

Little Stars Hillington Day Care of Children

70 Kelvin Avenue
Hillington Park
Glasgow
G52 4LY

Telephone: 01415 704 080

Type of inspection:
Unannounced

Completed on:
2 May 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:

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 inspection which took place on Wednesday 30 April 2025 and Thursday 1 May 2025. 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.

As part of this inspection we undertook a focus area. We have gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- staff deployment
- safety of the physical environment, indoors and outdoors
- the quality of personal plans and how well children's needs are being met.
- children's engagement with the experiences provided in their setting

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- Children were happy, confident, and having fun.
- Staff were nurturing, warm and caring supporting children to feel safe and secure.
- Food choices were nutritious, and water was available to ensure children remained hydrated across the day.
- We observed children engaging in a variety of play and learning on their own and with their peers.
- Children's personal plans contained some core information. Information should now be streamlined to clearly identify 'how' staff will support children's health, welfare and safety needs linked to next steps in play and learning.
- Planning and recording approaches had been developed to ensure they were child centred and responsive to children's current interests.
- Children could access the outdoor spaces directly from their playrooms, which enhanced opportunities for choice and independence.
- The service had implemented a CCTV policy, and this was shared with parents and staff to ensure they were clear on the purpose and use of the CCTV cameras.
- Staff commented positively on the improvements of the environment and play spaces.
- The manager and staff team were committed and happy in their roles helping create a positive environment for children.

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

Quality Indicator 1.1 - Nurturing care & support

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

Throughout the inspection, we observed children that were happy, confident, and having fun. They experienced warm, nurturing, and responsive care from staff which helped them to feel welcomed. We observed praise, cuddles and reassurance from staff which meant attachments and relationships were strong resulting in children feeling safe, and secure in the service. Parents told us;

'Staff were committed and happy in their role helping create a positive environment for children.'

'It is always a warm and friendly welcome with a personalized service; the staff do not just look after the children they get to know the parents and families too.'

'Lovely welcoming people. My child has been going there now for a few months. I was anxious about him/her going to nursery being so young, but he/she absolutely loves it.'

Through observations, monitoring of staff practice and training we found staff had been supported to improve their practice and expand their knowledge and understanding on attachment led practice. We observed staff to be nurturing and warm that meant children were safe, secure, and loved. We observed staff responding appropriately to support children's emotional wellbeing through responding to their individual needs and wants. For example, supporting children during lunch and snack, giving comfort during sleep time and offering support during play. This was an area for improvement at the last inspection and has now been met.

We found children enjoyed mealtimes that were relaxed, unhurried and sociable. Children were encouraged by staff and given some opportunities to be independent and self-serve their drinks and food choices. Children enjoyed engaging in conversations with each other and staff. Staff recognised this routine as an opportunity to check in with children and reflect on their time at nursery. A parent told us:

'The nursery offers a varied menu, and my child has always eaten well. I know there is always an alternative on offer.'

Food choices were nutritious, and water was available to ensure children remained hydrated across the day. The team should continue to develop children's ability to self-serve their lunchtime meals, have plates for snack time, and look at reviewing the position of the 3-5 room lunch tables. We have asked the manager to review the menus to ensure they are in line with current best practice guidance 'Setting the Table Nutritional Standards and Practical Guidance for Early learning and childcare.'

Children's health and wellbeing was supported by a clear administration of medication policy and procedures. The service was storing medication appropriately in line with best practice guidance 'Management of medication in daycare of children and childminding services.' We sampled the nursery's medication consent forms and health plans and found these were in line with current best practice guidance. This was an area for improvement at the last inspection and has now been met.

Children were supported to sleep at a time that was responsive to their needs and in line with parents' wishes. Individual mats or cots, sleep sheets and comforters were provided in an environment that supported children to rest and relax. This supported children's emotional security and wellbeing.

Children's personal plans contained some core information about individual health, welfare, and safety needs. The service communicated with parents through daily conversations at drop off and collection times, parents' meetings and sharing information through the services online journal system. Management and staff should now focus on streamlining information gathered to enable staff to clearly identify 'how' they will support children's health, welfare and safety needs linked to next steps in play and learning. This was an area for improvement at the last inspection and will be repeated, (see area for improvement 1).

Quality indicator 1.3 – Play & Learning

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

Children were visibly happy, content and actively accessing all activities on offer on the days of inspection. Children had access to a selection of play-based learning opportunities within the nursery for example climbing and using loose parts play outdoors, imaginative play in the house area, and building with the big wood blocks. We observed a variety of adult directed and freely chosen activities which supported children to develop some key skills in problem solving, risky play, and mark making. Parents told us;

'My child talks often about the different play opportunities both indoors and outdoors. I can also see the growth in his/her learning whether it is in his/her letter recognition, mark making or general confidence.'

'I cannot praise them enough for how they interact with my child and with us. My child is well fed, learns great things in fun ways and has a great balance between leaning and playing with her/his friends. My child absolutely loves going to nursery.'

Throughout the inspection we observed opportunities available to develop children's language, literacy, and numeracy. Staff were regularly reading stories and using some questioning skills to develop children's thinking and understanding. There was a range of numeracy resources which developed children's recognition of number. We suggested the team continue to develop resources on offer to ensure children are effectively stimulated and challenged for their individual stages of development.

Within the under 3-year-old rooms children had access to a range of some natural and open-ended resources to support children's imagination, curiosity, and development. We observed children engaging in play and learning on their own and along with their peers. Staff were responsive and enhanced children's play through engaging in play, conversations and playing alongside and asking some questions. This was beginning to support and develop children's natural curiosity and imagination further.

The team met regularly to review their planning and recording approaches to ensure they remained child centred and responsive to current interests. The manager, in partnership with staff, should continue to embed, sustain, and evaluate the planning process to ensure high quality experiences for children in their care. We requested the team continue to monitor and review provocations set up each day to ensure children are continuously challenged and engaged in their play and learning. This was an area for improvement at the last inspection and has now been met.

Areas for improvement

1. 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)

How good is our setting?

4 - Good

Quality Indicator 2.2 Children's experience high quality facilities.

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

Children experienced an environment that was warm, and welcoming. The rooms had natural light and were well ventilated with open windows and doors. Low lighting and soft furnishings helped the space to have a homely and calm atmosphere. Following the last inspection, the team had worked hard to develop the indoor and outdoor space through consultations with the children.

Children could lead their own play by independently accessing resources and experiences on offer for example, block play, discovery areas, mark-making, arts and crafts, home corner, and messy play experiences like shaving foam and water. As a result, children were engaged, confident, and able to explore their interests in a stimulating environment. This was supporting their learning and overall development.

Children could access the outdoor spaces directly from their playrooms, which enhanced opportunities for choice and independence. Children enjoyed climbing, riding bikes, water play and looking for minibeasts. This allowed children to develop a range of skills and enhanced their overall wellbeing. We recognise children had better access to outdoors, but we asked management and staff to continue to monitor periods for example over lunch and at the end of the day to support children's choice and needs. This was an area for improvement at the last inspection and has now been met.

The service had developed and implemented a CCTV policy. The policy states clearly the purpose, scope, data protection privacy and use of the CCTV footage, including access, signage, notifications, responsibilities, compliance, and legislation. Management told us the policy is shared with parents and staff to ensure they are clear on the purpose and use of the CCTV cameras. This was an area for improvement at the last inspection and has now been met.

Accident and incidents were recorded appropriately and shared with parents. Management were conducting monthly audits to identify any areas of risk and any changes required to support a safe environment for children.

Infection prevention and control measures were in place in line with current guidelines. Children and staff were effective in following hand washing procedures. During the inspection we identified several children with runny noses and have asked staff and management to be mindful of this. We would also ask management to monitor the cleaning within the nappy changing areas as we found over the two days that these areas had sand, rice and grit which had not been cleaned after changing children.

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

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

Throughout the inspection, the manager and staff were open, honest, and reflective about their progress since the last inspection. We discussed the changes and the challenges the service had faced following the last inspection. The service had engaged well with the local authority and an outside consultant, to support them on their improvement journey. This contributed to the overall development of the service leading to improved outcomes for children, staff, and families. We recognise the service is still on their journey of improvement, but we are confident they have the capacity to continue to improve and develop. A parent told us:

'The service as a whole are great management, and all staff care and respect my child. As a parent I have peace of mind knowing my child is well cared for by all the staff.'

The service used team meetings, development sessions, and leadership meetings to discuss what was working well in the nursery and identify areas for improvement. The nursery action plan set achievable targets focused on areas highlighted at the last inspection, including enhancing children's play and learning experiences, developing staff knowledge, and improving the quality assurance processes. As a result, staff and management had a clear direction for ongoing development, ensuring continuous improvements that positively impact on children's learning, engagement, and overall nursery experience.

The management team had developed quality assurance processes, and we were beginning to see the impact of some of these activities. For example, monitoring of playroom practice included feedback to staff and planned actions, auditing safer recruitment, personal plans, and medication. This meant the service was progressing on delivering best outcomes for children and families. Staff were supported to reflect on and improve their practice, leading to a more consistent and quality experiences for children. This was an area for improvement at the last inspection and has now been met.

Management and staff had worked hard to develop close relationships with families and parents who spoke positively about the changes and developments within the nursery. Staff communicated with parents at drop off and collection times sharing information and involving parents in their child's care as well as giving updates on individual needs, milestones and any supports required. Staff have been supporting parents and children with transitions to school and ensure parents have up to date information to support the children moving on to their locality primary. Teachers and school friends were visiting the nursery as part of the positive transition programme. This was supporting children to build relationships prior to their move.

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

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

Staff were committed and happy in their role helping create a positive environment for children. There was a mix of skills and abilities across the service and the manager had considered where staff were best deployed to meet the needs of the children. This was kept under review, helping the staff to continue to develop their

skills and knowledge while providing positive outcomes for children. Parents told us;

'Everyone is friendly and approachable. Especially towards my child this makes him/her feel at ease being at nursery.'

'I find all the staff very professional. I feel confident that they are doing the best for my child. They are so kind and friendly, they are always greeting you with a smile.'

Staff commented positively on the improvements of the environment and play spaces. They told us they felt supported in their personal development and welcomed training opportunities to support them in their role. In addition, leaders recognised staff achievements and provided feedback on these. Staff should continue to be supported in developing their skills and knowledge and providing quality play and learning.

Staff were working flexibly across the service on a rota system to ensure appropriate staffing ratios. Children were cared for by a kind and caring staff team, who had built positive connections with children. The service was appropriately staffed to meet the minimum ratio requirements across the service. However, we identified there was times within the 3-5 room where there was minimal staff at key times for example at pick up times. This was impacting on areas within the playroom and staff engagement with the children. We asked the management team to monitor this moving forward to ensure staff are deployed effectively at key times of the day.

We found the service were now utilising the national induction resource to support new staff to develop through a robust induction process. Management along with the staff team were mentoring new staff to develop their skills through professional learning, modelling of good practice, observation, and supportive mentoring. This was an area for improvement at the last inspection and has now been met.

Staff were safely recruited through the manager following best practice guidance 'Safer recruitment through better recruitment.' All safer recruitment checks were undertaken prior to staff starting in the service. Staff were registered with Scottish social services council (SSSC). Management should monitor and ensure any new staff are registered within the 3-month requirement. This supports the safety of children, families, and staff.

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 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

Personal plans had been updated and improved to support children's health, wellbeing, and safety needs. Staff had documented targets and some strategies and next steps; however, we found that some of these were generic and did not state 'how' staff would support children's next steps. We have asked that management continue to support staff in recording of information and continue to monitor and audit the content to ensure children's needs, next steps and strategies are clear and concise. This area for improvement will be continued.

Previous area for improvement 2

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

Through observations, monitoring of staff practice and training we can evidence that staff have been supported to improve and understand attachment led practice. We observed staff to be nurturing, warm and children were safe, secure, and loved. We observed staff responding appropriately to support children's emotional well-being through responding to their individual needs and wants. This area for improvement has been met.

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

We sampled medication held and found storage, recording templates and audits were in line with best practice guidance. Therefore, this area for improvement has been met.

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

Following the last inspection the service has developed the planning, observations, and implementation of their understanding of child development and planning cycles. We recognise this is still in the initial stages of implementation, but we are confident through speaking with staff and management this will progress to support outcomes for children. Management should continue to monitor and support staff to ensure best outcomes for children. This area for improvement has been met.

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

Throughout our observations we found children were having the option to access outdoors throughout their session. Over the lunchtime period outdoors was closed to free flow access to support children and staff lunches. We do recognise children had better access to outdoors we would ask management and staff continue to monitor periods for example over lunch and at the end of the day to support children's choice and needs. This area for improvement has been met.

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

The service has developed and implemented a CCTV policy. The policy states clearly the purpose, scope, Data protection privacy and use of CCTV footage, access, signage and notifications, responsibilities, compliance, and legislation. This is also linked to Health and social care standards, created 2024. This is shared with parents and staff. This area for improvement has been met.

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

We sampled quality assurance processes that had been developed and implemented following the last inspection. We found management were monitoring and auditing safer recruitment, staff practice, quality of experiences, personal plans, medication and accident and incidents. This area for improvement has been met.

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

We found the service has implemented a process for mentoring new staff through implementation of the national induction resource and allocating staff with a mentor. Mentors along with the staff team were

supporting new staff modelling good practice and management were observing and providing feedback to support new staff. 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

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| 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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