

# Bright Starts Nursery Day Care of Children

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**Type of inspection:**  
Unannounced

**Completed on:**  
29 January 2024

**Service provided by:**  
Apple Blossom Children's Nursery Ltd

**Service provider number:**  
SP2010010850

**Service no:**  
CS2010239163

## About the service

Bright Starts Nursery provides a daycare of children service in Inchinnan, Renfrew, and works in partnership with Renfrewshire Council. It is registered to provide a care service to a maximum of:

- 12 children 0 to one year
- 24 children one to two years
- 32 children two to three years
- 32 children three to five years

The nursery is accommodated in a modern, two storey building within a business park. It has an office and reception area, a kitchen, additional multi-use room used mainly as a staff room, and four playrooms each with kitchen, toilet, and cloakroom areas. There are enclosed outdoor areas which are directly accessed from the playrooms on the ground floor. Children have opportunities for outings within the community to local shops, parks, and woodland.

## About the inspection

This was an unannounced inspection which took place on 29 January 2024 between 08:30 and 18:00. We provided feedback to the service at the end of the inspection visit. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with several children using the service
- observed practice and daily life in the service including staff interactions with children
- spoke with families that used the service
- spoke with staff
- received feedback from a Microsoft Forms survey sent to families
- reviewed documentation.

## Key messages

- Children's emotional wellbeing was supported by staff through warm and compassionate interactions.
- The service should continue their work to ensure mealtimes are served in a relaxed and unhurried atmosphere, free from distractions.
- Children had opportunities to develop problem-solving skills and imagination through the use of loose parts play materials.
- Staff should ensure that risky play experiences are assessed to ensure the safety and wellbeing of children.
- Staff supported children's play and learning through their understanding of schematic play.
- The management team were committed to delivering a quality service and supporting improvement through their quality assurance systems and processes.
- Children and families were meaningfully involved and influenced change in the service.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children, and clearly outweighed areas for improvement.

### Quality indicator 1.1: Nurturing care and support

Staff were caring and nurturing towards children. Warm and compassionate interactions supported children's emotional wellbeing. Staff supported children to understand their emotions and provided cuddles and reassurance when needed. Children felt secure, valued and loved as a result. **A parent said, "I love how the staff nurture them and with my oldest daughter having moved up through the different rooms it's great to hear when she has visited other rooms to see staff she has previously built relationships with, friends and even gets to spend time with her younger sister."**

All children had a personal plan that was individual to them. The care planned supported children to feel included and valued. Their needs were well understood by most staff. Plans were regularly reviewed with families. This enabled staff to respond to any changes in a child's life and to agree the care that would support a consistent approach at home and in the service. The quality of personal plans continued to be evaluated and developed to ensure they consistently detailed the individualised care, support, and learning for each child. **A parent said, "All of the staff are so caring and compassionate with each and every child and tailor their learning and development to each individual child's needs."**

Most children experienced a sociable and unhurried mealtime experience. There were good opportunities for children to develop life skills. They were responsible when clearing away their plates and putting food waste in the food bin. The service continued to evaluate mealtime experiences for all children. We would support the service to continue giving consideration to the pace and flow of the session at mealtimes. This will ensure that meals are served in a relaxed and unhurried atmosphere, free from distractions.

Children's sleep routines were safe with good sleep habits promoted. Staff were nurturing and caring as they responded to children's needs. The service should continue to evaluate and develop sleep routines. This will ensure they are flexible to meet the needs of every child.

The service was focused on developing positive relationships with families. Working in partnership supported families to feel valued and listened to. Daily chats, newsletters, and the use of online platforms meant they were informed about what was happening in the service. Having formed good relationships with staff, families felt supported and were able to contact the service at any time. **A parent said, "Caring, friendly, welcoming, listen to, and take into account everything about child."**

Children's health and wellbeing was supported through well managed systems and processes. Staff were clear about their roles and responsibilities in safeguarding children, and medication was managed to a good level.

**Quality indicator 1.3: Play and learning**

Staff had a good understanding of how children learn through their play. A balance of planned and spontaneous experiences supported children to be imaginative and curious. Literacy, language, and numeracy was promoted to a good level. The effective use of loose parts play materials provided children opportunities to develop problem-solving skills and imagination. Children told us about the herbs they had added as they made playdough. They enjoyed the sensory experience and developed the muscles in their hands as they kneaded the dough. Staff were being supported to develop an understanding of the use of effective questioning. This will extend children's experiences bringing breadth and depth to their learning.

**A child said, "Nursery is fun, I have friends."**

Staff understood that children had a right to play and to have fun. Children benefitted from a range of experiences and resources that were suitable for their ages and stages of development. This helped stimulate their natural curiosity and learning to a good level. Staff were being supported to develop their skills and understanding of the use of provocations. This will boost children's engagement in children's play experiences providing open-ended opportunities to explore, wonder, and be creative. **A parent said, "I like all kind of activities prepared by fantastic nursery personnel."**

Staff recognised, celebrated, and shared children's achievements. Floor books and online learning journals were used to share children's progress and development with families. Children's voice was valued and recorded within the floor books, supporting them to feel listened to. Formats, including termly targets and observations, supported staff to identify children's next steps in their development. The service should continue to develop a systematic approach to planning for, recording, and evaluating children's next steps. This will ensure quality play experiences that support children to achieve their potential. **A parent told us what they liked about the service, "Updates on the app about meals/ nappy changes; updates on observations of the child; updates on what they have been doing via photos, and also the daily calendar."**

**How good is our setting?****4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for children, and clearly outweighed areas for improvement.

**Quality indicator 2.2: Children experience high quality facilities**

Children benefitted from an environment that was bright, spacious, and furnished to a good standard. The layout of the playrooms meant there were interesting spaces where children played creatively. Most areas had a calming influence on children due to the mix of natural and sensory lighting. We would encourage the service to evaluate and develop the levels of soft furnishings in the quiet areas to support rest and relaxation. This will promote children's wellbeing. **A parent said, "Areas change regularly and it is always a warm, welcoming environment with the children appearing to be very happy."**

Children enjoyed good quality play experiences. The loose parts and authentic and natural resources created a rich play environment that supported children's interests and imagination. Staff reflected on how children used the areas and changed them so that the resources and experiences were based on children's interests and their engagement. Staff should ensure that risky play experiences are assessed to ensure the safety and wellbeing of children. **A parent said, "What I find very good is that staff regularly bake with the children, and also they regularly have the children outside for play all year round."**

The outdoor spaces had been developed since the last inspection. Children on the ground floor had direct access to the outdoor gardens. This supported their choice of being indoors or outdoors. The play rooms for younger children were situated on the first floor which meant they did not have direct access to the outdoor space. All children had good opportunities to play outdoors across the day. This supported their health and wellbeing. **A parent said, "The new outdoor area has many learning opportunities for the children and allows them to be creative in the outdoor environment."**

Children were accounted for at all times and the environment was safe and secure. Entry systems, monitoring systems, and daily risk assessments showed that staff were responsible in ensuring the safety of children. The service had embraced Care Inspectorate 'Keeping children safe - look, think, act campaign (SIMOA).' This supported discussions with children about staying safe and promoted a safe and secure environment.

The service had taken steps to improve infection prevention and control across the setting. Kitchen areas in the playrooms had been replaced, and deeper cleaning was undertaken at the end of each day. A review of policies, procedures, and monitoring of infection prevention and control measures had taken place with improvements made. This had included improvement to the storage of soiled clothing following reflection around the nappy changing guidance. Hand washing was, in the main, effective and staff were aware of their role and responsibility to keep the environment clean throughout the day. Effective infection prevention and control routines supported children to be healthy and safe. **A parent described the environment as, "Clean, friendly, experienced and approachable fun learning environment."**

## How good is our leadership?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children, and clearly outweighed areas for improvement.

### Quality indicator 3.1: Quality assurance and improvements are led well

The vision, values and aims of the service created a respectful, happy and welcoming ethos. This promoted a positive atmosphere for children to play and learn. The shared vision was to value children and families and to put children at the heart of the service.

The management team was passionate about delivering quality experiences for children and families. Strong leadership was supporting staff to develop confidence and knowledge in their roles. This created a positive culture across the team. Some staff had taken on a lead role. For example, implementing Care Inspectorate's 'Keep Children Safe - Look Think Act campaign (SIMOA).' Staff had opportunities to meet as a team and were committed to their continued professional learning. Training and professional discussion had enabled them to reflect on practice. Positive changes to practice had led to good outcomes for children. **A parent said, "I believe there is a strong sense of leadership within the nursery."**

An ethos of continuous improvement was supported by quality assurance systems and processes. As a partner provider, the service had worked with the Local Authority to develop improvement priorities and the action to be taken. Staff worked together to enhance children's experiences. They were developing their role in raising standards through reflective practice. Staff had recorded reflections and evaluations linked to children's play experiences in the floor books. The management team were committed to identifying areas for improvement through the development of audits and monitoring of children's daily experiences. They recognised that they were on an improvement journey and aimed to ensure improvement was sustained and embedded in practice through the cycle of self-evaluation. **A parent said, "Good leadership. Welcoming well everybody, always here to help if needed and look to give attention to the staff and our kids development."**

Children and families were involved in the development of the service. Their views were actively sought in a variety of ways. We could see the voice of the child through the floor books, and responses from families to questions on a white board outside each playroom. This meant they were meaningfully involved and influenced change in the service. Most families agreed or strongly agreed that they were involved in a meaningful way to help develop the service.

**A parent said, "They constantly seek parental views with boards outside of rooms asking for suggestions/feedback on certain areas. Staff undertake training and this is shared with parents."**

## How good is our staff team?

## 4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children, and clearly outweighed areas for improvement.

### Quality indicator 4.3: Staff deployment

Children and families benefitted from the consistency of a caring and nurturing staff team. Most staff knew children well and delivered a consistent approach in responding to their individual needs. Staff were deployed to ensure a good mix of skills and experience. This helped staff to work as a team. Regular meetings had supported staff to develop positive relationships, and professional dialogue had supported shared reflection. Staff were empowered to grow professionally. **A parent said, "Handing over my children to loving arms allows me to get on with my working life in a way I haven't been able to do in previous child care settings."**

The management team recognised that continuity of care and the availability of the right number of staff was needed to meet children's individual needs. Staff were flexible and communicated well to ensure children were supervised across all areas. This supported children's wellbeing and safety. We asked the service to reflect on transitions, for example, at mealtimes, to ensure the disruption to children's play and learning is minimal.

Staff were recruited effectively and supported well to understand their roles and responsibilities. Induction procedures were enhanced by the use of the National Induction Resource. Consistency of practice helped to support experiences for staff, children and families.

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

### Areas for improvement

#### Previous area for improvement 1

To support children's progress and development, personal plans should be developed.

This is to include:

- a) clear and relevant next steps;
- b) regular opportunities for families to discuss their child's experiences and progress;  
and
- c) reviews of personal plans with families at least once every six months.

**This area for improvement was made on 7 November 2022.**

#### Action taken since then

Personal plans had been developed. They linked to other records including observations within the Family App and floor book. Tracker showed progress. Dates of six monthly review within personal plans. Observations and next steps recorded in Family App. Could include how next steps would be supported and link with planning.

#### Previous area for improvement 2

To support the wellbeing of younger children, the provider should ensure daily opportunities for outdoor play and meaningful experiences.

**This area for improvement was made on 7 November 2022.**

#### Action taken since then

All children had an opportunity to access the outdoor area or a walk in the local community. Outdoor spaces had been developed with spaces for all children. Photographs in floor books showed children's outdoor experiences.

#### Previous area for improvement 3

To provide a clean, pleasant, and safe environment at all times, the provider should ensure the infection prevention and control policy is reviewed and understood by all staff. Staff should have a clear understanding of daily actions for cleaning and infection prevention and control measures. Effective monitoring of cleaning and infection prevention and control should be developed.



**This area for improvement was made on 7 November 2022.**

#### Action taken since then

Policy reviewed and developed accordingly. Cleaner present on a daily basis after nursery closed. Cleaning routines in place for staff. Monitoring of the environment to ensure cleanliness. Observations confirmed the environment was clean and well maintained. Kitchen areas had been developed to prevent vermin having access through holes in the wall.

#### Previous area for improvement 4

To ensure children's safety, recruitment procedures should be reviewed and all relevant checks should be undertaken prior to staff commencing employment.

**This area for improvement was made on 7 November 2022.**

#### Action taken since then

Checked two recruitment files. One trainee and one practitioner. Checklist to enable monitoring of relevant checks. All checks were recorded within the files.

#### Previous area for improvement 5

Staff have undertaken training based on the document 'Infection Prevention and Control in Childcare Settings.' Cleaning has been enhanced and audits have been carried out within rooms. Cleaning checklists have been put in place along with planned monitoring.

**This area for improvement was made on 7 December 2022.**

#### Action taken since then

Training completed by staff using good practice guidance. Audits undertaken by management team. Training needs analysis advised to ensure an audit of training staff have and need to meet the health and wellbeing of children.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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