

# Little Stars Hillington Day Care of Children

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Hillington Park  
Glasgow  
G52 4LY

Telephone: 01415 704 080

**Type of inspection:**  
Unannounced

**Completed on:**  
30 January 2025

**Service provided by:**  
Little Stars (Stirling) Limited

**Service provider number:**  
SP2011011652

**Service no:**  
CS2013319493

## About the service

Little Stars Hillington is registered to provide care to a maximum of 78 children aged from birth to not yet attending primary school:

- 18 babies under 2 years. (Children to be cared for in groups of no more than 9 children)
- 20 children 2 to 3 years.
- 40 children 3 years to those not yet attending school.

Any other conditions unique to the service:

2. The care service will operate Monday to Friday 7.00am to 7.00pm.

The service is located in Hillington, Renfrewshire. It is part of the Little Stars (Stirling) Limited group and is one of five services operated by the provider.

Accommodation for children comprises of three playrooms for children under two, two to three and three to five. There is a large garden area which has been divided to create areas for all children to use.

## About the inspection

This was an unannounced follow up inspection which took place on Thursday 30 January 2025. This inspection focused on the requirements made during the previous inspection on Monday 5 August 2024 and evaluated how the service had addressed these to improve best outcomes for children.

The inspection was carried out by two early learning and childcare 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 and observed children using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Following the last inspection, we made two requirements and eight areas for improvement.
- The service have made sufficient progress to meet the two requirements.
- We can begin to see improvements and acknowledged management and staff were working well together to improve outcomes for children and families.
- We did not evaluate any of the areas for improvement at this inspection, therefore they will all continue.

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

### Requirements

#### Requirement 1

By 4 October 2024, the provider must evidence a quality assurance plan to ensure that the service is operating within the agreed conditions of registration as detailed below.

To do this, the plan should include, at a minimum:

1. Ensure staff in the baby room respond appropriately and are aware of children's individual needs so no child experiences hunger or are upset or distressed for long periods of time.
2. Ensure children are cared for in smaller groups of no more than 9 children with continuity of keyworkers.
3. The layout of the room is reconsidered to create 2 separate sleep areas.
4. There is an additional senior post created to ensure effective monitoring of children's individual care.
5. Ensure both indoor and outdoor spaces are in regular use and children's experiences are planned effectively in smaller groups.

This is to comply with Regulation 4(1)(a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) with Regulation 3 (Principles) of the Social Care and Social Work Improvement Scotland Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'As a child or young person I feel valued, loved and secure' (HSCS 3.10) and 'My care and support meets my needs and is right for me.' (HSCS 1.19)

**This requirement was made on 5 August 2024.**

## Action taken on previous requirement

The service had made several improvements through implementing a quality assurance plan to ensure they are operating within the agreed conditions of registration.

During the inspection we observed staff in the baby room who responded appropriately to children's individual needs. Staff were aware of children's preferred methods of communication and responded appropriately through supportive interactions, giving cuddles and reassurance when required. We observed children were happy, settled, and confident within the environment. Children had built relationships with staff approaching them for cuddles, help or involving them in their play.

Staff and management had created areas to support children to be cared for in smaller groups of no more than 9 children with continuity of keyworkers. The layout of the room now had two separate sleep areas. We observed children to be settled and sleeping at a time to suit their individual needs.

During the inspection there was an additional senior in post to ensure effective monitoring of children's individual care. Staff communicated well with each other, we could see the team were working better together, staff were relaxed and confident.

Management had implemented a tracker to ensure children had regular access to outdoor spaces. Management and staff had created a better environment for children through developing cosier areas, with low lighting and providing soft furnishings that children engaged well with. Staff planned experiences and offered a variety of areas for children to play in smaller groups.

## Met - within timescales

### Requirement 2

By 4 October 2024, the provider must ensure that staff have been safely recruited following safe and robust procedures. This is in order to ensure children are safe and protected. This must include:

- 'Protection of Vulnerable Group' (PVG) membership or scheme update has been sought prior to staff commencing in the service.
  - two up-to-date references, must be obtained prior to staff starting in the service.
- the service, must at all times follow safe recruitment practices.

This is in order to comply with Regulation 15(b)(i); Regulation 9(c) any person to whom regulation 7(2) (d) Fitness of employees; and Regulation 13(1) Protection of vulnerable groups listings of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure staffing is consistent with the Health and Social Care Standards which state: '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); and 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.25).

**This requirement was made on 5 August 2024.**

### Action taken on previous requirement

The service had made several improvements to ensure all staff were safely recruited and followed safe and robust procedures. During the follow up inspection we sampled safer recruitment files for newly appointed staff. We found management had made improvements to ensure all staff currently employed were safely recruited and followed best practice guidance 'Safer Recruitment Through Better Recruitment'.

We found management had organised individual folders for each staff member which held all relevant recruitment information. Management had developed an audit sheet to keep track of documents received. From the files we sampled a 'Protection of Vulnerable Group' (PVG) membership or scheme update had been sought prior to staff commencing in the service. We advised management as part of their audit to record the dates staff were registered with SSSC (Scottish social services council) and checks with 'Protection of Vulnerable Group' (PVG) membership, scheme update were completed.

We found management had received two up-to-date references, prior to staff starting in the service.

We discussed with management some of the personal documents the service were currently holding. We suggested management get further advice on what to store in line with 'The General Data Protection Regulation' (GDPR) which is a legal framework that sets guidelines for the collection and processing of personal information from individuals.

### Met - within timescales

## 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 support the development of attachment led practice through appropriate training, monitoring of staff practice and use of best practice documents.

This is to improve consistency of nurturing and warm interactions to enable children to feel secure and loved. This should include developing consistency in approaches to support children's emotional wellbeing at all times.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me." (HSCS 3.9).

**This area for improvement was made on 5 August 2024.**

#### Action taken since then

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

## Previous area for improvement 2

The manager and staff should streamline information gathered to ensure personal plans are individualised and sufficiently detailed. This should include but not be limited to identifying next steps in learning with focused targets and strategies that are clear and concise for all staff to follow.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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 choices'. (HSCS 1.15).

**This area for improvement was made on 5 August 2024.**

### Action taken since then

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

## Previous area for improvement 3

To keep children safe and healthy, management should review storage of medication, implement a termly robust audit system and update recording templates to ensure all information is in line with best guidance 'Management of medication in day care of children and childminding services.'

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

**This area for improvement was made on 5 August 2024.**

### Action taken since then

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

## Previous area for improvement 4

Outcomes for children should be improved through supporting staff to implement a child-centred approach to observation, planning and assessment of children's learning through play. In addition, staff should be supported in developing their understanding of child development and planning cycles.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity." (HSCS 2.27).

**This area for improvement was made on 5 August 2024.**

**Action taken since then**

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

**Previous area for improvement 5**

In order to support children's health and wellbeing and that children are having the option to play outdoors at a time that suits their needs. The manager should develop staff deployment arrangements to ensure all children can choose when they access outdoors.

This is to ensure children access outdoors at a time that suits their needs consistent with the Health and Social Care Standards which state that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity. (HSCS 2.27)

**This area for improvement was made on 5 August 2024.**

**Action taken since then**

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

**Previous area for improvement 6**

To ensure the setting provides security and safety without impinging on children and staff's rights, the provider should ensure that the use of CCTV is lawful, fair, proportionate and protects their dignity. This should include but not limited to,

- Registering with the information commissioner's office (ICO)
- Develop a policy and procedures to evidence the arrangements of handling personal information including CCTV.
- Gain permission from parents and staff about how their information will be used and stored.

This is to ensure that the service operates and meets the requirements for the use of handling and storing personal information consistent with the Health and Social Care Standards which state that: 'My rights are protected by ensuring that any surveillance or monitoring device that I or the organisation use is necessary and proportionate, and I am involved in deciding how it is used. (HSCS 2.7).

**This area for improvement was made on 5 August 2024.**

**Action taken since then**

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

## Previous area for improvement 7

To improve better outcomes for children the manager should develop and implement robust quality assurance systems. This should include but not be limited to:

- self-evaluation of the service as a whole,
- monitoring of safer recruitment, staff practice, quality of experiences, personal plans, medication, and accident and incidents.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards that state, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19)

**This area for improvement was made on 5 August 2024.**

### Action taken since then

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

## Previous area for improvement 8

To ensure positive outcomes for children, the provider should ensure that effective, personalised arrangements are in place for inducting and developing new staff as set out in the national induction resource. This should include, but is not limited to, ensuring new staff are supported to develop the skills they need through professional learning, modelling of good practice, observation and supportive mentoring.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: '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).

**This area for improvement was made on 5 August 2024.**

### Action taken since then

This area for improvement was not assessed during this inspection as we were only focusing on requirements.

**This area for improvement will be assessed at the next full inspection.**

## 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).



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