

Victoria Park Kindergarten Day Care of Children

1228 Dumbarton Road
Whiteinch
Glasgow
G14 9QB

Telephone: 0141 959 6642

Type of inspection:

Unannounced

Completed on:

14 August 2019

Service provided by:

Victoria Park Kindergarten Ltd

Service provider number:

SP2013012046

Service no:

CS2013316501

About the service

Victoria Park Kindergarten has been registered with the Care Inspectorate since July 2013. It is registered to provide a care service to a maximum of 42 children aged 0-2 years; 60 children aged 2- under 3 years; 60 children aged 3 years to those not yet attending primary school.

The service operates throughout the year. It is provided by Victoria Park Kindergarten Ltd and is based within a renovated building on a main road in the Whiteinch area of Glasgow. The service has sole occupancy of the building including its own secure outdoor playing areas.

The service's aims are:

- Provide a welcoming, safe, happy, caring and stimulating environment.
- Engage our children in high quality learning experiences to maximise success for all.
- Promote wellbeing and respect.
- Monitor and evaluate our practice for continual improvement.
- courage imagination and creativity.
- Value each child as an individual so we can support each child in developing and extending their own interests, goals and dreams.
- Meet the individual needs of all children.
- Foster the children's self-esteem and confidence through encouragement and positive feedback, and so becoming increasingly independent as learners.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

During our inspection there were 88 children attending the nursery at different times of the day. We spent time in each playroom, observing babies: there were a few children settling but most children were happy and relaxed in their environment. We observed that staff were nurturing and respectful in their interactions with children. As a result children readily approached staff for comfort or support when needed. Two of the older children showed us around their playroom, pointing out resources that interested them and proudly sharing their artwork.

We issued 55 care standards questionnaires to the service to distribute to parents/carers prior to the inspection taking place. We received 25 completed questionnaires where overall respondents were happy with the quality of care their child received from the service. Constructive comments were left from 17 respondents about what they believed to be the strengths of the service or where improvements could be made. They spoke very highly of the friendliness and warmth of staff as well as their attention to detail when meeting their child's individual needs. Five disagreed that the service involved them and their child in making improvements.

Comments from parents included:

"Staff very friendly. All the staff give individual attention to my son. My son's language has significantly improved since starting at VPK. My son's diet is more varied since starting at VPK."

"The staff in my child's nursery room have really helped her to settle in well, providing a caring, secure and nurturing environment and communicating with us closely on her progress."

"My son has formed a very close bond with staff in the nursery and loves going here. Staff are helpful, cheerful, knowledgeable and most importantly put the children's needs first."

"I was very happy at how loving and caring they were towards my one-year-old starting. I am kept informed of how my children have been throughout the day and feel they are well looked after (aged one and four). The topics are stimulating for my four-year-old and she is very engaged (space topic and plants). I would however like it if they didn't watch TV programmes (age four - rainbow room)."

"This is an excellent nursery, the staff in all three rooms we have experienced so far have been friendly, approachable and helpful. Our child is progressing really well and all staff seem genuinely engaged with her development."

"B has absolutely loved her time at Victoria Park Kindergarten. She attends fulltime and I have no hesitation in leaving her each day. The staff show her such love and kindness and she has lots of fun. Her educational development is also very apparent. I am always amazed at the things she has learnt. In particular her speech improved greatly."

"My child is in the baby room. Staff are readily available to provide cuddles and warm attention to my child when he needs it. When I arrive to collect my son he is always happily engaged in play or being read to by a staff member. As the room is now at capacity my child often has trouble sleeping as much as he does at home. It appears to be too busy/noisy. However staff try hard to get him to sleep and follow his cues."

"While I am satisfied with the service on the whole, I would like more updates on my child's learning and development, e.g. 'my learning journal' - this is only updated once a month and is behind a few months just now. As I am not the person collecting my child each day, I would find this beneficial and reassuring."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork, including their improvement plan. These demonstrated the service priorities for development and how they were monitoring the quality of their provision.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Staff greeted children and families, welcoming them into their playroom, which ensured everyone felt valued and cared for. Staff shared information with parents/carers when children were first settled into the nursery. As a result children were supported by familiar routines and developed a trusting relationship with their key worker as well as other staff. When necessary, staff worked with external staff, such as health visitors and physiotherapists, to share strategies that would help children reach their full potential.

Staff showed us how they had developed big book planning, using national curricular guidance to explain how children's activities at nursery were helping them to progress and achieve. The books made good use of illustrations and photographs, which were annotated with comments from children to demonstrate that planning was child centred and built on children's interests. Parents were encouraged to add comments to the books to help staff evaluate their practice and share ideas for how they could improve the quality of experiences offered to children.

We undertook a safe recruitment audit and found that systems met legislative and regulatory requirements for ensuring that applicants had been suitably vetted. This provided reassurance of applicants' fitness to work with children. The manager and most staff demonstrated a good awareness of safeguarding and child protection. They were secure in their knowledge of how to identify and report concerns to protect children from abuse and harm.

There had been a significant turnover of staff since the previous inspection. All staff had participated in a range of training to support children's health, wellbeing and development. We liked that staff evaluated their training to reflect on the impact it would have on ensuring positive outcomes for children. We observed that staff were respectful in their interactions with each other and had developed good working relationships. Staff confirmed they had regular play room meetings and one to one supervision with their line manager. The management team also met regularly as a group then shared the outcome with the staff in their playroom. This ensured that everyone was familiar with the plans for the nursery and action needed to take forward any improvements. Children's care and support is more likely to be consistent and stable when staff work well together.

What the service could do better

We acknowledged the work that had been undertaken to improve children's personal plans, however we found that the quality of observations and assessments varied across the team.

Staff were aware of children's additional needs and medical conditions but did not always record full information. Potentially this could mean that, if the child's key worker was absent, others would not have access to valuable information to help them support the child. We suggested that the manager and staff might find the headline outcomes, and descriptive statements from the Health and Social Care Standards helpful when evaluating and planning for how children's individual needs will be met, incorporating children's wishes and choices. Staff should be more vigilant in dating all entries in children's personal plans. (Please see recommendation 1.)

Some room leaders were mindful to keep their team informed of national guidance and best practice. However they should ensure that most recent editions are shared, to take account of changes to legislation and guidance. For example Health Protection Scotland's most recent edition of 'Infection Prevention and Control in Childcare Settings' is May 2018. We found the accommodation where babies' formula feeds were prepared was not hygienic and also that children's hands and faces were not dried after being wiped with a damp cloth at mealtimes. Both these examples created conditions where bacteria could easily spread thus impacting on the

health and safety of children. The manager should monitor the measures that are in place to prevent the spread of infection within the nursery. (Please see recommendation 2)

We agreed with the service improvement plan priorities related to building the capacity of staff. We suggested that the level of support and supervision should be tailored to meet the needs of individual staff, whether they are trainees, practitioners or practitioners in promoted posts. For example, we signposted the management team to leadership resources available from Scottish Social Services Council to support continued professional development of room leaders-

<https://www.sssc.uk.com/supporting-the-workforce/leadership-improvement-and-continuous-learning/>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should continue to consolidate the format for children's personal plans, particularly the care plans for children who present with medical needs. There should be a co-ordinated approach to formulating individual personal plans that includes parents, relevant professionals and, where appropriate, children. All elements of personal plans should be reviewed at least every six months.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'my future care and support needs are anticipated as part of my assessment' (HSCS 1.14); '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); 'My care and support meets my needs and is right for me' (HSCS 1.19).

2. The manager should monitor the measures that are in place to prevent the spread of infection within the service. For example, arrangements for preparing babies' formula feeds and for washing children's hands and faces after meals.

Staff should refer to Health Protection Scotland's guidance: Infection Prevention and Control in Childcare Settings (revised May 2018). This is to prevent cross infection and keep children and staff healthy.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'my environment is secure and safe' (HSCS 5.17).

Complaints

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

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
2 Jul 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
1 Jun 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
3 Apr 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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