

Care service inspection report

Quality themed inspection (day care for children)

Cart Mill Family Centre Day Care of Children

c/o Williamwood High School
Eaglesham Road
Clarkston
Glasgow

Service provided by: East Renfrewshire Council

Service provider number: SP2003003372

Care service number: CS2015338505

Inspection Visit Type: Unannounced

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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

This service registered with the Care Inspectorate on 14 August 2015 and this was its first inspection.

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

Cart Mill Family Centre offers care and education to children aged three to primary school age in the local community. The service is in partnership with East Renfrewshire Council to provide early learning and childcare. Children attend on a part time and full time basis. The service is registered for a maximum of 53 children and operates 52 weeks of the year from 8am to 6pm Monday to Friday.

The service is in temporary accommodation at present while a new building is being constructed and consists of two porta cabins with adjoining playrooms, toilet block, staff room and office. The existing car park has been transformed into an extremely high quality learning environment for the children. The service is temporarily situated within the grounds of Williamwood High School in Clarkston, East Renfrewshire. A secure door entry system was in place.

The aims of the service included:

- To provide safe, secure, healthy and stimulating learning environments.
- Promote each child's self esteem and encourage positive attitudes towards themselves and others.
- Foster genuine partnership with parents and carers.
- Use the outdoor space to extend and enrich children's learning.

A full statement of the service's aims and objectives was available to parents/ carers in the welcome pack, web page and was displayed within the service.

These confirmed the commitment of the service to work in partnership with parents/carers, children and other professionals and this commitment was evident during the inspection visit.

What we did during the inspection

This report was written following an unannounced inspection which took place on Tuesday 26 July 2016 between 9.25 am and 1.50 pm. The inspection was carried out by an inspector from the Care Inspectorate. Feedback was given to the depute head of centre and the senior child development officer on the same day.

As requested by us the service completed an annual return and a self assessment document.

We issued 20 care standards questionnaires to the service to distribute to parents/carers of children who used the service. We received 12 completed questionnaires before the inspection with 10 having additional comments.

We also asked the manager to give out five questionnaires to staff and we received four completed and returned. Staff agreed with all statements.

During the inspection we gathered evidence from different sources:

We spoke with:

- Depute head of centre
- Senior child development officer
- All centre 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 inspector from parents/carers
- Service questionnaires for parents/carers
- Aims and objectives
- Staff training and supervision records
- Children's files, personal plans and learning journals
- Minutes of staff meetings
- Quality assurance systems
- Transition information
- Policy and procedure folder
- Improvement plan
- Cleaning checklists
- Certificate of registration
- Insurance certificate.

We observed:

- Staff practice
- The environment, equipment and outdoor area.

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

We spent time in the nursery playrooms and observed children who were happy, settled and enjoying a variety of play experiences.

The interactions between staff and children were friendly and nurturing which created a positive and stimulating learning environment.

We spoke with eight children and all of them told us that they enjoyed coming to the service.

Taking carers' views into account

We received 12 care standards questionnaires from parents/carers with 10 having additional comments which were all very positive.

These were as follows:

"I see a massive difference in my child since she started in November. She is becoming a confident and outgoing child."

"I am very happy with my child's care at Cart Mill. My child is always excited to go and thoroughly enjoys her time there."

"The centre is excellent and I really feel the staff know my child and use things she is interested in such as bugs, babies etc. to create learning experiences."

"Cart Mill Family Centre is an outstanding nursery. Its staff are warm, welcoming and caring. My child is learning so many different things and developing well which is all a parent wants."

"Staff are exceptional and my child loves all the activities. The interaction and positive relationships between children and staff make him very happy."

"My child has been thriving not only educationally but also socially and emotionally since attending."

"There is always a calm feeling in the nursery supported by a warm welcome from janitor and all staff."

"The outdoor space has been transformed and is truly a 'third' room for the nursery."

"The staff make great use of the local area especially the high school grounds."

"I am pleased I made the decision to send my daughter to Cart Mill Family Centre instead of other local well established nurseries. Accommodation although temporary has been transformed into an excellent learning environment including the outdoor space. All staff are friendly, approachable and appear to genuinely care for the children. I am also very impressed with the leadership of the head teacher."

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

The service identified what they thought they did well, areas for development and any changes they had planned.

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	6 - Excellent
Quality of staffing	5 - Very Good
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 how children are cared for and supported to reach their full potential.

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. We evidenced the tracking of relevant paperwork in relation to a live child protection case and found this to be in order.

The service had developed very good links between home and nursery in order to further involve children and families in the development of the service. Every child received a home visit before they started the service and this enabled staff to gather all relevant information to aid the child's transition into the centre.

Children were observed to be very familiar with their environment. Resources were easily accessible and labelled to encourage children to be independent when choosing what they wanted to do. We observed staff consulting with children and taking their views and ideas into consideration when planning and adapting their learning environment. All the parents/carers who returned care standards questionnaires told us that staff asked for their child's views about activities and outings and used them to plan future activities.

The service had developed the use of questionnaires to seek specific feedback from parents and carers about various aspects of the service. We noted that the service had received very positive feedback.

Staff demonstrated that they knew the needs of individual children very well and responded in a caring and professional manner when meeting the personal care and support needs of individual children. Strong relationships with parents, children and other agencies had helped staff to develop strategies to support children's early learning, additional support needs and care routines within the nursery and at home.

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 centre had transformed the existing car park into an outdoor area which enhanced all areas of the curriculum. The standard of resources and equipment was of a high quality and all necessary safety features were in place including artificial grass. Designated staff were assigned to the outdoor area and were continuing to develop it in order to encourage the extension of learning through play. We evidenced that children had free choice of activities in which to extend their interests and preferences. They had also been planting carrots, potatoes, peppers, courgettes, spring onions and herbs.

Opportunities to have input into the activities and resources used were ongoing and children chose to spend a lot of 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. The service was using the recently published early years good practice document 'My World Outdoors' to help with the continuing development of the outdoor area. Outdoor Floor Book and Outdoor Learning Wall evidenced the wide range of activities undertaken by the children within this area.

We were very impressed with the Big Book of Improvement which tracked the Centre's development since it opened in August 2015. This provided a comprehensive log of all activities, festivals and events, consultation with parents/ carers and children and transitions with photographs, children's art work and comments.

Grade

The quality of environment is graded 6 - Excellent

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.

The centre had opened in August 2015 and the staff and management team had been newly recruited. We found that over the past year the staff had built strong relationships with each other and with the children and families which was confirmed by parental comments. Parents spoke highly of staff skills and leadership values.

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.

Extensive training opportunities were available to staff to help them provide a supportive service including: child protection, first aid, food hygiene, GIRFEC, Building the Ambition, outdoor learning, infection control, use of an epi pen and forest kindergarten. Two staff had also trained as book bug leaders as part of the Centre's literacy developments.

Staff discussed how they felt supported by the management team who worked closely beside them in all nursery activities. We discussed how this had supported them to help provide a service which promoted positive outcomes and enhanced their knowledge and childcare practice

The service should continue to build on the skills of the staff in order to sustain a professional team. Peer assessment could also be considered to help enhance self evaluation.

Grade

The quality of staffing is graded 5 - Very Good

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 and the service improvement plan.

Staff discussed how they had been committed to the Improvement Plan for 2015/2016 and the development of the service. Regular staff meetings allowed for the discussion of all aspects of the service including policies/procedures, behaviour strategies, training needs and planning. Child at the Centre 2, cluster priorities, East Renfrewshire Council priorities and national priorities had all shaped the direction of the Centre's improvements for the year.

We evidenced that the set targets were being met including improving children's attainment and achievement in literacy and numeracy, developing a vision, values and aims for the centre using family centred approaches and developing robust and rigorous systems that lead to continuous self evaluation.

We evidenced that the centre was working in partnership with parents/carers to develop self evaluation as well as consulting with the children. The centre also aimed to develop a culture of self evaluation in order to highlight what was improving and what needed to be further improved. The improvement plan priorities for 2016/17 included continuing to build and sustain a professional team, improve further observations of children's learning to inform future learning and identify progress made.

Monitoring procedures were in place including playroom overview, care routines, learning journeys, personal plans, curriculum including numeracy and literacy tracking and outdoor play. We discussed the use of a monitoring calendar and how more formal monitoring of childcare practice would help highlight any areas to be developed to enhance staff's skills where necessary. A curriculum monitoring programme was also in place and the service was using '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

There are no outstanding recommendations.

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

This service does not have any prior inspection history or grades.

To find out more

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