

Healthy Steps Organic Nursery Day Care of Children

c/o The Church of the Good Shepherd
Hillington Road South
Hillington
Glasgow
G52 2AA

Telephone: 0141 882 4038

Type of inspection:
Unannounced

Completed on:
17 February 2020

Service provided by:
Healthy Steps

Service provider number:
SP2006008611

Service no:
CS2006136758

About the service

Healthy Steps Organic Nursery operates from identified accommodation, within the Church of the Good Shepherd, in the Hillington area of Glasgow.

The service is registered to provide a day care service for a maximum of: 6 children between 0 to under 2 years and 27 children between 2 years to those not yet attending primary school. During the operating times the service will have exclusive use of the church hall, ICT room, outdoor area and associated toilets and office space. A secure garden gives children daily opportunities for outdoor play.

The service aims include: "to deliver a childcare service of the highest standards; to provide a curriculum which is well planned and designed to help children achieve their full potential; to provide a safe, caring and happy environment; to value partnerships with parents/carers."

We check services are meeting the principles of 'Getting it right for every child' (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

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We compiled this report following an unannounced inspection carried out by two early learning & childcare inspectors

What people told us

Prior to inspection we issued 11 questionnaires for parents and carers, 8 were completed and returned before the inspection comments from parents included;

"Our boy loves nursery and we could not be any happier with how he's developed and the care provided by all the staff."

"Fantastic nursery. My child loves going here and it's like a 2nd home to her. Even at weekends she asks to go to nursery. Staff are amazing and keep me up to date with everything. Everyone is very friendly. I recommend the nursery to friends."

"I am so happy with (my child's) progress whilst being at Healthy Steps. He seems to be very popular with the other kids and all the staff."

"Nursery staff organized Czech-Polish cultural meeting for parents. That was good as adults had a chance to get to know each other better, create contacts, swap telephone numbers and talk about their children. Everybody enjoyed different snacks and cakes made by mum's. It was well organised and I really enjoyed."

"My child is always excited to see friends and staff each day and doesn't want to always leave, this is due to being outdoor 365 days, interactive activities and personal development put in from all staff."

"Management and staff go over and beyond for my son. Constant outings to science centre, panto's, transport museum, farms my son is always involved in projects that has gave him skills and his vocabulary is fantastic due to the reading activities in nursery. The nursery sends home bags of props to match the books. It's amazing for my son learning the stories. We are always getting involved at the nursery, by going in for World Book Day reading to the kids. The Christmas show was brilliant. Those kids putting on a show like that and it was all down to the staff. We highly recommend this nursery. It's one of the best nurseries in the country. My son was at another nursery for a while and we took him out and put him back to Healthy Steps as the care here is far superior."

"Healthy Steps staff and management have been a fantastic support for my daughter when settling into nursery with a home visit so she could get to know her keyworker on a 1-1, that helped massively to make my daughter happy and secure going to nursery. They had a great day trip to Millport on the bikes which my daughter thoroughly enjoyed. Halloween and Christmas parties were amazing for the whole family and so well thought out from themes to decoration. An outdoor cinema experience we loved it. From the minute we stepped through the door to visit we knew it was a special place and the only downside is my daughter will go to school after the summer and wont go to Healthy Steps anymore. The staff go above and beyond to help with any queries."

"Very pleased with the friendliness and overall level of service. Events hosted by the nursery have been great way to communicate with other parents, we always look forward to them, especially the holiday nativity. Really appreciated the home visit during our little girls settling period. We have never had any problems with the level of care given and would recommend the nursery to anyone in the area."

Self assessment

We did not request a self-assessment as part of this inspection. We viewed the services' internal improvement plan during our inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

We found management and staff to have effectively established a friendly welcoming ethos where children were able to form friendships and have fun. Children had access to rooms that were bright, warm and welcoming. Most environments were set up attractively to provide a choice of resources and activities that children could access independently or with their peers.

Within the 3-5 year old room we observed some very good opportunities to develop children's curiosity, enquiry, creativity skills inside and outside. The development of loose parts resources helped staff to deliver experiences that promoted interest. Literacy and numeracy opportunities were being promoted through

staff creatively developing interesting and engaging areas such as the building site, creative area and outdoors.

Staff understood the importance of fresh air and this meant that children within the 3-5 room had free flow access to the outdoor play area. Children under 3 years of age routinely had access to outdoor and active play throughout the day. Staff ensured all children wore appropriate outdoor wear. This enhanced children's outdoor experiences in all weather and ensured there were no barriers to their chosen play. For example they enjoyed splashing in the puddles, playing in the mud café, climbing on crates and tyres. These experiences also helped children to learn skills to assess and manage hazards and challenges with a variety of resources. This offered various learning opportunities which was being supported by staff who were encouraging children to lead their own learning while supporting their interests.

We observed staff supporting children well in relation to developing relationships, friendships and understanding routines and boundaries. Children's achievements 'Wow' moments were recognised and displayed. Nominated daily helpers and buddy system were encouraging responsibilities and developing children's self-esteem and confidence.

We sampled personal plans that were in place. We found most reflected individual personal outcome focused evaluations of children's learning. Management and staff should continue to monitor and develop personal plans to ensure they capture 'How' staff will support children's health, welfare and safety needs and then link these to the planning, evaluation and observation cycles.

The manager and staff had a good understanding of the importance of safeguarding children. The team received regular child protection training to help them keep children safe and protect them from harm. This approach ensured that children were valued, safe and secure.

What the service could do better

We reviewed the medication storage and templates that the service held for children or had recently administered. We found the service required to update medication, in line with the current health guidance 'Management of Medication in Day care and Childminding Services'. Management should ensure all medication and records are audited and reviewed every 3 months.

We sampled accident and incident records and asked management to audit these to identify common or reoccurring concerns. This should include any actions in relation to the environment, resources and individual children to identify any common patterns, appropriate action should be taken where required.

Management and staff should carry out observations in relation to the environment with focus on under 3 year old provision. Monitoring, reviewing and reflecting will support staff to provide further opportunities to enhance children's experiences.

Access to hand washing facilities within the under 3 year olds rooms should be reviewed. Good hand hygiene and infection control procedures should be monitored and reviewed in line with best practice 'Infection Prevention and Control in Childcare Settings' (Day Care and Childminding Settings) Ensuring good hand hygiene will help reduce the risk and spread of germs throughout the centre safeguarding children and staff. (See Recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management and staff should review infection prevention processes in the under 3 age group to ensure that procedures comply with current guidance with regard to, "Infection Prevention and Control in Childcare Settings".

This is to ensure the environment is consistent with the Health and Social Care Standards which states;

- 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).
- experience high quality care and support because people have the necessary information and resources"(HSCS 4.27)

Complaints

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

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
28 Apr 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
7 Jun 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
20 May 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
21 Dec 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
10 Mar 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
25 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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