

Hyde 'N' Seek Nursery - Bridgeton Day Care of Children

10-18 Redan Street
Bridgeton
Glasgow
G40 2QA

Telephone: 0141 554 9956

Type of inspection:

Unannounced

Completed on:

12 March 2019

Service provided by:

Hyde 'N' Seek Ltd.

Service provider number:

SP2003003510

Service no:

CS2004076067

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.

Hyde 'N' Seek Nursery - Bridgeton is provided by Hyde 'N' Seek Ltd and is located in Glasgow. The children have access to three playrooms; outdoor play areas; and appropriate toilet facilities. The service is currently registered to provide places for 43 children aged between six weeks to children under primary school age. This is broken down into the following age groupings:

12 children - under 2 years

10 children - 2 to under 3 years

21 children - 3 years to those not yet attending primary school.

Included in the aims of the service is:

"To provide a safe, warm, happy, loving environment; To treat all children as individuals; and To promote the development of children's intellectual, physical, social and emotional needs."

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 parents 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 18 questionnaires to give to parents and four parents provided us with feedback by completing our questionnaires.

Children attending on the day of inspection were observed as settled and secure in the care of the staff. They interacted and responded well to the staff caring for them. Positive relationships had developed between staff and the children. We found that the whole staff team were very kind and caring with respectful approaches observed throughout the inspection.

We spoke to a number of parents who shared a number of positive comments, these included they were happy with the transitions into the service; and felt that staff knew their child very well. Parents confirmed they would be confident to approach management and staff if they had any concerns/issues.

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

"Both of my children have attended the nursery and I have been very happy and pleased with both of their development and learning. Throughout their time at nursery both children have built strong relationships with both staff and children within the setting."

"Host of 'events' like going to library, listen to musicians playing instruments, watch pantomime are happening only for the morning session, so if a child attends only pm session it misses all of this kind of activities. Staff should work to spread it accordingly."

"My child has come on great since being in nursery."

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	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Staff welcomed children and their families into the service with positive, friendly relationships observed. Staff were kind and caring, they knew children well and well able to discuss their characteristics and personalities.

Staff were clear and confident about their roles and responsibilities in relation to safeguarding children. They had attended child protection training and confirmed they were aware of their responsibilities in keeping children safe.

Every child had a folder containing interesting photographs, art work and some observations linked to their learning. Care plans were updated and reviewed every six months with parents, these were linked to Getting it Right for Every Child (GIRFEC) well being indicators. Parents were encouraged to identify areas they wish to be taken forward with action points then identified by staff. This resulted in clear, up to date information being available about each child.

The service provided a home cooked lunch, this was recently reviewed with children's comments shared with parents through a display in the hall. The older children self served from each of their tables, with staff sitting with them to offer support and encouragement. This helped to create a relaxed sociable atmosphere.

We found medication was well organised. Appropriate consent forms had been completed and staff shared they were clear in relation to the procedure to be followed if a child required any medication. The manager agreed to ensure staff had easy access to long term medication in order to support a child in the event of an emergency.

Staff spoke enthusiastically about their training, accessing research and best practice and the positive impact this was having on the outcomes for children. A helpful display had been created to share with parents the training staff had attended and the learning they intended to take forward in the playrooms. Staff had also attended training to support leadership roles they had taken on, for example further developing mathematics throughout the service.

The manager, who was recently promoted, had re-introduced staff meetings. Staff confirmed they found these helpful and were able to add to the agenda. The manager agreed to clearly identify action points so these can be discussed at future meetings. This will result in progress being tracked and celebrated.

We found staff recruitment files were well organised, with appropriate information in place to support the decision as to why staff members had been employed. This was in line with best practice. This resulted in staff being appropriately recruited.

What the service could do better

The manager agreed to review and monitor the lunch time experience for children under three years. Consideration should be given as to how the youngest children can be fully included in snack and lunch time, for example through the use of low high chairs, this will result in all children and staff sitting at the same level. The procedure for encouraging independence with children over two years should be further developed to ensure children are not sitting for too long before they get their meal. Appropriate seating should be available for staff to sit with children when having lunch to encourage a calm sociable environment.

Resources should be audited throughout the service to support positive outcomes for children, for example appropriate sleeping resources should be available to support best practice for the youngest children. Resources should be in place to create a rich learning environment throughout the service to promote children's curiosity and sense of wonder.

Due to the layout of the building staff were not able to offer free flow opportunities between indoor and outdoor play for children. We discussed looking at ways to encourage children to share when they want to go outside. Children should be aware of what is going on outside so they can make an informed choice. The manager was keen to take this forward.

There were a number of areas that were discussed in relation to infection prevention, for example the adult toilet in the youngest children's changing area, this does not follow best practice. Children's hand washing should be monitored and reviewed to ensure children were able to wash their hands, for example after they had blown their nose.

We discussed staff having access to additional training, such as outdoor play; and working with children under 3 years, in particular looking at attachment and nurture. We spoke about the number of adults a young child would interact with, for example when having their nappy changed, to initially form a secure attachment thought should be given to the key worker taking this forward. The manager shared an interest to access best practice and research to further investigate and explore this.

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 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
26 Jan 2016	Unannounced	Care and support
		4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate
29 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
29 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
21 Jul 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
30 Jun 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
28 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

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