

Courtney @ FAST Coatbridge Day Care of Children

St. Augustine's Community Hall
12 Dundyvan Road
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Telephone: 07933219804

Type of inspection:
Unannounced

Completed on:
7 November 2024

Service provided by:
Courtney McAteer

Service provider number:
SP2021000096

Service no:
CS2022000043

About the service

The service is provided by an individual provider and is registered to provide care to a maximum of 40 children aged between four years and 12 years, at any one time.

The service is provided from St. Augustine's Community Hall, in the Coatbridge area of North Lanarkshire. Children have use of a large hall and a grassed area within the church grounds to play outside.

The service is close to local schools and amenities. At the time of the inspection, children were collected from local schools and the children either walked, or were transported by car or mini bus to the service.

About the inspection

This was an unannounced inspection which took place on on the 31 October and 7 November 2024. The inspection was carried out by one inspector 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 a small group of children
- gathered feedback from five families of children using the service
- spoke with three staff and management
- observed staff practice and children's experiences
- reviewed documents.

Key messages

- Children were happy and confident, they had fun playing with their friends and the staff.
- Staff interactions with children were caring, kind and respectful.
- Parents were happy with the care and support their child received and thought the service was well managed.
- School collections were well organised and appropriate measures were in place to keep children safe.
- Children's personal plans could be further enhanced by having more information on what matters to the child and how they planned to support children's needs, wishes and choices
- The service would benefit from further training and development in self evaluation and planning for improvements.

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 indicators 1.1 Nurturing care and support

Children were happy and very confident with the daily routine. When staff collected children from school until parents arrived to take them home, children were busy playing. The service was full of happy children. When asked, most children said they liked attending the service, a few did gesture it was ok. However, when asked how the service could be improved they made no suggestions. Children told us what they liked about the service 'I can play with my friends and have lots of fun doing different activities', another shared 'Seeing friends, playing computer games, the leaders and making dens.' and another 'All the activities we do, and I love the staff.'

Children confidently talked with staff about their day, some children gave staff cuddles when they collected them from school, they were pleased to see them. Children played independently, although staff stayed close by to help children, if needed. For example, to help problem solving tasks or to give reassurance.

Children were comfortable in staffs' company and interactions between them were caring and kind. They routinely invited staff to play with them. Communications between the children and staff were relaxed. Staff were skilled at holding discussions with children to meet and support their interests and needs. Staff were also skilled in knowing when to interact, giving children space to play without adult intervention.

Each child had a personal learning plan that contained some information on children's interests and needs. However, these plans could be further enhanced to include more detail about children's needs and how staff planned to support what matters to the child. The staff could also consider how children can be more involved in their plan. For example, for children able to agree plans for staff to implement.

Quality Indicator 1.3 Play and learning

The daily routine was calm and relaxed. School collections were well organised and when children arrived at the service they were keen to have a snack and play.

Play experiences were set up for children when they arrived to inspire their creativity and natural curiosity for play. Staff explained through regular discussions and knowing children's interests they would select the daily experiences. Staff and children confirmed that these could be changed on request. For example, on the day of our inspection the children requested to go to the local park, which staff organised. Children told us they were happy with the play on offer, most children told us they like making things and some said they would like to do more baking.

Children were provided with a range of play experiences each day. The play on offer supported children's learning needs. Some children enjoyed learning how things worked, for example by doing various science experiments, others enjoyed problem solving using construction materials whilst some preferred more sensory play. The staff ensured they provided play and learning for all the children.

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

The service is provided from a large hall, on the first floor of a church community hall which they had sole use of, during operational hours. Children had access to a grassed area in the grounds of the hall, for outdoor play. However, children preferred to visit the local parks, as they provided better play experiences.

The main hall had lots of windows that provided natural light and it was well heated and ventilated. We discussed the possibility of adding more soft furnishings and cosy areas, and the possibility of softer lighting. This was to support children's needs when they wanted to relax or chill out.

The premises was clean and tidy, and a recently installed new kitchen provided a suitable space for food preparation. The staff monitored the premises throughout the session to keep areas clean and ready for use. We observed children and staff washing their hands before meals however, not after eating. Good hand hygiene should be followed at all times, to reduce the risk of spreading infection.

Since the last inspection, there had been some improvements to the premises. A new secure entry system was in place, at the entrance to the main hall, and additional security at the rear exit. In addition, staff used walkie talkies to keep in contact, if in different locations. Staff were vigilant about children's safety inside and outside of the premises.

Staff monitored the entrance and welcomed parents into the service to collect their children. At the end of the session, staff and parents had meaningful discussions about the children's care, play and learning. Parents told us that they had positive relationships with staff. Parents comments included that staff were always friendly and kept them informed, they were very friendly and keen to chat and were approachable having good knowledge about the children and their needs.

Overall the premises were welcoming, well maintained and provided a space for children to play and learn through a wide range of experiences. Children had access to a good range of toys and play experiences meeting their needs, wishes and choices.

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 improvement are led well

The service was being well managed. The management had grown in confidence and had further developed quality assurance systems to ensure the service was following good practice guidance. As a result, the areas for improvement made at the last inspection had been addressed, for example, the management of medication now followed good practice guidance.

Meaningful systems were in place to identify some aspects of how well the service was doing. The provider consulted with parents, children and staff to gather their views. To further enhance the use of self evaluation, the provider should consider using the care inspectorate quality framework and self evaluation guidance tools. This would widen the scope of the aspects being evaluated. More information can be found on the care inspectorate hub.

Staff appraisals and additional monitoring had been developed to support staff training and development. This helped staff to reflect more on how to make best use of their new learning. Staff commitment to further enhancing their skills and knowledge was evident, they were in a good position to use their learning from childcare qualifications to further enhance the service. For example, using their knowledge of child development to write children's personal learning plans.

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 assurance 4.3 Staff deployment

Staff were well organised and communicated well to ensure that they were deployed appropriately during school collections and when back at base. To promote continuity for children, designated staff collected from each school. However, all children knew all staff, in case of any changes.

Daily, staff discussed the school collections, play experiences on offer and daily tasks. They also continued to interact throughout the session to ensure they met the needs of the children. Staff were well informed and worked well together to provide quality outcomes for the children.

Staff shared tasks and supported each other by sharing new information and skills. Staff were progressing well with training and development, to gain childcare qualifications. Staff recognised the need to work in partnership, consult with children and to develop their skills and knowledge. Staff demonstrated an eagerness to learn and improve their practice.

Staff were happy in their roles and felt supported by each other and management. They recognised the importance of creating a welcoming and friendly environment for children to play and learn.

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 health and wellbeing, the provider should ensure robust quality assurance systems are in place. This should include, but not be limited to:

- monitoring good practice guidance for administration of medication is followed
- appropriate safety measures are in place for children playing outdoors
- good hand hygiene is being followed.

This is to ensure that the care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'I experience high quality care and support based on relevant guidance and best practice' (HSCS 4.11) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 25 April 2023.

Action taken since then

The service had reviewed the procedures for medication, hand hygiene and outdoor play. The changes implemented confirmed the service had met the area for improvement needed to ensure they were implementing good practice and these were maintained. The manager had grown in confidence and was ensuring robust monitoring was in place. **As a result, this area for improvement has been met.**

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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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