

Heathfield Early Years Centre Day Care of Children

Heathfield Road
Ayr
KA8 9DR

Telephone: 01292 612123

Type of inspection:

Unannounced

Completed on:

28 February 2019

Service provided by:

South Ayrshire Council

Service provider number:

SP2003003269

Service no:

CS2003014015

About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Heathfield Early Years Centre is provided by South Ayrshire Council. The early learning and childcare service is located in Ayr. The service is on a bus route and near to shops.

The children have access to one playroom, a large outdoor play space; and appropriate toilet facilities. The service is currently registered to provide places for 50 children aged from 3 years to those not yet attending primary school children.

The vision, values and aims are currently being reviewed by parents, children and staff. At this time the vision includes:

"To provide a safe, secure and caring learning environment where children are happy and feel valued; To provide a broad, balanced and stimulating curriculum appropriate to the needs of individual children".

A full copy of this can be accessed through the early learning and childcare service.

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 and included.

What people told us

We spoke with 15 children and two parents during our visit. We gave the service 30 questionnaires to give to parents and 19 parents provided us with feedback by completing our questionnaires.

Children attending on the days of inspection were observed as happy, busy and engaged. They interacted and responded well to the nurturing staff caring for them. Positive relationships had developed between staff and the children as well as with the children themselves. We found the whole staff team were very kind and caring with respectful approaches observed throughout the session.

In our questionnaires parents shared a number of positive comments, these included:

"Staff are friendly, approachable and conscientious. My child loves nursery and is always involved in different activities. Even when starting and a few tearful days, staff were excellent at caring, one on one and providing lots of reassurance."

"My child loves going to EYC, she has come on great since starting. She has great relationships with staff members. The EYC are good at inviting parents into the centre and parents are kept up to date about their progress."

"My (child) loves going to Heathfield early years. During her time in nursery she has developed so much and gained confidence. All the teachers have a fantastic helpful attitude and regularly keep myself and daughter up to date with progress/care meetings. Staff are approachable. There is always lots of different activities and learning is very much focused through play. Snack is healthy and good variety. My daughter loves the outdoor play area and again there are lots of fun learning areas. She experiences a range of activities and tells us all about different songs and stories she has learned. Heathfield is a fantastic nursery and I am always confident my (child) is safe and well looked after."

"My child is a split placement user and is always welcomed and included by the staff on his two days. The staff are caring and sensitive to my child's needs. They go above and beyond to provide quality learning experiences. My child loves "school nursery"."

"The staff are friendly and take time to talk to parents."

"I recently moved my child to this nursery from another early years centre. I am extremely pleased with the care and support my child has received, as her parent the staff always keep me updated on her progress. I have seen such positive improvement in her overall wellbeing and development since attending Heathfield Nursery."

"Better use could be made of the great local parks and beaches on a more regular basis. We have great local parks and play areas that are ideal for outdoor learning. The staff are very good with the children. They engage well with them and encourage them to do a variety of activities."

This comment was discussed with the leadership team who confirmed they were aware of the need to take this forward with plans in place.

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 of 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

Staff were observed to be welcoming, kind and caring in their interactions. Respectful relationships were in place with staff taking time to listen to children. Open ended questions were used to encourage children to problem solve and make safe decisions. Children were happy confident and secure in the early learning centre. Staff were responsive to children's interests, moving to different areas to support, for example bringing additional resources to further support children's play in the house area. Positive, respectful friendly relationships were observed between staff and parents.

Staff were clear and confident about their roles and responsibilities in relation to safeguarding children. Regular training and discussions supported this. This knowledge and understanding meant they were very well placed to take appropriate action to support children's health and wellbeing in the event of any incidents or concerns.

Through observations and discussions we found staff knew the children and their families very well. Each child had an interesting learning journal in place. Staff used individual iPads to record observations and take photographs of the children. This was discussed with parents on a regular basis, with targets set for each child. Clear and detailed information was in place which detailed different strategies that had been put in place to support individual children. A helpful summary was in place. This resulted in clear information being in place to support individual children.

Children were helping staff to set up and get the snack organised both inside and in a covered area outside. Independence was encouraged, for example using small jugs for children to help themselves to water. Children were obviously used to having their snack outside and clearly enjoyed this experience. When needed staff respectfully supported children to wash their hands appropriately. This resulted in children being confident and skilled when choosing their snack.

Well organised records were in place to support individual children's medical needs. Helpful sheets summarised each child's medical or allergy need, with a photograph of the child. Permission forms were regularly reviewed with parents to ensure the most up to date information was in place. This resulted in clear and consistent information being recorded for individual children.

We observed children enjoying moving freely between the indoor and outdoor environment. In the outdoor area staff had worked hard to develop a range of interesting areas to promote children's curiosity and wonder. For example children were enjoying the challenge of transporting water from the outside tap to different areas, then creating puddles to splash and jump in; and using loose parts play to create different structures.

Staff were skilled at knowing when to intervene in children's play and learning and when to stand back encouraging children to create their own solutions. This resulted in children becoming confident learners who were valued and respected by the staff team.

What the service could do better

Staff had shared there had been problems with the information technology systems for the children's learning journals to be printed from the iPads. This meant there were not paper copies in the children's folder since they returned after the summer term. Staff advised parents and children could request to see these at any time, as well as during the termly meetings to discuss their child's progress. The leadership team confirmed solutions were being actively sought to resolve this.

We found All About Me information was not in place for the most of the children. We shared some suggestions how this could be completed during the settling in time. This would help to develop the important relationship between the parents and their child's key worker. We observed some observations were not fully linked to children's learning, with clearly identified next steps. This will allow staff to formally track children's learning and celebrate their achievements. The leadership team were keen to take this forward.

The leadership team agreed to continue to monitor the use and resources in the playroom to ensure children had access to the breadth and depth of the curriculum. Children should have the space and time to become engrossed in their play.

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
23 Aug 2013	Unannounced	Care and support Environment
		5 - Very good 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 May 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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