

# Crookston Early Years Centre

## Day Care of Children

Crookston Castle Campus  
Glenside Avenue  
Glasgow  
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Telephone: 01418 836 094

**Type of inspection:**  
Unannounced

**Completed on:**  
6 February 2024

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2008179196

## About the service

Crookston Early Years Centre is provided by Glasgow City Council. The nursery is registered to provide a care service to a maximum of 64 children not yet attending primary school at any one time.

The service recently had a serious incident where a child was able to leave the service unsupervised. As part of our inspection we assessed the actions taken by the service to ensure the health, safety and wellbeing of children.

The service is located in the south of Glasgow close to local amenities such as parks and shops. The children are accommodated within large playrooms and have direct access to a large outdoor area.

## About the inspection

This was an unannounced inspection which took place on 5 and 6 February 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
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

## Key messages

- Children were happy and confident in the setting
- Staff knew children well and provided the support and care they needed in a nurturing way
- Children had access to a variety of learning opportunities outdoor
- Staff worked well as a team and had good communication
- The management team were friendly, visible and engaged well with the inspection process
- Management should make improvements to infection prevention and control procedures
- Management should audit and monitor children's records to best meet children's needs

## 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/people and clearly outweighed areas for improvement.

### Quality indicator 1.1: Nurturing care and support

Staff were warm, kind and nurturing in their approach with children and knew the children well. Children were happy and confident within the setting and obvious friendships had been formed. Children were affectionate with staff and engaged well with them. One parent commented, 'The staff are all very friendly and welcoming. I feel confident leaving my child in their care'.

Children's personal care needs were carried out in a discreet manner which supported their privacy and dignity. Children's sleep routines were in line with their needs and parental wishes.

Meal times were an unhurried and sociable experience. We saw that children were given some opportunities for self-serving and this could have been extended, particularly for older children. Some staff were task oriented and were not sitting with children throughout the meal. Management shared with us that they were continuing to review the lunch experience for children and had only recently introduced a new routine. We discussed with management the importance of lunch being a social experience where children can develop life skills and independence.

Personal plans were in place for all children and the information contained within them helped staff to understand their needs. We spoke to management about ensuring that plans were regularly updated so that children's current needs were met. Plans for children with additional support needs contained strategies to support them and included support from other professionals. This meant they were receiving care which met their identified needs.

Staff worked alongside other services to develop strategies to help meet the needs of children and families within the setting. The service maintained links with outside agencies, such as Glasgow Helps and One Parent Families Scotland, to provide a family support approach which benefitted children and families using the service. The nursery used a variety of programs, such as Making Thinking Visible and Promoting Alternative Thinking Strategies, to develop children's health and well being through understanding their emotions. These programs also helped children to build resilience and express themselves with confidence.

We reviewed the procedures for storing and administering medication. While medication was stored safely away from children there were some areas for development. This had been a previous area for improvement and has now been reworded, **see key question 3, area for improvement 1**.

**Quality indicator 1.3: Play and learning**

Children were observed to be having fun and were fully engaged in their play and learning. They benefitted from a balance of planned and spontaneous activities. Children had the opportunity to lead their own play and learning with support from staff. One parent commented, 'The nursery staff take time to listen to my son's interests and use these to create exciting play and learning experiences'.

A variety of play experiences helped to develop children's imagination and curiosity. Skilled interactions and questioning by staff promoted children's language, numeracy and literacy skills. Older children had been learning Makaton and were confident in displaying this skill.

Staff planned for children based on their observation's and children's interests. Observations helped staff to understand children's progress and achievements. Tracking of children's development was in place but was not consistent for all children. Management agreed that they would continue to monitor and help staff to develop their skills in this area to ensure children's play and learning needs were met. The service was in the process to moving to a digital platform which would help share children's progress with parents which would help to make them more involved in their children's learning.

All children under three years old accessed the outdoors during our inspection. The outdoor space lacked stimulating resources which would have developed children's risky play and learning experiences. Staff commented that they felt there was a lack of resources for children outdoors. We discussed with management that they should develop the outdoor play experience and resources for children. Older children were limited in their access to outdoors. They had direct access to outdoors, however a free flow experience was not available. A free flow system would support children's right to play and allow them to choose where they wanted to play and learn.

## 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 setting was warm, bright and welcoming. Children were cared for in rooms which were spacious with ample space for their needs. All rooms had direct access to a safe and secure outdoor area. One parent commented, 'My children love engaging in all areas of the nursery'.

Playrooms were comfortably furnished and had cosy areas for children to relax and rest. The resources available were appropriate to children's needs and stages of development. The playrooms and outdoors would benefit from more resources which support children's interests and needs. Staff shared with us that they felt that more suitable resources would help them better meet children's needs.

Staff ensured that children were accounted for at all times and used a register and white board to note when children left and entered the service. Staff were aware of potential risks and worked together to remove these. Risk assessments were in place which helped to ensure children were cared for in a safe environment. The service recently had a serious incident where a child was able to leave the service unsupervised. Mitigations had been put in place to reduce the risk of this happening again. Management should continue to monitor and risk assess the environments to ensure the safety of children using the service.

We reviewed the infection prevention and control procedures and found some areas for development. Children were encouraged to wash their hands before and after snack. However, the toilets and changing area for older children were untidy and had potential risks to children's health and safety. We discussed with management that any clothing and personal care items within the changing area should be stored within sealed containers to reduce these risks, **see area for improvement 1**.

### Areas for improvement

1. To support children's health and wellbeing, improvements should be made to the infection, prevention and control procedures. The manager should ensure that personal care and clothing items are stored in line with best practice guidance within toilet and changing room areas.

**This is to ensure care and support is consistent with Health and Social Care Standards, which state: 'My environment is secure and safe' (HSCS 5.17).**

**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 improvement are led well**

The management team were welcoming, approachable and engaged well with the inspection process. Parents shared with us that they found management to be supportive. One parent commented, 'I think with the help from the staff especially the head teacher with my concerns about my child have been brilliant'.

A service improvement plan was in place which identified strengths and areas for improvement within the service. This had been developed in partnership with staff. As part of the quality assurance process staff had evaluated the service which helped to develop the areas of priority for the improvement plan. We discussed with management that parents and children should be more involved in the quality assurance and improvement of the service. This would help give them a feeling of belonging and an understanding of the improvement focus for the setting.

Regular room meetings gave staff the opportunity to discuss any issues and share information regarding children within each room. Staff had leadership roles which helped them to develop their skills and responsibility within the service. One to one staff appraisals with management helped to identify staff training needs and gave them the opportunity to reflect on their practice.

We reviewed the monitoring and auditing procedures within the service. These should be implemented by management to ensure that care plans are updated regularly and the storage and administration of medication is carried out in line with best practice guidance, **see area for improvement 1**.

The service worked collaboratively with other professionals to support children and meet their needs. Feedback from other professionals was positive and they highlighted the good working relationship and communication they had with the service. They highlighted the important role the service played in helping them to create and maintain relationships with families. One person commented, 'The nursery have been a welcomed presence at all professional meetings and send regular updates'. Working with outside agencies helped staff to develop strategies to give children the care and support they needed.

**Areas for improvement**

1. To support quality assurance procedures within the service and to ensure that children are cared for in a way that reflects their individual needs and rights the manager should, at a minimum:

- a) ensure a robust system is in place to ensure that medication is being effectively monitored, audited and recorded in line with best practice.
- b) monitor, review and audit personal care plans to ensure they are reflective of children's current needs.

**This is to ensure the service complies with the Health and Social Care Standards (HSCS) which state:**  
**"I benefit from a culture of continuous improvement, with the organisation having robust and**

transparent quality assurance processes." (HSCS 4.19) and 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

**How good is our staff team?****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 4.3: Staff deployment**

During our inspection we observed that there were enough staff to meet ratios and the needs of the children. We acknowledged that there had been staff changes recently and staff absences had impacted upon the continuity of care for the children. Management were sometimes required to cover for staff on the floor to ensure children's needs were met. The provider had made the decision to cap the number of children in the baby room and had previously reduced the hours of service to reduce the impact of staff absences. Support for learning workers were employed to ensure enough staff were available during lunchtimes and busier times of the day to support children.

Staff communicated well with each other when moving areas or when children were moving between areas. Staff were vigilant of children and recorded when children were entering and leaving the service. This helped to ensure children's safety in the setting. Staff were responsible for identified areas within rooms and were responsible for experiences in these areas. This meant that there were a variety of play and learning opportunities for children to participate in throughout the day. Staff managed the environments well and ensured that children were accounted for and engaged in play.

Staff told us that they felt one of the strengths of the service was the team they had and the support they offered each other. One staff member commented, 'The staff have good communication skills and work well together, supporting each other throughout the working day and at times support is always there'. A parent told us, 'Brilliant team. Warm, welcoming, approachable. I feel they are all invested in my children and are positive influences in their lives'.

The service benefitted from a mix of skills and experience within the staff team which meant that children were able to receive a variety of play and learning experiences.

## 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

The provider should ensure sufficient numbers of staff are deployed throughout the day and over the course of the week to meet the health, wellbeing and safety needs of individual children. Consideration should be given to the lunch time period to ensure the routines and individual needs of babies/younger children are met, and older children have opportunities to develop independence skills and social skills within a safe and nurturing environment. We signposted the manager to current best practice guidance, 'Setting the Table' and 'Building the Ambition'.

**This is to ensure care and support is consistent with Health and Social Care Standards, My support, my life Standards:**

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

1.35 I can enjoy an unhurried snack and meal times in as relaxed an atmosphere as possible.

1.36 If I wish, I can share snacks and meals alongside other people using and working in the service as appropriate.

**This area for improvement was made on 26 September 2018.**

#### Action taken since then

When reviewing this area for improvement we found the following information.

There was enough staff to meet ratio's and children's needs. The lunch time experience was positive for younger children. There were missed opportunities to develop independence but management and staff were aware of this and children had begun with some self serving opportunities.

**This area for improvement has been met.**

#### Previous area for improvement 2

The provider should ensure the health, wellbeing and safety of children who required medication to be administered or stored within the service. Parents should be informed of the service's policy and procedures and a robust risk assessment should be implemented in relation to the safe storage of medication. In line with best practice an up to date audit of medication held in the centre should be maintained - NHS Management of Medication in day care and child minding services.

**This is to ensure care and support is consistent with Health and Social Care Standards, My support, my life Standards:**

1.13 I am assessed by a qualified person, who involves other people and professionals as required.

1.14 My future care and support needs are anticipated as part of my assessment.

1.24 Any treatment or intervention that I experience is safe and effective.

This area for improvement was made on 26 September 2018.

#### Action taken since then

When reviewing this area for improvement we found the following:

- Administration and storing of medication procedures were shared with parents
- Medication was stored safely away from children
- Medication forms needed more information to be in line with best practice guidance
- Medication was not audited in line with best practice guidance.

**This area for improvement has not been met and has been reworded, see key question 3, area for improvement 1.**

#### Previous area for improvement 3

The provider should ensure that a qualified first aider is available on the premises at all times to ensure the health, wellbeing and safety of children.

**This is to ensure care and support is consistent with Health and Social Care Standards, My support, my life Standards:**

**1.13 I am assessed by a qualified person, who involves other people and professionals as required.**

**1.14 My future care and support needs are anticipated as part of my assessment.**

**1.24 Any treatment or intervention that I experience is safe and effective.**

This area for improvement was made on 26 September 2018.

#### Action taken since then

When reviewing this area for improvement we found the following information. There was an identified first aider in service. All of the management team have had first aid training, ensuring there was always someone on the premises who was first aid trained.

Training for all other staff was due for renewal later this year and has been sourced.

**This area for improvement has been met.**

#### Previous area for improvement 4

To ensure that children experience high quality care and support the manager should ensure where a specific need is identified staff are supported in the following:

The care plan details how the child will be supported. Build a competent picture of events by recording appropriate observations to inform decision-making. Strategies are put in place and the service continues to support and monitor the child. Identify all professionals involved in the process and ensure a coordinated approach is established.

**This is to ensure care and support is consistent with Health and Social Care Standard 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 3 of 4 choices.**

This area for improvement was made on 14 September 2023.

#### Action taken since then

When reviewing this area for improvement we found that care plans were in place for all children. Strategies for children with additional support needs had been identified with support from other

professionals. Observations were recorded regularly.

**This area for improvement has been met.**

## Previous area for improvement 5

Management and staff to ensure when concerns are being raised, service users are provided with a clear response and reassurance as to the action being taken.

**This is to ensure care and support is consistent with Health and Social Care Standard 4.23: I use a service and organisation that are well led and managed.**

**This area for improvement was made on 17 October 2023.**

### Action taken since then

When reviewing this area for improvement we found that when an incident occurs management contact parents and hold meetings with them to discuss the incident. Management will now keep records of these conversations.

**This area for improvement has been met.**

## Previous area for improvement 6

Management and staff to ensure accident/incidents records are completed, signed by parents/carers, and provide action taken in accordance with national and local guidance.

**This is to ensure care and support is consistent with Health and Social Care Standard 4.23: I use a service and organisation that are well led and managed.**

**This area for improvement was made on 17 October 2023.**

### Action taken since then

When reviewing this area for improvement we found that accident and incident records were being completed and signed by parents/carers.

**This area for improvement has been met.**

## Previous area for improvement 7

Management and staff to ensure parents/carers are provided with clear strategies as to the action that will be taken to ensure a safe and secure environment is provided for their child.

**This is to ensure care and support is consistent with the Health and Social Care Standards, which state that as a child I use a service and organisation that are well led and managed. (HSCS 4.23)**

**This area for improvement was made on 18 October 2023.**

### Action taken since then

When reviewing this area for improvement we found that a risk assessment had been created by staff for children with identified needs. Strategies for support were recorded to ensure safe environment. Strategies were put in place to mitigate issues and there was a policy for incidents occurring.

**This area for improvement has been met.**

## Complaints

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

## 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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