

Hillend Children's Centre Day Care of Children

Glenbrae Road
Greenock
PA15 3DJ

Telephone: 01475 715710

Type of inspection:

Unannounced

Completed on:

22 August 2019

Service provided by:

Inverclyde Council

Service provider number:

SP2003000212

Service no:

CS2003016325

About the service

This service was registered with the Care Commission in April 2003 and transferred its registration to the Care Inspectorate in April 2011.

Hillend Children's Centre is run by Inverclyde Council, Education Services. The service had the sole use of the premises and outdoor play area; it is currently registered to provide a care service to a maximum of 50 children of which: 5 children under 2 years, 15 children aged 2 to those not attending primary school; 30 children aged 3 years to those not attending primary school.

The service vision is that all children will be: secure; responsible citizens; have fun; supported; confident; successful; safe; included; progress; happy; enthusiastic; listened to and respected. A full copy of this statement can be obtained from 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. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

What people told us

We saw that the children were content and settled in the care of the staff team. We observed positive relationships between and we saw that staff were kind, caring and nurturing towards children. Staff were responsive to children's individual needs and made efforts to include all children in activities.

We issued 16 questionnaires for parents and carers, 11 were completed and returned before the inspection. During the inspection we spoke with an additional four parents and carers. Feedback was very positive. All parents and carers 'strongly agreed' or 'agreed' that they were happy with the overall service provided by staff and management. Included in the comments were:

"The care of my child is at a high standard and I believe that Hillend nursery is one of the best. The staff are really nice and my son loves going to nursery"

"I fell Hillend nursery is a great nursery with great staff and both managers are very approachable and helpful"

"My son only started in August 2019...from what I have seen, I am happy to leave him there"

"The nursery is fantastic. My son's teacher is like a second mum to him and I can truly say I trust them so much. It's a part of the day I can genuinely switch off as I know he is in great hands"

"The nursery is amazing...all the staff are friendly and helpful. They do all they can to support the whole family"

"Hillend has been amazing for my child, helped him grow and be there when needed for additional support. Amazing place for children of all needs and abilities".

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 and quality assurance paperwork. These 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 | 5 - Very Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | not assessed |

What the service does well

We found that management and staff put children and their families' wellbeing at the heart of everything they did. They had successfully established a warm, nurturing and inclusive ethos within the nursery. We observed children and families being welcomed into the nursery in a way that contributed to them feeling safe, secure and respected. Staff were kind, caring, and responsive to the individual needs of children, and they managed transitions for children well. This was supported by home visits prior to starting nursery and carefully planned visits to the nursery. This meant that children and families felt welcome and supported by staff. We spoke with some parents and grandparents during the inspection who confirmed this.

During discussions, staff demonstrated that they knew children very well. They had gathered lots of information about children which was contained in personal care plans. We saw that the support offered to children met their individual needs; this was a particular strength within the service. Staff were very supportive of children; they helped them when needed to access all areas of the nursery but encouraged independence whenever possible. A high level of staffing and effective joint working with other agencies helped all children to feel included. Staff were knowledgeable about the service's child protection procedures and their roles and responsibilities. This meant that staff were well placed to take the appropriate action to keep children safe, supporting their health and wellbeing.

The nursery had recently moved to temporary premises due to refurbishment and risk assessments had been carried out to ensure a safe environment. We found that staff had worked hard to ensure a welcoming, nurturing environment. Playrooms were clean, spacious and organised to support children's play and care needs. Some resources were available for children to encourage independence and children could choose to play indoors or outdoors. Specialist equipment ensured that all children were fully included in activities. Staff accessed the local community to extend learning experiences and meet children's individual support needs; for example, forest school sessions in the local park and hydrotherapy sessions. This supported children's physical and emotional wellbeing.

What the service could do better

During our inspection we sampled children's personal plans and profiles. We found that recordings were clear and detailed children's progress within the service. However, we asked that plans were clearly dated to reflect regular reviews and inputs from parents.

We looked at storage of medication and sampled medication records. Medication was stored appropriately, and permission had been sought from parents to administer medication. However, we asked that the service record more detailed signs and symptoms of illness that would indicate the need to administer medicine. To support this, we signposted the service to good practice guidance, 'Management of medication in daycare of children and childminding services'. We also asked that medication forms were reviewed to ensure parents indicated that they had administered the first dose of any medication without adverse reaction.

As previously mentioned, the nursery had recently moved to new premises. Staff had arranged resources to support children's choices. However, we asked that management and staff continue to develop resources to support, challenge and extend children's learning experiences. Management agreed to do this.

During our observations, we noted that the bathroom door in the Bluebell room was difficult for young children to manage independently. We asked that management complete a risk assessment to ensure children's safety.

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 Apr 2017 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 5 - Very good 4 - Good Not assessed Not assessed |
| 10 Apr 2015 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent |
| 8 May 2013 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 5 - Very good 5 - Very good 5 - Very good 5 - Very good |
| 15 Sep 2011 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 5 - Very good 5 - Very good Not assessed Not assessed |
| 24 Mar 2010 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 5 - Very good Not assessed 5 - Very good Not assessed |
| 4 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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