

Victoria Park Kindergarten Day Care of Children

1228 Dumbarton Road
Whiteinch
Glasgow
G14 9QB

Telephone: 0141 959 6642

Type of inspection:

Unannounced

Completed on:

2 July 2018

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 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 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.
- Encourage 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

In advance of the inspection we received 21 completed questionnaires from parents and carers. Most of them strongly agreed and four agreed that overall they were happy with the quality of care received by their children while in the service. Comments from respondents included:

"All the staff do a great and professional job."

"Happy, friendly, confident and knowledgeable staff."

"This is a fantastic nursery. Staff really care about the children. My older boy finished nursery last year, he was well prepared for school. My younger boy needs some additional care and is being cared for really well. I would recommend this nursery to everyone."

"I am very happy with the care and support we received when my baby started nursery. The staff and management were great did everything they could to help my baby settle so quickly which made it less stressful for me to leave them. I love how my baby is progressing and loving nursery."

"The nursery offer a settling in process - which as parents is very reassuring. This is child-centred and the time spent in nursery is built gradually. This settling also applies to moving between rooms. The key worker system allows the child to build up a positive relationship with staff - this is also a useful point of contact for parents. We enjoy getting full detailed update daily and also really like that photos are shared securely on online forums."

"My son loves going to nursery at Victoria Park Kindergarten and I feel happy and confident leaving him there in a safe environment with staff that provide excellent care and support. My son has developed and learned so much since starting VPK and it is good to receive daily updates of what they do verbally and the photos they show on the closed Facebook group."

"A few times at pick up, the children are watching cartoons on an iPad. I would prefer if this was left to the parents' discretion at home. We would prefer more books and 'story time' or interactive song with activities."

"I would not hesitate to recommend VPK. Staff are professional, approachable and fully committed to the welfare and progress of the children in their care. I have been very fortunate as my son has had very positive relationships with his keyworkers and speaks of nursery staff with affection. Great consideration is given to the early years curriculum and Es and Os shape children's experience."

From our observations of babies and children in each of the playrooms we could see that they were happy and settled in the nursery setting. Staff were responsive to children's verbal and non verbal communication, which contributed to children feeling respected and included.

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	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The nursery provided a welcoming environment for families. Parents appreciated the open communication with staff and found them to be approachable. We could see from playroom newsletters, evaluation big books and children's online learning journals that there were varied opportunities for both children and parents to give feedback and suggestions. It was evident from our observations as well as parents' responses that staff took time to build relationships with children through a well-planned settling in period. As a result children had developed positive attachments with staff and knew they would receive cuddles and reassurance if they were feeling insecure.

Throughout our inspection we observed confident, happy children engaged in their play. Children could move freely within their playrooms and choose what they wanted to play with. For example, changes to the layout of the 3-5 play room allowed for children to follow their play ideas and take ownership of their learning as they moved materials around. There was plenty of open ended resources to offer challenge and stimulate their curiosity; thus giving them a sense of achievement. We observed that the nursery routines were respectful of children's individual needs and routines. There were good examples of where staff had worked not only with families but also other professionals, such as physiotherapist and occupational therapist to support children to reach their full potential.

Staff had participated in training to support children's health and wellbeing, which included child protection. Information about child protection was displayed so that everyone understood their responsibilities for safeguarding children.

From sampling staff records we could see that the service provider followed safe recruitment practices and had systems in place to monitor staff performance. The manager shared plans to formalise individual support and supervision for staff to ensure that there was a strategic approach to supporting professional development. They should continue with this plan as it would build the team capacity to meet children's needs and reassure parents/carers that children were being cared for by competent staff. Playroom team meetings and 'communities of practice' provided opportunities for staff to share their ideas and support each other. Having a strong team within each playroom where staff worked well together made it more likely that children's care and support would be consistent and stable.

What the service could do better

We encouraged the management team to monitor the different elements of children's personal plans to ensure the content is meaningful and kept up to date for all children. All elements should be reviewed at least every six months and this includes the 'All about me' type of information. This will help staff to support children's all round health, wellbeing and safety needs.

We looked at the online learning journals that were completed for individual children as part of their personal plans. Observations were intended to track children's learning and development although staff were not confident that there was sufficient information to do so. Four parents had also disagreed with statements in our questionnaires that staff had worked with them and their child to develop an education and support programme for their child. At feedback we discussed how professional visits to services using similar learning journal software would help staff optimise their own use of the software. In this way they would be more confident about involving children and their parents in setting individual learning targets which are stage appropriate and achievable by children.

This was the first inspection since the manager and new depute had formed a management team. We highlighted their obligations to notify the Care Inspectorate of specific events or changes within the service to ensure that they are in keeping with the conditions attached to their registration. We signposted the manager to the Care Inspectorate publication 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. This can be found in the HUB area of our website <http://hub.careinspectorate.com/media/481042/records-that-all-registered-care-services-must-keep-and-guidance-on-notification-reporting.pdf>

The management team should also ensure that their records for the safe recruitment of staff follow the service guidelines. Keeping a checklist would help ensure people knew where to find corresponding evidence such as staff application forms or letters of appointment.

This will help ensure consistency in how procedures are implemented. We signposted the service to our 'Safer Recruitment through Better Recruitment' guidance, which gives tips for meeting existing legislative and regulatory requirements. http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings								
1 Jun 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	4 - Good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
3 Apr 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	5 - Very good									
Management and leadership	4 - Good									

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.