

Glenbrae Children's Centre Day Care of Children

1 Aberfoyle Road
Greenock
PA15 3DE

Telephone: 01475 714987

Type of inspection:

Unannounced

Completed on:

26 March 2019

Service provided by:

Inverclyde Council

Service provider number:

SP2003000212

Service no:

CS2003016321

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Glenbrae Children's Centre is a day care service situated in the town of Greenock, provided by Inverclyde Council. The service is registered to care for a maximum of 86 children aged from birth to 12 years and is operated from two separate buildings. Children from birth to those not yet attending primary school attend the newly refurbished modern early learning facility, on Aberfoyle Road, Greenock. For school aged children, the out of school care is operated from the base within, All Saints Primary School, Blairemore Road, Greenock. The service operates between the times of 08:15 to 17:30 Monday to Friday, 52 weeks per year.

On the day we inspected 31 children attended the morning session and 41 children attended the afternoon session. Fifteen children stayed for lunch. Six children attended the out of school care. Children were aged from birth to 12 years.

We wrote this report following an unannounced inspection that was carried out by one Inspector on Monday 25 and Tuesday 26 March 2019. Feedback was provided to the Head of Centre and Senior Early Years Education and Childcare Officer.

The aims of the service include:

"In Glenbrae Children's Centre we will provide high quality services to meet the needs of children and families in a nurturing environment."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that 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 (GIRFEC), Scotland's national approach to improving the outcomes for children, by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured active, respected, responsible and included.

What people told us

We observed happy, confident children who were engaged in a range of self chosen and adult led activities indoors and outdoors. We spoke to children who told us that they liked coming to the service and observed what their favourite things to do were. Children took part in a variety of experiences indoors, this included the use of the Smart Board where children developed mathematical concepts. Children listened to stories read by an adult in the story corner which supported their listening, creative thinking and speaking skills. Children played imaginatively outside where they went on a bear hunt, led by an adult. Younger children explored natural and sensory materials using the treasure basket that staff had created. Children in the out of school care told us that they enjoyed playing football, board games and building using the Lego.

We sent care standard questionnaires to the service to distribute to parents/carers of children that used the service, 11 of which were returned before the inspection. We spoke with four parents during the inspection.

Feedback provided from parents was very positive. They commented that the staff were friendly and very helpful. Parents were very pleased with the service in particular the level of care and learning which they said was fantastic. Parents strongly agreed/agreed that overall they were happy with the quality of care their child received at the service.

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We looked at the improvement plan for the service which demonstrated clear priorities for improving outcomes as well as progress made. The three-year plan includes improvements in attainment, particularly in literacy and numeracy. Closing the attainment gap between the most and least disadvantaged children. In addition to improvements in children and young people's health and wellbeing.

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

Glenbrae Children's Centre provided very good care and support to the children and families that attended the service. Staff knew children and families well this was evidenced through our care standard questionnaires, discussions with staff and relevant professionals, documentation and our observations. Among the positive questionnaires returned one parent commented that both their children had been at the service since they were babies. The parent told us how they completely trusted the staff and had confidence in the care they had given their children.

During the inspection we saw children experience warmth, kindness and compassion and were supported and cared for. Staff knew the importance of developing trusted loving relationships with children to help them feel valued, safe and secure and had developed cosy nurturing spaces to further support this. Staff encouraged children to have space on their own and quiet times to relax. During the inspection we sampled effective procedures in place to safeguard children. Staff attended child protection training to gain further knowledge. Staff that we spoke with had a good understanding of their role and responsibilities in relation to keeping children safe and were aware of the systems in place for reporting and recording any concerns.

Strength at the service was the caring approach and partnership working with families that used the service. During the inspection we spoke with the family support worker who told us about their role which was to suggest available support and offer advice to parents /carers that used the service. This included redirecting parents to agencies within Inverclyde to support, their emotional, health and economic situation. The service provided Book Bug, drop in and toddler sessions, in addition to cooking classes, sewing, knitting and craft groups. The parent groups were a great way for parents to gain emotional and practical support, helping them to learn new skills, gain in confidence and meet other parents. One parent told us during the inspection that the service had given them their life back.

Children were encouraged to form healthy lifestyle choices, through foods they ate for snack and lunch; this was provided by staff and was popular and well planned. We saw children's independence, confidence and self-esteem being encouraged. Children fed themselves where appropriate, poured their drink and served own food. Staff told us that they were aware of the NHS Scotland 'Setting the Table' guidance to further support healthy eating at an early stage. Information can be found here <http://hubcareinspectorate.com/media/177298/nhs-setting-the-table.pdf>

Effective management of infection control meant that children were cared for in a clean and well maintained environment. Good hand hygiene was being followed by staff and children, before preparing food, after playing outdoors and using the toilet. Staff were on hand to remind children as to the importance of this. Regular recorded checks (risk assessments) of the nursery equipment and outings helped ensure that children's safety and any risk involved were minimised.

Children benefited from the use of the local community using the centre's own minibus. They visited places of interest including the local parks and library. On the day of the inspection children within the Butterfly room visited the local supermarket to choose and purchase exotic fruits for kebabs that they were making the following day. This experience was related to the story that they were learning about at nursery and helped introduce new vocabulary for children and mathematical concepts, such as counting and money.

During the inspection we saw that children were engaged and productive in their play. We viewed the indoor and outdoor environment as enabling. Children were active participants in own learning, their ideas, views and choices were encouraged. Age appropriate resources and activities provided held children's interest. Children took part in self chosen and adult led experiences. For example, action songs and games that supported their physical, social and language development. Malleable and sensory experiences that inspired children's imagination and creativity. Daily opportunities for children to play outdoors was provided, this helped to promote children's social and emotional intelligence. Staff had introduced strategies to allow for a more fluid approach to the outdoor learning environment. We saw children dress themselves for differing weather; develop their self-help skills and independence.

We saw that the service had introduced loose parts play, this was at an early stage. Staff that we spoke with confirmed that they were looking at ways to develop this further in the indoor and outdoor learning environment. Staff were aware as to the value of this approach to enable children to explore through self-directed discovery, engage in problem solving and abstract thinking and inspire autonomy. Information on loose parts play can be found on our HUB www.hubcareinspectorate.com

What the service could do better

During the inspection we sampled systems and procedures for storing and administering medication. We identified that improvements were needed with regard to ensuring medication was provided by parents for all recorded health needs. This will ensure that medication was managed safely and in line with best practice guidance. During feedback we spoke about the importance of recording medical updates in the child's personal plan. Information can be found on our HUB, <https://hub.careinspectorate.com> Management of Medication in Day Care of Children and Childminding Services. During feedback we spoke about the importance of recording medical information in the child's personal plan. This will ensure that staff have up to date information to care for the child and that children received medication that was safe and effective. Following the inspection as requested, we received improvements that the service had made with regard to their medication system and procedures.

The service had detailed personal plans in place for most children. Ensuring consistency throughout the service, we spoke about current legislation and best practice which states that every child should have a personal plan within 28 days of the date on which they started at the service. The plan will set out how the child's health, welfare and safety needs were to be met. We spoke to staff about having one plan in place for children.

Important information, including registration and other confidential information were documented separately. These records were kept in the child's personal detail file with any strategies/plans in place to support children's health and wellbeing needs. Following the inspection as requested, we received updates that the service had made with regard to improving the personal plans to support every child's care, wellbeing and safety needs, which clearly document where information was stored

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
20 Jul 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
28 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
10 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
19 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed 5 - Very good Not assessed Not assessed
30 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
25 Mar 2009	Unannounced	Care and support Environment Staffing
		5 - Very good 5 - Very good 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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