

Lochview Nursery Day Care of Children

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Type of inspection:
Unannounced

Completed on:
8 November 2023

Service provided by:
Lochview Nursery Ltd

Service provider number:
SP2007009067

Service no:
CS2007151098

About the service

This service is provided by Lochview Nursery Ltd, and is in partnership with North Lanarkshire council to provide funded places for children over the age of two years.

The service is registered to provide a care service to a maximum of 59 children at any one time, with a maximum of 12 children aged from three months up to two years old, a maximum of 14 children aged from two years up to three years old or 13 children aged from 18 months up to three years of whom a maximum of three may not yet be two years old, a maximum of 33 children aged from three years old to not yet attending primary school.

The service has three designated playrooms, designed to support the needs of the children and well resourced outdoor play areas for children to explore and learn.

About the inspection

This was an unannounced inspection which took place on 07 and 08 November 2023. 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 number of children using the service
- gathered the feedback from 27 families members of children using the service
- spoke with staff and management present on the days we visited the service
- gathered feedback from 10 staff using a questionnaire
- observed staff practice and children's experiences
- reviewed documents.

Key messages

- Children were happy, confident and settled.
- Staff had formed positive relationships with the children and families and parents were welcomed into the service.
- Improvements to the outdoors play areas, had positive impacts on the children's experiences. This included increased use of outdoor areas, all year round and children spending more time outdoors, including having meals outside.
- Staff had continued to develop their skills and understanding of child development. They were working hard to further improve the children's opportunities to lead their own learning.
- The provider respected staff views and opinions. They regularly consulted with staff to ensure they were happy in their roles. As a result, staff were committed to providing a high quality service.

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?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicator 1.1 Nurturing care and support

Children were happy within the service and were settled, having fun playing. They had formed close bonds with staff. The children's comments, when asked what they liked about the service included 'I like the ladies who look after me and help me and all fun things we do' and 'Playing with my friends'. Children were having fun exploring and learning within their friends and staff.

Children were given time and space, to support their personal preferences such as making choices about where they wanted to play and, if they wanted to play with peers, or on their own. Throughout the day, children were consulted about their care, for example if they wanted or needed staff to help. Staff respected children views.

Parents were very happy with the service. Parents comments included 'There is always a good feel of positive when arriving at the nursery premises' and 'The nursery really care about the children and give us good feedback about what they do each day. Really varied programme of activities for the children.'

Staff worked hard to identify and plan children's personal care. When children started using the service, staff worked closely with families to get to know their needs and personal preferences. Staff regularly consulted with families to share and keep informed of children's needs. Staff spoke with confidence about children's needs and how the service supported these, by providing the right care and support. They recognised what mattered to the child. Where improvement could be made, was in the recording of this within children's personal plans. The manager agreed to review the written documents to ensure they reflected the care children received.

Mealtimes were mostly relaxed and unhurried and children could make choices, for example if they wanted to eat inside or outside. The new lunch time routine was at the early stages of being implemented. On request from the service we observed and shared feedback for the service about children's experiences at mealtimes. To further enhance children's experiences, they should continue as planned but consider some minor improvements, for example children's involvement in mealtimes around self-serving. We look forward to seeing how this develops.

Quality Indicator 1.3 Play and learning

The daily routines and pace of the day within the playrooms worked well. We did discuss the need for a few times in the day to be reviewed to support the youngest children transition smoothly, for example, when getting ready to go outside. The service agreed to do this.

Staff were working hard to increase children's voices, providing opportunities for them to lead their own play and learning. They were making good progress in this area. Staff were becoming more skilled at balancing observation and interactions to create the right experiences. Staff had recognised the need to further improve the record keeping and tracking of children experiences. The service needs to ensure the plan in place to do this, includes what they want to achieve and how they will know if changes have been successful.

The service had recognised the need to further enhance children's experiences and access to local amenities. As a result, they had worked hard to provide children more opportunities to be involved in local community groups and fundraising. The service had plans to continue and, where possible, increase to include children of all ages, access to learning in the local community.

When designing the play areas, staff made sure that children would have access to a wide range of play and learning experiences. The staff observed children's play to ensure they had access to a well balanced curriculum. This included opportunities to mark make, use numbers and letters in play and be creative and curious how they work.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

2.2 Children experience high quality facilities

We found the premises entry system to be secure and staff were vigilant at drop off and collection times. The separate entrances provided an area for staff to welcome children and parents. The service had made good use of this space, in addition to the cloakroom, to provide families time to support their child's transition from home to nursery.

Children aged three and over had access to an open plan playroom and they had direct access to the outdoor area. Most children choose to play outside, however those inside had equally very good access to a range of toys and materials. Children were having lots of fun learning outside, exploring in the mud kitchen, to digging in the sand and looking for bugs in the bug hotel.

The younger children had access to well resourced playrooms, designed to meet their needs and interests. We saw the youngest children climbing and exploring movement and playing with a variety of sensory materials. They did have access to a well resourced outdoor area, they were having great fun splashing in puddles, pretending to fly with the birds and using the climbing wall. Although the outdoor area could not be accessed directly from the playrooms, staff regularly sought children's views on when they wanted to play outside and supported this transition.

There was a small multipurpose room used as a quiet, mindful space, this was mainly used by the older children but other children could use this. The indoor play areas had lots of natural light through large windows of various sizes and with some floor to ceiling. The facilities were kept clean, tidy and suitably heated.

Overall, we found the cleanliness and good hand hygiene and infection control practices being followed. The service risk assessed the facilities and resources to ensure appropriate safety measures were being followed. The manager discussed with us the need to review the number of nappy changing and toilet facilities. They were monitoring these to ensure they met the needs of the children, if they found the need for more facilities, they told us they would take action.

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

Overall, the service had good quality assurance systems in place and were making good progress in this area. The Senior Management Team worked well together, and had a shared vision and understanding of the high quality of service they provided. They knew the service strengths and areas for further improvement, and were fully aware of the direction they wanted to go and were committed to achieving this.

Parents were very happy with how well the service was being led. Parents comments included 'Management are very approachable', 'The senior and management are always very helpful with any queries I may have. They are approachable and willing to help.' and 'Lochview is a fabulous nursery with a great management and leadership team with lots of experience.' However, some parents did make comment that they felt there had been a few changes in staff and they would like more consistency in staff. The provider was aware there had been some changes within the staff and were working hard to make sure this had minimum effect on the care the children received.

Systems were in place to monitor the quality of the service, which included how well they were doing in areas such as delivering the curriculum, good practice guidance, staff deployment and meeting children's needs. They worked closely with other services and professionals sharing and learning around good practice. We discussed areas which would benefit from more meaningful self evaluation being undertaken. This included management of medication, monitoring of accidents and incidents and the monitoring of staffs record keeping. The manager agreed to look into these areas.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicator 4.3 staff deployment

The staff team provided a wide range of skills and experience to the service. They worked extremely well as a team to provide a high quality service. Staff told us they were very happy in their roles and they worked together to ensure they met the needs of the children and families. Parents all agreed staff were a key strength in the service. Parents comments included 'The staff are incredible and I don't have words to describe the incredible job they do', 'The nursery has the same girls working in each section which means the children can build positive relationships.' and 'The staff are always professional and knowledgeable when I communicate them regarding my child's learning and development.'

Staff met regularly to reflect on what worked well and discussed where positive changes could be made. They also have supervisions and wellbeing meetings to ensure staff had the correct resources to do their jobs. Staff felt that the mentor meetings they hold with new staff and those training had been very effective and supported staff development and learning.

The service had ample staff to meet the recommended adult to child ratio. The ratio had been adapted to meet the needs of the children. For example, for children with higher dependency levels. Staff were positioned well throughout the service and were able to appropriately respond to children's needs and provided high quality care and support. The staff communicated well to ensure daily tasks were undertaken without interrupting children's play.

Staff were committed to providing the right care and support. They had attended various further development events and courses. They shared new thinking and approaches and together had made improvements in how the service was provided. This had led to an improved curriculum, with a better balance of child and adult initiated experiences.

Staff were extremely caring, kind and respected the children and families' rights. They listened to the children's voice which showed them that their views were valued and important. Positive relationships and nurture were at the heart of practice'.

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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very 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?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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