

# Primrose City Nursery Day Care of Children

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**Type of inspection:**

Unannounced

**Completed on:**

30 August 2018

**Service provided by:**

Alexandra Childcare Limited

**Service provider number:**

SP2017012978

**Service no:**

CS2017359813

## About the service

Primrose City Nursery is provided by Alexander Childcare Limited and is in partnership with Glasgow City Council. The early learning and childcare service registered with the Care Inspectorate on 17 January 2018.

The service is registered to provide a care service to a maximum of 64 children aged from birth to those not yet attending primary school. A condition to ensure that the provider complies with the improvement plan was agreed with the Care Inspector at the date of registration.

The service is situated within the City Park building on the edge of Glasgow city centre and is within walking distance of local shops, parks and amenities. The service comprises of three large open plan playrooms, kitchen, toilets/changing area and office facilities.

The service's vision, values and aims were made available to people who use the service and included:

'Continue to enhance our secure, safe, interesting and interactive learning environment in which children have fun and enjoyment in learning through play; for children to operate as independent learners and thinkers; to listen to children, to encourage them to express their views and to involve them in planning and evaluating their own learning; to create an ethos in which children, staff and parents work actively in partnership to enable all children to realise their full potential; create effective partnerships with the wider community.'

We wrote this report following an unannounced inspection that was carried out by one early years inspector and one early years manager, on Thursday 30 August 2018 between 8.00am and 5.15pm. We gave feedback to the manager and senior nursery practitioner on the day of the inspection.

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. The wellbeing indicators that are essential for children to flourish are: safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI).

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

During our inspection 15 children aged from one year to four years were present. We could see that younger children enjoyed playing with each other and staff during an outing to the local park. They shouted 'go go go' as they slide down the chute and staff provided a helping hand when needed. Older children enjoyed using a range of loose parts play materials, they were imaginative and creative in their play using builders materials to make tunnels and dens within the playroom.

We issued 25 care standards questionnaires to parents and received 10 prior to this inspection. Overall parents agreed they were happy with the quality of care and support provided. One parent commented: 'I am really happy with the nursery.'

We spoke to four parents who were overall complimentary about the welcoming, staff team. One parent informed that the level of communication and feedback they received about their child's needs, learning and development could be better. We looked at communication and have commented within Quality of Management and Leadership.

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's quality insurance systems and have made comment in the Quality of Management and Leadership section, within this report.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

This is the first inspection of Primrose City Nursery since registering with the Care Inspectorate on 17 January 2018. Fifteen children were present on the day of the inspection with numbers gradually increasing.

The manager and staff team had taken forward a whole team approach and had focused on building positive relationships with children, families and each other. We could see that children had formed strong attachments with key staff and were making positive friendships with their peers. This supported the inclusive, nurturing ethos adopted.

Staff knew the needs of children very well and demonstrated a good understanding of personal planning and curriculum planning systems currently being developed. We sampled personal plans and found that staff had gathered and used information provided by parents to support the continuity of care and support for children settling into the nursery. Parents spoken with confirmed that the settling in period was well planned and child centred.

We acknowledge that transition plans, personal plans, curriculum plans and additional support plans were in the early stages of development. The manager was aware of the need to continue to support staff to develop their skills in observing and reporting. This approach will enable staff to clearly set out how they plan to meet, assess and track children's learning achievements, next steps and health and wellbeing needs. The manager should consider how this will be achieved as the number of children in attendance increase. (See recommendation 1).

We observed that children and families received a warm welcome from the caring and nurturing management and staff team. Staff were responsive when attending to children's personal care and support needs and respected their privacy and dignity during nappy changing. We saw children received lots of cuddles, reassurance and praise from staff, throughout the day.

We observed that children had the option to continue their play or eat their lunch during one of two sittings. Staff were very aware of self weaning techniques, they sat with children and provided time, praise and encouragement to help children feed independently or with support when needed. Following discussion the manager agreed to monitor children's lunch time experiences to support babies current routines and to promote leadership and independence skills for older children.

The manager and staff team had participated in child protection training this year, and demonstrated a good knowledge of service policy and local area child protection committee guidance. Staff knew who the child protection co-ordinator was and confidently explained their roles and responsibilities to safe guard children.

We were confident that the provider, manager and staff team had installed a good foundation to promote positive outcomes for children and families as the service develops.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Personal planning systems should clearly set out how staff plan to meet, assess and track the learning, developmental achievements and next steps of each child. The manager should continue to support staff to develop observations and recording skills to meaningfully assess information held in transition plans, personal plans, curriculum plans and additional support plans.

Health and Social Care Standards, My support, my life standards:

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

1.19 My care and support meets my needs and is right for me.

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We observed that children and families were welcomed into the clean and bright playrooms by management and staff. Overall parents spoken with praised the friendly, approachable staff team. We found this was reflected in the welcoming ethos adopted.

We found that the playrooms were well organised and observed that babies and young children had space to crawl and toddle safely, with staff on hand to provide additional support, when needed. Staff had also started to include elements of loose parts play to promote more opportunities for children to extend their curiosity and problem solving skills through imaginative use of every-day objects.

We found that overall hygiene and infection controls relating to the cleaning of the premises, resources and equipment were effective. We discussed and the manager agreed to display the service's current nappy changing procedures and hygiene procedures to maintain a safe, hygienic environment for children. We directed the manager to current best practice guidance Infection Prevention and Control in Childcare Settings (Day Care and Childminding Setting October 2016) to inform staff's practice.

We observed that nine babies were currently being cared for in one large playroom and six children aged two to four years in another playroom. The manager explained that the refurbishment of the building was on-going with plans in place to reconfigure the layout of the premises to provide three playrooms and garden. Plans viewed showed the relocation and layout of the proposed 3 - 5 playroom with toilets and direct access to a new enclosed outdoor area. Internal work to raise the height of the walls to reduce the noise level and provision of two playrooms to care for children aged 0 - 2 and 2 - 3 years.

Following discussion with the manager, we were confident that the refurbishment programme would support and extend the early learning and child care experiences provided for children and babies.

We accompanied children on their daily walk to the local park and observed that staff were vigilant and had assessed hazards on route and prior to children entering the play park. We noted that health and safety risk assessments were in place, however these were not routinely updated to show actions taken to reduce potential and actual hazards identified to ensure the safety of children. (See recommendation 1)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The manager should ensure the safety of children whilst on the premises and when on outings within the wider community. Health and safety risk assessments should be effectively completed to identify actions taken to reduce actual and potential hazards on a day to day basis.

Health and Social Care Standards, My support, my life standards:

5.17 My environment is secure and safe.

3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

3.25 I am helped to feel safe and secure in my local community.

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We acknowledged that staff recruitment and retention was a priority area for improvement. The manager explained that an on-going recruitment programme was in place. This planned to ensure that sufficient numbers of staff are employed to meet the health, wellbeing and safety needs of each child as the service expands.

We carried out a safe recruitment audit and looked at six staffs' recruitment files. We found that recruitment practices were overall in line with current best practice guidance. This was in relation to seeking and reviewing references, completion of application forms, records of skills, experience and where appropriate qualifications and start date. Contracts of employment were currently being reviewed in line with National Guidance relating to pension and salary scales.

We noted that all staff had registered or had applied to register with the SSSC. We discussed the need to establish effective monitoring systems to ensure that newly employed staff complete their SSSC registration within the six month timescale and to support staff to achieve relevant qualifications for registration with the SSSC.

The manager informed that she welcomed the opportunity for staff to gain access to local authority training as part of the partnership agreement. Staff confirmed that a detailed induction programme was undertaken and that they had participated in mandatory training including, Child Protection; Hygiene and infection control; Manual Handling and Fire Marshal to support their practice.

The manager explained that she had started to undertake one to one supervision sessions to assess the training and learning needs of individual staff and to gain a greater awareness of their strengths and experiences.

To support staff's continuous professional development, registration with the SSSC and outcomes for children and families, we highlighted the need to continue to develop a whole team training plan. This should take account of the varying skills, experiences and qualifications of new staff recruited as the service expands. (See recommendation 1)

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The manager should implement a robust staff training programme and staff support and supervision sessions. Systems to extend leadership opportunities should be identified to further support staff's continuous professional development and to support them in their practice.

Health and Social Care Standards, My support, my life Standards:

3.14 I have confidence in the people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

3.15 My needs are met by the right number of people.

4.23 I am confident that people who support and care for me have been appropriately and safely recruited.

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

We found that the manager was committed to developing a whole team approach to promote positive outcomes for children and families, staff and the overall quality of service provision. We acknowledged that formal and informal quality assurance systems were in the early stages of development. The manager was committed to working with the local authority partnership forum to enhance her knowledge of early learning and childcare practices at local and national level and to support the overall quality of service provision.

The manager provided an overview of the service's improvement plan which will be implemented in August 2018 and highlighted service specific and local authority priorities. The manager was motivated to take forward a whole team approach to support improvement and demonstrated a realistic approach to the pace of changes needed.

The manager had a presence in the playrooms and through starting planned staff appraisals and supervision sessions had recognised staff's strengths and when additional support and training was required.

Staff spoken with welcomed the opportunity to reflect on their practice and had started to assess what was working well and how they could improve the learning environment and outcomes for children in line with best practice guidance, 'How good is our early learning and childcare'. The manager was motivated and had led in-house training sessions during staff meetings to support the on-going improvement agenda.

At this early stage we could not fully assess the process taken to monitor identified tasks, timescales and planned actions for improvement during this first seven months of operation. However, we were confident that the manager would continue to engage staff, children and families in establishing meaningful and achievable targets for improvement to support the needs of children and families, staff's continuous professional development and the service as a whole. (See recommendation 1)

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The manager should continue to implement Improvement Plan priorities and establish robust quality assurance systems to meaningfully assess and monitor targets for improvement that enable children to reach their potential and support the overall quality of service provision.

Health and Social Care Standards, My support, my life Standard:

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

4.27 I experience high quality care and support because people have the necessary information and resources.

**Grade:** 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

The provider must make proper provision for the health, welfare and safety of service users. This relates to a condition of registration as discussed and detailed within the registration report.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 (SSI 2011 210) Regulation 4.- (1)(a).

Timescale: immediately upon receipt of this letter.

**This requirement was made on 9 February 2018.**

### Action taken on previous requirement

The service had submitted relevant notifications and variation applications to the Care Inspectorate to comply with current legislation relating to the condition of registration. The service had developed and displayed an Improvement Agenda. This was a working document and provided an overview of timescales and actions planned and taken to improve the provision for the health, welfare and safety of service users, both indoors and out.

**Met - outwith timescales**



## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

This service does not have any prior inspection history or grades.

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