

# Smiley Stars Nursery - Mansewood Day Care of Children

15 Hillside Road  
Manswood  
Glasgow  
G43 1DB

Telephone: 0141 649 6335

**Type of inspection:**  
Unannounced

**Completed on:**  
20 March 2024

**Service provided by:**  
Nerlana Ltd

**Service provider number:**  
SP2010010892

**Service no:**  
CS2018363139

## About the service

Smiley Stars Nursery - Mansewood is located in the southside of Glasgow. Care is provided from a large detached property with substantial outdoor play areas. The service is registered to provide care to a maximum of 71 children aged from birth to those not yet attending primary school.

The service is conveniently located close to public transport links, schools, nurseries, shops and green spaces.

## About the inspection

This was an unannounced inspection which took place on 19 and 20 March 2024. 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, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with children using the service
- received electronic feedback from 50 parents and carers whose children attended the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Children were cared for by staff who were kind and nurturing in their approach.
- Facilities for children to play and learning outdoors were a major strength of the service.
- The service needs to review how they use available space for children aged 3-5.
- The provider should support the manager to plan the deployment of staff effectively.

## 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?	3 - Adequate

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 both key questions as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

### Quality indicator 1.1: Nurturing care and support

All children experienced warm, caring, and nurturing interactions from staff. Most children were happy, settled, and confident. Staff were responsive to children's cues and requests, cuddling and comforting children.

Staff knew children and their families well. Families were welcomed into the service as they dropped off and collected their children. This assisted with building relationships and maintaining open communication. Parents and carers told us that they felt looked after and cared for by the team. Parents and carers who provided feedback shared positive comments about the care their children received from the staff team. Some of their comments included:

"Staff are all lovely and really do care about the children and the children learn so much." and "The staff genuinely care about the children, and I feel they go above and beyond in the care they provide."

Personal plans were in place for all children and contained the relevant information to allow staff to meet children's individual needs. Plans were regularly updated on the service's online digital platform. Where children required additional support strategies to support their care, learning and development these were recorded within their personal plans. The service had made useful links with other professionals who were supporting children, such as health visitors and speech and language therapists. Information between professionals was shared and used to plan next steps for children. This meant that children received the right kind of support at the right time.

Staff were aware of children's medical and health needs. Children who required medication received it in a safe and dignified way. Medication was stored safely and regularly audited to ensure that it was still required and that the signs and symptoms children would display if they required medication had not changed. These robust processes and procedures helped to keep children healthy and safe.

The service employed a cook to prepare meals and snacks for children. We observed children over lunchtime. We found that mealtimes were unhurried and a sociable experience for children. Older children were confident in self-serving and had opportunities for this through pouring their own drinks and serving food from serving dishes. Some parents who provided feedback raised concerns about the quality of the meals provided, additionally some felt that menus were repetitive. Having sampled menus we agreed that more work could be done to improve the nutritional value of the meals provided and avoid repetition. We discussed this with the provider, operations manager and the manager who agreed to involve parents and children and carry out a further review of menus.

Staff were trained and clear about their roles about safeguarding and protecting children. They understood the policies and procedures that were in place. This contributed to the health, safety and wellbeing of children who attended the service.

### Quality indicator 1.3: Play and learning

Children were happy, engaged and having fun at nursery. They experienced a mix of planned and child led experiences. We observed occasions where children had the confidence to lead and direct their own play and learning. Staff should continue to explore and build confidence in supporting children to direct their own play and learning. We saw some examples, particularly through creative arts, where experiences were very adult led. We pointed out to the manager where children's art work was identical. This highlighted that the experience had not enabled children to explore resources and be creative in their learning.

On the first day of our inspection, we noted that resources and experiences available to children indoors were limited. There was a lack of sensory and creative resources readily available for children to explore and experiment with. Children had more opportunities to explore and be creative outdoors. In order to enrich children's play and learning the manager should monitor and support staff to provide a well-resourced, natural, and stimulating indoor environment.

Staff took a holistic approach to planning children's learning. Children were consulted about their interests and what they wanted to learn about. Planning and tracking for children's learning was individualised to support children's individual needs and stages of development. Meaningful observations and possible next steps for learning were recorded and shared with parents and carers on the service's online digital platform. Parents and carers who provided feedback shared positive comments about the care of their children's play and learning. Some of their comments included:

"Team are brilliant at offering a range of activities that interest my child, and I've really seen my child's numerical and literacy skills develop in the few months they've been there. My child has loved the Show & Tell that's been introduced and it's really sparked an interest in nursery friends (and their toys!)" and "Each day they do different activities which are documented on the app, and which seem appropriate for his age. I love this about the nursery."

### How good is our setting?

**4 - Good**

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

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

The service provided a home from home comfortable environment for children. Children were cared for in rooms according to their age and developmental stages. Younger children who were looked after downstairs benefitted from the security of large playrooms where they could play, learn and rest comfortably. Upstairs older children were cared for across three different playrooms. These playrooms varied in size and quality of experience. Children who were in the smallest of the rooms did not have the same exposure to varied experiences. The manager explained that children have opportunities to explore all three rooms throughout the day. We asked the manager and provider to consider and review the use of space upstairs. The manager agreed to consider this.

Keeping children, families and staff safe was a priority to the service. Entry to the service was via a secure buzzer entry system. Parents electronically signed their children in and out of the service, as did staff and visitors. This meant that managers had an overview of who was in the service at any given time. As an added security measure CCTV cameras were installed in all playrooms and corridors and monitored in the manager's office. The use of CCTV was lawful, fair, and proportionate.

A CCTV policy was in place and shared with all staff and families. This meant CCTV was used to support safe, effective, and compassionate care for children.

The outdoor environment was a particular strength of the service. Each room had their own dedicated outdoor space where children could play safely. During our two day visits we observed children of all ages benefitting from outdoor play. Some parents who provided comment told us that they felt their children did not benefit from outdoor play daily and that outdoor play was more frequent in the summer months. Staff should ensure that all children have access to outdoor play and learning daily.

Overall, the service had effective procedures in place to minimise the spread of infection. The environment was observed to be clean and well maintained. The provider employed two part time housekeepers to clean and replenish items such as paper towels and soap. We observed children and staff carrying out effective hand washing practices at key points throughout our visit. We did however raise minor issues around the prevention of the spread of infection. For example we noted children's cereal stored in general cupboard with other items and children's nappy cream not being stored in accordance with best practice guidance. Both issues were addressed at the time of inspection.

## How good is our leadership?

4 - Good

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

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

The manager was very experienced and committed to developing and improving the service. She was well supported by the provider and operations manager. They met regularly and worked closely together to reflect and plan future developments of the service. They shared the same values and aspirations for the service and children and families who used the service.

The service had recently reviewed and developed their vision value and aims. We could see how the manager had sought opinions of staff and parents about the setting's vision value and aims. Gathering people's views helped to ensure that what was important to them was captured within the service's vision values and aims and reflected in the service provided.

Parental engagement was important to the service , they valued the contribution that parents could make and respected their opinions. Parents were able to get involved in stay and play sessions, coming in to talk to children about their jobs, reading to children during world day/week.

We received feedback from 50 parents or carers whose children used the service. Forty eight of these respondents told us that they felt involved and included in the service. We could see how parents were consulted about the day-to-day life of the service such as menus and transitions and how their opinions influenced change.

The manager had a good understanding of self-evaluation and the need to involve staff in this in order to support them to be reflective. The manager had shared the quality framework with staff and was using this as a tool to identify how the service was performing under each of the quality indicators. This helped staff understand the improvement priorities of the service. The manager collected data and information from staff responses in order to create an overarching action plan of priorities.

**How good is our staff team?****3 - Adequate**

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

**Quality indicator 4.3: Staff Deployment**

Staff were kind, caring and respectful of children and families. They were happy at their work and told us that they supported one another well and had good working relationships with each other. Staff were motivated to continue to develop their own skills and knowledge through a programme of continuous training.

Parents and carers who provided feedback spoke very positively about the staff team, and how they cared for their children. Some of their comments included:

"Friendly staff and my child really enjoys herself. Very secure and well organised." and "Friendly staff who genuinely care about the kids".

The service had undergone a period of transition with a number of staff leaving. The provider and manager shared with us the challenges of recruiting new staff. On the day of our inspection visit a member of staff from one of the provider's other nurseries were required to cover absence to ensure that minimum ratios were met.

At times staff were unable to meet the individual needs of children. We observed occasions where staff were very task focused and as a result children were not always supervised appropriately. We highlighted to staff occasions where lack of supervision may have resulted in harm or injury to children. We shared our observations with the provider and manager who assured us that a more robust system for monitoring staff practice would be carried out.

Staff breaks were not always planned well. To allow staff time to have a break, staff from other rooms covered. This meant that staff did not always know children well. We asked the manager to think about the number of adults that became involved in children's care on a day-to-day basis. In order to ensure that children receive continuous, quality care the manager should review how staff breaks and deployment of staff is planned. See requirement 1 below.

**Requirements**

1. By 1 June 2024, the provider must ensure that children's needs are being met at all times.

In order to achieve this, the provider must ensure that there is sufficient staff deployed in each of the nursery playrooms to meet the individual needs of all children. They must ensure that children are supervised at all times and that staff breaks and rotas are planned in such a way that children receive continuity of care

This is in order to comply with Regulations 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI/2011/210) Make proper provision for the health, welfare and safety of service users.

This is to ensure care and support is consistent with Health and Social Care Standards, which state that: "My needs are met by the right number of staff" (HSCS 3.15), "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11), and "I am supported and cared for by people I know so that I experience consistency and continuity" (HSCS 4.16).

## 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?	3 - Adequate
4.3 Staff deployment	3 - Adequate

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.