor play was an extension of the playroom and children could be independent and have the choice to access the area. There was a range of spaces the children could explore, they could engage in physical play and there was a range of natural resources they could use to investigate and problem solve. We saw groups of children using the outdoor space, they particularly enjoyed the mud kitchen and they spent time exploring the space. Children wore waterproof all in one suits which allowed them to access the outdoor space in all weathers.

In the returned questionnaires, 11 parents strongly agreed and five agreed that there was a suitable range of equipment and toys across the centre.

Areas for improvement

Staff should identify a safe place, away from the toilet area, for children to change into outerwear to access the outdoor play area. At the time of the inspection, staff were using the toilet area which could get congested when other children were trying to access the area. Management identified that all areas of the playroom were busy and it was up to staff to find a space for children to get ready. The children would benefit from an area where they have space to change and get ready for outdoor play.

The service self assessment stated that staff intend to continue to develop the outdoor play area.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths

We found that the service performance was very good under this statement. We concluded this after we looked at training records, minutes of meetings, staff appraisal information and Scottish Social Services Council (SSSC) registration. We spoke with the head of centre, the depute and staff members from across the centre. We also looked at relevant policies and records.

Staff had gained professional registration with appropriate regulatory bodies including the SSSC and they were aware of their responsibility under the codes of practice, copies of the codes of practice were available to staff. The SSSC is responsible for registering people who work in social services and also regulates their education and training. This ensured that staff had the right skills and training to carry out their role within the centre.

The staff team was supported by the management team to provide a quality service that promoted positive outcomes for families. We saw positive interaction across the centre. Staff were skilled at providing high quality experiences for children. Staff were meeting the needs of the children well, they had made positive relationships with parents and worked in partnership to establish strong links to support children.

The service had a positive keyworker system for children; staff supported children in their play and they were very good role models. Staff took account of children's rights; they gave children choices and gave them lots of encouragement and praise. Staff were professional in their approach to working with parents and included them in all aspects of their child's time at the centre. We saw that staff had very good open channels of communication between keyworkers and parents and this ensured that parents and staff were working in partnership to support children.

Of the 16 care standards questionnaires returned to us, 12 parents strongly agreed and three parents agreed that they were confident that staff had the right skills and experience to care for their child and support their learning and development. One parent had ticked 'don't know' to this question.

We saw that there had been very good opportunities for staff to engage in a range of training and development. The management team had a good overview of training needs across the centre and ensured that staff were given regular access to training to update their skills and knowledge to support the programme. Staff were supported in their work by the head of centre and the depute. We spoke with staff who were competent in their roles and keen to develop and improve their own skills and training and take forward new initiatives. This showed us that staff were committed to their own continuous professional development. The overall programme of staff training was impacting positively on outcomes for children.

Staff were supported by the management team, staff appraisals were a very good forum for staff to work with the manager to identify training needs and areas they wanted to develop and improve. We saw that all staff had an appraisal meeting. Outcomes included the manager supporting staff to access specific training needs. There were regular opportunities for team meetings and there were good open channels of communication in the staff team. We saw that the manager had supported staff to ensure she deployed staff across all the areas of the centre to allow them to enhance their practice and develop new skills.

Thirteen parents strongly agreed and three parents agreed that their child appeared happy and confident with staff.

Areas for improvement

The service self assessment stated that the management team will continue to encourage and motivate staff and continue to access a range of training and development opportunities.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service Strengths

We looked at the ethos of the service and how people respected and valued each other. We concluded that the service performance was very good under this statement.

The service had policies and procedures in place to support staff in their roles. Staff had clear roles and responsibilities within their job remit and knew what was expected of them as a council employee and as a social services worker registered with the SSSC. Staff were familiar with the code of conduct and what it meant for them in their role.

The management team worked with the staff team to promote an ethos where people felt valued and respected. We saw positive relationships between staff and saw that staff worked well as a team and valued their colleagues. We saw very good opportunities for parents to link with their child's keyworker; this helped to develop good open channels of communication. This was impacting positively on the children and families as they had built up good links with families which engaged parents further in their child's time at the centre.

The head of centre and the depute provided a positive approach to leadership for the staff team and worked with staff to allow them to develop their skills and knowledge within the centre. The head of centre identified staff members' key strengths through their development and reviews and supported staff to access the right training and take on new challenges. This showed that staff were valued which was evident through the positive ethos we experienced across the service.

We saw a very positive ethos in the playrooms. Staff to child interaction was very positive in the centre. Staff had a very good approach to supporting children in their play and learning. We saw that staff were supporting children to learn about their rights, they also ensured that children's views were valued within the service and the children were involved in taking forward the programme through planning and staff gathering ideas and feedback through discussions and observations. We saw that children were given choices throughout the session and they were supported by staff in social situations and to form relationships.

Children had a voice within the service and planning was responsive to the children's likes and interests. Staff were using the principles of GIRFEC to ensure they provided children with the right care and support they needed. We also saw that children were encouraged by staff to be responsible. They supported the children to learn about values such as being kind and caring and supported children with turn taking and sharing. We found that the ethos within the centre was positive. Staff worked hard to build relationships with parents and children to ensure they were working together to promote positive outcomes for families.

Areas for improvement

The service self assessment stated that staff will continue to update all policies and procedures to reflect the centre's values and vision

Staff should continue with their approach to providing a positive ethos for everyone involved in the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

We looked at leadership values across the service and how these were impacting positively on the children's experiences. We concluded that the service performance was very good under this statement.

The service had a clear aims and objectives that all staff contributed to. The management team promoted leadership values with the whole staff team and staff had the opportunity to lead certain aspects of the service for example, Eco-Schools, Story Grammar and health and wellbeing. Staff were continuing to enhance the programme for children and families. This was impacting positively on outcomes for children.

We saw that each staff member had a range of skills they brought to the team. The head of centre worked with staff to ensure their skills were being developed and gave them the opportunity to take forward initiatives and projects within the centre. Each member of staff had a specific role they were taking forward within the centre and everyone's work was valued by the whole staff team.

We saw very good channels of communication between keyworkers and parents. The keyworker role was important within the centre as this gave parents and children positive links with the service. We saw opportunities where parents and keyworkers worked together to support children.

Promoting leadership values within the staff team was impacting positively on the overall quality of the service. Through the annual appraisal, the management team worked with staff to identify their strengths and areas for development. This allowed them to work together to take forward new ideas and give staff ownership of their specific roles. Staff worked hard to ensure children had a very good programme of experiences within the centre that challenged them and developed children's skills and knowledge.

Areas for improvement

The provider should continue to promote leadership values across the centre. They should continue with the ongoing programme of training and development for all staff.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.”

Service Strengths

We found that the service had very good quality assurance systems and processes which were impacting positively on outcomes for children. We concluded this after we spoke with the head of centre and staff, considered information that parents and children shared with us and the service, reviewed the information that was provided within the self assessment for this inspection and reviewed relevant policies and procedures.

We saw that the management team, along with staff, had worked together as a team to take forward the areas of improvement. They had a shared vision which they shared with families to continuously improve and develop the centre for children. They had an improvement plan which identified the areas they wanted to develop and improve and take forward as part of their ongoing improvement programme. They assessed their work using the quality indicators from Child at the Centre and the National Care Standards for early years. We saw that the new management team had a positive impact on the quality of the service and was working closely with staff and all stakeholders to enhance the provision for children.

The service had an overall programme of monitoring and evaluating the service. The management team had developed a system of monitoring and evaluation to ensure they were targeting specific areas they wanted to improve and develop. All staff had clear roles and responsibilities across the centre.

Parents, children and stakeholders were involved in taking forward improvements. Parents' views were sought regularly on the quality of the provision and used to assess improvements. Parents told us they found the quality of the service overall very good and found the new management team was a positive impact on the service. The impact of the planning and activities was continually assessed by staff to ensure they were providing positive outcomes for children. Children's rights and their views and interests were at the centre of the planning. This ensured that children were involved in assessing their own learning and development.

Thirteen parents 'strongly agreed' and three parents 'agreed' they were overall happy with the quality of care their child received at this service.

Areas for improvement

Staff had identified that the quality assurance and monitoring systems were an area they wanted to continue to develop and improve to ensure that they maximised the potential of the centre.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

1. The management team should ensure that any incident records include full detail of any investigations that have taken place. The record should also include any conclusions drawn or decisions made, as a result of the investigations. National Care Standards early education and childcare up to the age of 16: Standard 3 - Health and wellbeing and Standard 14 - Well-managed service.

This recommendation was made on 21 November 2013

The service had clear procedures in place to deal with incidents. The provider had worked with staff to update this information. We found that this recommendation had been met.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
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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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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