

# Cart Mill Family Centre Day Care of Children

Newford Grove  
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Glasgow  
G76 8QZ

Telephone: 0141 570 7560

**Type of inspection:**

Unannounced

**Completed on:**

30 May 2019

**Service provided by:**

East Renfrewshire Council

**Service provider number:**

SP2003003372

**Service no:**

CS2015338505

## About the service

Cart Mill Family Centre offers early learning and childcare to children from aged two to Primary School age. The service is provided by East Renfrewshire Council.

The centre is registered to provide a care service to a maximum of 110 children aged from 2 years to those not yet attending Primary School, of whom a maximum of 20 will be 2 to 3 years only. It operates Monday to Friday, 08:00 to 18:00 hours, 52 weeks of the year. Children attend on a part-time or full-time basis.

The centre is located within newly built premises in Clarkston, Glasgow. The accommodation comprises of a small playroom for children age 2 - 3 years and a larger playroom for those aged 3 - 5 years. The larger playroom is partially separated into two areas which offer children different experiences. There is direct access to an enclosed outdoor area from both playrooms. Children can move freely between the two areas.

The aims of the centre include:

- 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.

## What people told us

Children present during the inspection were happily engaged in a range of activities and experiences. Parents returned 18 completed questionnaires to the Care Inspectorate before the inspection. Their responses showed that they were happy with the quality of care their child received at the nursery.

"We love Cart Mill Family Centre. Excellent Nursery and our son loves his time there so much."

"Cart Mill is an excellent family centre. The range of activities is broad and varied. The outdoor area is excellent and staff provide wonderful outdoor learning experiences for the children. The forest school programme is excellent and my child loved to participate in this. The staff are welcoming and supportive and I feel that they know my child really well."

"The only comment really is that I feel there is a lack of feedback about my child after each session. Despite asking each day, the information is very vague as if they don't really know. I assume my child is happy there as there is no reluctance to go. Whenever there is any incidents to report they are very good at informing us, I would like to point out. I would just like communication to be a bit better."

"I cannot recommend Cart Mill highly enough. It has been a safe, supportive happy and memorable environment for my child. For the past 1.5 years there have been so many positives not only the fantastic staff who each play an important role in the well run nursery..... One of the biggest positives is the focus on outdoor learning and giving children responsibility within safe parameters. Mud make up at forest school and fire snacks were child's favourite things."

"My child uses extended hours so I don't always get to speak to his main carer hence not knowing some of the information. I know if there was a problem they would contact me."

"Cart Mill is a fantastic facility and my child loves every day he spends there. The Forest School is particularly great for getting the kids outdoors. I would recommend Cart Mill to future parents."

## 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 which 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	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

We saw that children experienced sensitive care from adults who knew them well and responded to their changing needs and interests. Varied staff work patterns meant that there were familiar adults present throughout children's day. Also, there was a key worker system in place to support attachment and strengthen bonds with children and families. There were strong transition arrangements in place which were tailored to suit individual children. They included home visits, settling visits and support to move to school. They offered all children the necessary reassurance through these changes.

Each of the children had a personal plan which began with All About me information from families. The plans were framed around the Getting It Right for Every Child (GIRFEC) model. Staff linked children's information to the SHANARRI indicators which support children's wellbeing by ensuring they are Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included. We found that children's plans clearly showed that the service recognised and responded to their differing needs. They worked closely with other agencies to ensure that all children received suitable support when needed.

The staff team followed clear systems for recording children's learning and development in relation to priorities such as literacy and numeracy also, their wider learning. They made very effective use of conversations and observations, including identified strategies to gauge children's level of involvement in the environment and to monitor their sense of wellbeing within the nursery setting. This helped them ensure that children derived the maximum benefit from their time in the nursery and the experiences provided.

We discussed how personal plans could further reflect how the care, interaction and sensitive engagement by practitioners helped shape children's learning journey.

Children throughout the nursery benefited from continual access to the outdoors. Many of the children spent a significant amount of time outdoors enjoying active play out in the fresh air.

Practitioners had a clear understanding of their role and responsibility in safeguarding children. They attended regular training and were familiar with the nursery procedures. We found that the service had suitable procedures in place to support staff administering medicine to children. Written records including consent and administration were maintained. Also, the service monitored all medicines stored on the premises.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The nursery accommodation consisted of bright spacious premises which offered children a rich learning environment in a safe setting. The staff team had created an enabling environment for children which supported their active learning, providing them with independent access to a wide range of resources both indoors and outside. The environment for the younger children encouraged their curiosity, imagination and independence. We saw that staff were active in monitoring the environment to ensure children's continual engagement and learning. By taking responsibility for an area of the nursery each term, staff were able to support and extend children's learning and interests. They actively monitored the available resources to ensure they supported children's interests, extended their learning and offered them challenge.

The service were committed to providing children with valuable outdoor experiences both within the nursery garden and in the wider community. All of the children had continual access to the nursery garden and we observed them moving freely between the two areas. Outdoor clothing was available for all the children which meant they were not restricted by poor weather. We were impressed by how the children aged two to three moved confidently between the two areas.

They were supported by enthusiastic and knowledgeable staff who planned for and extended their interest, curiosity and supported them in taking appropriate risks. Children had grown vegetables to make soup and during our visit they were making crumble from rhubarb grown in the garden. Towards the end of the day several children toasted croissants on the fire pit.

The head teacher was a qualified Forest School leader and led a programme of woodland visits to local woods. She was supported by staff who shared her enthusiasm. All children were part of a programme of visits to a local woods, some had the opportunity to spend a day in the woodland. We saw that the staff team were skilled in leading learning outdoors and the benefit to all children of engaging in natural settings was clearly evident.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 6 - excellent

## Quality of staffing

### Findings from the inspection

We met an enthusiastic staff group who were committed to their different roles within the service. They worked hard to meet children's individual care and support needs through distributed leadership, several staff were taking on roles as champions, developing different areas of the service. These included maths, literacy, STEM and intergenerational work. When asked, they spoke enthusiastically about their responsibilities and their further plans.

We found that there was an ethos of continuing professional development within the service. Qualified staff were undertaking additional training and ongoing reviews of best practice guidance. This was particularly important as some were working with children of different age groups. Staff spoke positively about the training they had attended, that it had been tailored to their interest and had a very positive impact on their work with children. Some staff who had held support roles within the nursery had obtained a childcare qualification. Others had been inspired to follow suit.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

The head teacher provided strong effective leadership of the service. She had implemented and maintained a wide range of monitoring procedures that ensured she had a stringent overview of the service. The head teacher had involved staff and families in establishing some of the priorities within the nursery. Staff attended regular meetings to discuss and identify areas of the service that they would be a focus for development.

Parents had been invited to contribute to the process and the head teacher had worked with them to establish a suitable level of involvement.

Following several changes, there was a settled staff group in place and a main focus of the head teacher had been to strengthen the team and ensure a cohesive approach. The head teacher had a key role in leading and developing the forest school programme. As a qualified leader she had shared her knowledge and enthusiasm with the staff team. As a result the forest school programme was a very valuable feature of the service, which had clear benefits for the children and was greatly appreciated by families.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

Management and staff to ensure accidents/incidents are completed, signed by parents/carers and provided action taken in accordance with national and local training.

This is to ensure care and support is consistent with the Health and Social Care standards, which state that as a child I use a service and organisation that are well led and managed. (HSCS 4.23)

**This requirement was made on 9 July 2018.**

### Action taken on previous requirement

The management had introduced new paperwork which ensured that records were completed in full.

**Met - within timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The provider should review the staff structure within the service with a view to offering continuity to children.

This is to demonstrate the Health and Social Care Standards, My support, My life, which state: 4.16 I am supported and cared for by people I know so that I experience continuity.

**This recommendation was made on 6 June 2018.**

#### Action taken on previous recommendation

The provider had introduced a new staffing model which meant the familiar staff were present during children's day.

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
6 Jun 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
26 Jul 2016	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good



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