

Flowerbank Early Childhood Centre Day Care of Children

North Hamilton Street
Kilmarnock
KA1 2QJ

Telephone: 01563 522722

Type of inspection:

Unannounced

Completed on:

2 September 2019

Service provided by:

East Ayrshire Council

Service provider number:

SP2003000142

Service no:

CS2003038945

About the service

Flowerbank Early Childhood Centre was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1st April 2011.

Flowerbank Early Childhood Centre is a day care for children service provided by East Ayrshire Council in the town of Kilmarnock. The service has sole use of the premises and outdoor play area. The service is currently registered to provide a care service to the maximum of:

12 children aged 0 to under 2 years

65 children aged two years to those not attending primary school age with no more than a maximum of 25 children age two to three years.

The current conditions of registration specify that the service should implement changes to the physical environment and infection control procedures. We established during our inspection that appropriate action had been taken to address these issues. The provider should now apply to have these conditions removed. Included in the service's vision is for children to be:

"happy, confident, curious, independent, challenged, nurtured, caring, knowledgeable, resilient and motivated". A full copy of this can be accessed through the service.

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. GIRFEC 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 GIRFEC. 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

We issued 30 care standards questionnaires for the service to issue to parents and carers prior to our inspection. Thirteen of these were completed and returned. Of these 10 parents strongly agreed they were happy with the quality of care their child received, and three agreed. Parents comments were positive overall and included the following:

"This nursery is excellent and my daughter loves attending. She has a great bond with her key worker and all the staff are excellent.

The staff are all fantastic. They have also been completely helpful with my child's additional support needs. They have offered complete support, advice, and help through my child's nursery journey. Couldn't have asked for a better environment or staff to help him grow.

My child does not tell me what he does at nursery. It would be good to hear what they have been doing at their session.

The staff help create a warm and welcoming environment. They have worked closely with me to ensure they can assist my child in all aspects of her care and learning."

Children told us they enjoyed attending the service. They talked about how they liked to play with their friends and the things that they liked to do. We saw that younger children appeared happy and content and enjoyed warm and nurturing interactions with staff.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the improvement plan for the service which identified priorities for development.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The quality of care and support was evaluated as excellent and the quality of the environment was evaluated at very good. This resulted in very positive outcomes for children attending the service.

The centre had excellent arrangements for working in partnership with families to support children to reach their full potential. Positive and respectful relationships underpinned the work of the centre, ensuring that management and staff worked effectively with children, their families and specialist agencies. This meant that highly individual support was provided both within the centre and at family homes through the work of community practitioners. Highly effective and innovative strategies ensured that when children and families required additional support this was planned and provided effectively.

Staff engaged very well with parents, recognising and valuing their crucial role in their children's care and learning. Parents had a wide range of opportunities to be involved in the life of the centre; they told us they felt welcomed and included. Staff shared information to support children's care and learning regularly through children's personal plans, parents' groups and workshops. Parents told us that the assistance and advice they received from management and staff had been invaluable in helping to ensure that their children could reach their full potential. They felt that their views were respected and valued. These approaches ensured highly effective partnerships with parents.

Management and staff were passionate about their role in promoting the health and well-being of children and their families. Innovative approaches included the centre's implementation of a 'Food for Thought' initiative, which was being developed in conjunction with parents. The initiative aimed to help children and their families develop a better understanding of the importance of a healthy diet. Children told us about growing and cooking

their own produce. We saw that children enjoyed very positive, relaxed and sociable snack and lunch experiences which provided rich learning opportunities.

The environment was clean, well maintained and spacious. Children moved freely around playrooms and outdoor areas; there were very good opportunities for them to lead their own play and learning. Staff and visiting specialists used the play and learning space available to provide opportunities for family learning and support for children where required.

What the service could do better

Personal planning processes had been developed since our previous inspection. Management and staff were continuing to evaluate the effectiveness of these and planned to make further changes to enhance their effectiveness.

We discussed with staff how the environment within the baby room could be developed to enhance further the nurturing experiences for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings
8 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
24 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 6 - Excellent 5 - Very good
16 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
20 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
24 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed Not assessed
9 Dec 2009	Unannounced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
2 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good

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