

Early Learning Unit Day Care of Children

Carlisle Road
Hamilton
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Telephone: 01698 281228

Type of inspection:

Unannounced

Completed on:

12 March 2019

Service provided by:

South Lanarkshire Council

Service provider number:

SP2003003481

Service no:

CS2003015290

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

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

Early Learning Unit is a service provided by South Lanarkshire Council. They are registered to provide a care service to a maximum of 108 children aged from birth to those not yet attending primary school. The service provides integrated early learning and childcare experiences for children and children with additional support needs from a stand alone building with dedicated playrooms and a variety of outdoor spaces, which can be accessed directly from some of the playrooms. Children are offered flexible attendance patterns to suit families needs.

At this inspection we spoke with six children and eleven members of staff. We observed practice and checked documentation relevant to the inspection.

We carried out an unannounced inspection of this service on 11 and 12 March 2019 and gave feedback to the manager and two deputies at the end of the inspection.

What people told us

Children were settled and happy in nursery. They were inquisitive and enjoyed exploring their learning environment. Children's voices were valued and respected by staff.

We had 38 care standards questionnaires (CSQs) completed and returned to us during our inspection. We also had 14 staff questionnaire returned to us. We spoke to one parent via telephone and we received six responses via email. Very positive comments were received from a number of parents and carers. A selection of them included:

- It's an excellent nursery. The staff are attentive and fantastic!
- The staff are keen to communicate with and involve parents in many areas of the nursery
- The staff are all amazing, it feels like one big family!
- My daughter's words say it all "The best nursery in the world"
- I am excited too, we will also get to move to the new build where the service can excel and continue to be outstanding
- The staff all seem excellent
- They are both very happy there the nursery has a warm, welcoming environment with kind, loving staff who nurture the children in their care.
- It's a fantastic nursery and would recommend to close family and friends
- My child has additional support needs. Her keyworker is amazing with her and understands her needs. I am always informed and the staff check in with me to see how we are as a family

- We are kept informed on a daily basis and they are dedicated to providing a safe but fun place for our child to learn.
- I have been involved in parent and staff group meetings, the staff are extremely positive and willing to take on feedback and any ideas you may have
- The early learning unit is an overall amazing nursery school
- Every member of staff you see in the nursery will always greet you, even if you don't know them from your child's room. They have a very friendly environment within the nursery. Also, the office staff are also kind and friendly when you call with any enquiries or details about your child.

Some parents commented on the high turnover of staff and the impact this had on how the service was provided. We found that the service had informed parents and carers of the staffing changes as and when they occurred. They were sensitive to the needs of children and families and had made plans to limit the disruption to children's support and learning experiences from the staffing changes. We discussed the comments with the management team and they advised that they will take these parental concerns forward.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their 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	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Children were nurtured by staff who supported them to make choices and form positive relationships with their peers. Staff knew children well and were able to discuss with us how they had worked together to achieve positive outcomes. Children were encouraged to resolve issues and problem solve with their peers. This had created an inclusive and caring environment with children being mindful of others and able to negotiate. They also embraced having visitors in nursery and involved us in their play.

Personal plans were in place for all children. The information gathered by staff was used to support children with their wellbeing, learning and development. Staff were proactive in tailoring their service to meet children's needs, for example, they had created a quiet space within the 3-5 playroom for times when children needed time to reflect and rest. They worked closely with other agencies to support children and ensure the continuity of care. We were invited to attend a meeting where parents, staff and other agencies working with the family have the opportunity to discuss children's specific support needs and agree how to work together to achieve positive outcomes. We found that this was an inclusive and nurturing time where parents could safely express any concerns, offered support and practical advice.

Children's successes were celebrated throughout the nursery in different ways for example they had a 'Wonderful Wednesday' award where each playroom awarded a certificate and trophy for acts of kindness or personal achievements. This showcased how children were valued and respected by the service.

There had been several changes to the staff team since the last inspection. Both the management team and staff had worked hard to minimise the impact on children during this time. They advised us of the changes and how they took children's needs, routines and existing relationships into account. These changes were found to have a positive impact on the service as a whole. As a new staff team they worked well together and had created a supportive and inclusive environment where everyone's voice was valued and respected. Training was important to the service and new staff were provided with opportunities to attend training that was related to children's specific health and welfare needs. Through our discussions we found that they were confident within their roles, knowledge and skills. They were keen to engage in professional dialogue with us. This highlighted that outcomes for children were important to them.

What the service could do better

We discussed reviewing the paperwork relating to personal plans so that the information was clear, meaningful and concise and adhered to legislation. The service agreed to look at the pace of the day for children to ensure that their engagement in play and learning time in the service was maximised.

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
17 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
8 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent 5 - Very good 6 - Excellent 5 - Very good
22 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 4 - Good 5 - Very good 5 - Very good
19 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed Not assessed Not assessed
16 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
16 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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