

Bright Horizons Bishopbriggs Early Learning and Childcare Day Care of Children

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Telephone: 0141 4711660

Type of inspection:
Unannounced

Completed on:
2 June 2025

Service provided by:
Bright Horizons Family Solutions Ltd

Service provider number:
SP2003000319

Service no:
CS2017355533

About the service

Bright Horizons Bishopbriggs Early Learning and Childcare is a daycare of children service. The service is registered to provide a care service to a maximum of 113 children at any one time aged from birth to those not attending primary school, of whom no more than 61 are aged under three years, of whom no more than 32 are aged under two years.

The service is provided by Bright Horizons Family Solutions Limited and is located in Bishopbriggs, East Dunbartonshire. It is located in a residential area, close to local shops, other amenities and transport links. Care is provided from a stand alone, purpose built building consisting of four playrooms, an office, kitchen, staff room, and laundry facilities. Children can access outdoor play in the secure nursery gardens

About the inspection

This was an unannounced follow up inspection which took place on Monday 2 June 2025. This inspection focused on the requirements made during the previous inspection on Wednesday 8 Thursday 9 and Friday 10 January 2025 and evaluated how the service had addressed these to improve best outcomes for children.

The inspection was carried out by one early learning and childcare 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 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

- Following the last inspection, we made two requirements and five areas for improvement.
- We can begin to see improvements and acknowledged management and staff were working well together to improve outcomes for children and families.
- The service have made some progress and met one of the two requirements.
- The requirement regarding children's personal plans will continue and has not been met.
- 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 30 May 2025, the provider must ensure each child receives appropriate care and support and their needs are met.

To do this, the provider must, at a minimum:

- Ensure personal plans set out children's current health, play and learning needs including strategies and next steps and how they will be met.
- Ensure all staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs.
- Ensure personal plans are regularly reviewed and updated in partnership with parents to reflect children's current needs.

This is to comply with Regulation 5(1)(2) – (Personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state that:

"My personal plan (sometimes referred to as a care plan) is right for right for me because it sets out how my needs will be met, as well as my wishes and choices (HSCS 1.15)."

This requirement was made on 10 January 2025.

Action taken on previous requirement

The service have made some improvements to gather and document children's individual health, welfare and safety needs within individual personal plans. However we sampled a selection of plans and found the service was not recording key information to reflect 'how' staff would support children's current health, play and learning needs including strategies and next steps.

We discussed with management streamlining the information held to ensure it was clear what children's individual progress, next steps and current needs are and 'how' staff will support children. We agreed the current template in place could be improved. We gave some suggestions to support and advised carrying out a small test of change.

We found there was not enough evidence to meet this requirement. To support the service to implement a robust system we have agreed to work with the manager. Therefore this requirement has not been met and will be assessed at the next inspection.

Not met

Requirement 2

By 30 May 2025 children must be cared for in a safe and well-maintained environment. Maintenance of the building and repairs must be carried out to ensure that children experience a high-quality environment and staff have required training, knowledge and understanding.

The provider must, at a minimum, ensure:

- a) there are plans in place to install nappy changing areas inline with best practice guidance.
- b) ensure staff are knowledgeable and competent in infection prevention and control guidance and procedures.
- c) ensure the environment is clean, tidy, and well maintained.
- d) quality assurance processes are in place to monitor the effectiveness of infection prevention and control practices.

This is to comply with Regulation 10 (2)(a)(d) (fitness of premises) of the Social care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

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

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

This requirement was made on 10 January 2025.

Action taken on previous requirement

The service had made several improvements through implementing changes as required.

The service has implemented changing areas within the 3-5 and 2-3 rooms. These areas are still in the process of being completed fully in line with best practice guidance. Management spoke through the work that will be finalised within the next few weeks.

All staff had carried out infection prevention and control training. This is being monitored as part of the manager's quality assurance processes.

We observed all areas accessed and used by the children. We found the service to be bright, clean and tidy. The playrooms and corridors had been newly painted, sink units and pores areas had been replaced to support good infection prevention and control practice.

The service now has two house keepers who work shifts across the day to ensure all areas are kept clean, well maintained and tidy.

Management have developed a monthly infection prevention and control audit to monitor and ensure infection prevention and control is maintained at all times. A quality assurance calendar, observations and monitoring visits are carried out to support with staff knowledge understanding and implementation.

This requirement has been met.

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

To keep children safe and healthy, management should review 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 10 January 2025.

Action taken since then

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

Previous area for improvement 2

To support children to achieve their full potential the manager and staff should review the current planning cycle to include high quality observations and next steps, with a focus on children's developmental stages. This will ensure that children are supported to lead their own play and learning that is tailored to their

individual abilities and needs. This should include, but not be limited to, staff undertaking training to support them in planning, high quality observations, meaningful next steps and evidence of progression in learning.

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

'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 to my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27)

and

'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 10 January 2025.

Action taken since then

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

Previous area for improvement 3

To support positive outcomes and improve children's play experiences management and staff should:

- Create an environment that is nurturing, respected, inspires children's imagination and creativity with a focus on loose parts play and natural and open-ended resources.
- Provide children with more challenge, to discover, promote their curiosity and imagination, their sense of wellbeing, wonder and adventure.
- Review the layout of children's play spaces indoors and outdoors with a view to creating more space with better areas and opportunities for children to play, learn and choose resources.

This is to ensure care, play and learning is consistent with the Health and Social Care Standards (HSCS) which states 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 to my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This area for improvement was made on 10 January 2025.

Action taken since then

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

Previous area for improvement 4

To improve the quality of care, learning and experiences for children, the provider should ensure that effective quality assurance, self-evaluation and improvement plans are in place that identify strengths and areas for development, and support continuous improvement of the service. This should include, but not be limited to:

- a) welcoming parents into the service.
- b) carrying out regular and effective monitoring of the environment, personal plans, and staff practice to support positive outcomes for children.
- c) Regularly and meaningfully seek the views of children, parents and staff which should be used to support positive outcomes for children and families.
- d) supporting the manager in the office with administration tasks, managing staff performance and managing staff absence.

The Care Inspectorate's guidance, 'Self-evaluation for improvement - your guide' and the use of a self-evaluation framework would support this process.

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

'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 10 January 2025.

Action taken since then

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

Previous area for improvement 5

To improve better outcomes for children and families the staff team and management need a whole team approach to supporting the continuity of care, play and learning for children. We would ask the provider to review the current system in place to support management with staff absences, individual children's care and support needs, and the consistency of the staff team.

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

'My care and support is consistent and stable because people work together well' (HSCS 3.19)

This area for improvement was made on 10 January 2025.

Action taken since then

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

Complaints

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

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