

Dunbeth Family Learning Centre Day Care of Children

80 Coats Street
Coatbridge
ML5 3NX

Telephone: 01236 632 079

Type of inspection:
Unannounced

Completed on:
7 July 2021

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Service no:
CS2003015331

About the service

Dunbeth Family Learning centre registered with the Care Inspectorate on 1 April 2011. The service is registered to provide a care service to a maximum of 61 children aged from two years to those not yet attending primary school. Of those 61 no more than 15 are aged 2 years to under 3 years and the service is provided by North Lanarkshire Council.

Care is provided from a detached, single storey building with three separate playrooms all of which have direct access to an enclosed garden. The service is located within a residential area of Coatbridge and is situated close to shops, transport links and other amenities.

Aims of the service include providing a safe, secure, rich learning environment where every child matters. The service also works in partnership with parents to support children's learning.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1, Quality of Care and Support.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, included.

What people told us

There were 36 children present on the day of inspection. We observed children being welcomed when coming into the service and accessing both indoor and outdoor spaces. The majority of children were happy, settled and busy playing.

For this inspection, we spoke with four parents who were happy with the service overall. Most parents said communication from the service could be better, although some said they had received a detailed progress report about their child. We discussed communication with the manager who gave assurances on the different methods of communication used by the service such as emails, text messages and telephone calls. The manager acknowledged that some communication could have been sent sooner and advised she would look at this again.

Self assessment

We did not request a self-assessment in advance of this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

Children were happy and reassured by the kind and caring interactions from staff. Each child had a personal plan which outlined their individual information and the strategies that were in place to support them.

Children could choose where they wanted to play and had access to the garden at all times. This ensured that they had lots of opportunities for fresh air, exercise and development of wellbeing.

Children's experiences outdoors were good. One parent told us "I think the outdoor play is a real strong point". Children participated in a wide range of experiences that supported their interests and encouraged problem solving, for example, den building and bug hunts.

Children could independently access a wide range of toys and materials that supported their play and learning. Children used different materials in the construction area outdoors to support their ideas and deepen their play.

When providing support for children, staff were sensitive not to interrupt their play unnecessarily but to recognise children's cues and requests for support to meet their needs. For example, staff were able to identify the gestures from one child showed he was looking for support.

The new staff team had made a positive start on developing approaches to communicating with children to meet their needs. Staff identified a training need for Makaton and children have been responsive to this.

Staff engagement with children at lunch created a relaxed and sociable meal time where children's needs were met. Time allowed for children's independence skills to develop by serving their own lunch and staff supported this, meaning that the lunch experience was unhurried. Children were well supervised to ensure their safety when eating.

Staff were aware of Child Protection procedures and how to keep children safe, including who to go to with concerns and where information is stored.

What the service could do better

Fresh drinking water was not readily available for children in all spaces. It is important for children to have fresh water to keep them hydrated and contribute to good health.
(See Recommendation 1)

Although a Covid-19 risk assessment was in place, this was not always adhered to, closer support and monitoring of all staff should be carried out to ensure compliance. We recommended these be reviewed and ensure they are up to date. Staff did not always follow guidance within the service's risk assessment. For example, staff did not carry out effective handwashing and incorrect use of gloves and aprons was observed. This meant that there was a potential risk of the spread of infection. These were discussed with management who agreed to further training and discussions for staff. Improvement in this area would ensure a safe environment for all children.

We had concerns about the management of medication. Some core information such as triggers, signs and symptoms were missing. This information should be reviewed. Appropriate recording of medications will ensure children's health and wellbeing needs are met.
(See Recommendation 2)

There had been significant changes to the staff team. This meant whilst some staff knew children well, others needed more information to meet children's needs. Improvements around transitions would ensure better outcomes for all children.
(See Recommendation 3)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The management team should ensure fresh drinking water is available to children each day.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state: 'I can drink fresh water at all times.' (HSCS 1.39)

2. The management should review systems to ensure all staff are clear about current guidance and that this is implemented. These should include:

'Coronavirus (COVID-19): early learning and childcare (ELC) services'

'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)'

'Management of medication in daycare of children and childminding services'

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I experience high quality care based on relevant evidence, guidance and best practice'. (HSCS 4.11) and 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

3. The manager should ensure that all staff are clear on the care and support needs of all children in their care, particularly over periods of transition.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state: 'I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation.' (HSCS 4.15)

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
11 Sep 2019	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
11 Oct 2017	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
9 Sep 2015	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
18 Sep 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Nov 2011	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
1 Jul 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
30 Oct 2009	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
10 Jul 2008	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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