

Annbank Early Years Centre Day Care of Children

39 Annbank Road
Mossblown
Ayr
KA6 5DZ

Telephone: 01292 612493

Type of inspection:

Unannounced

Completed on:

24 January 2019

Service provided by:

South Ayrshire Council

Service provider number:

SP2003003269

Service no:

CS2003016141

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

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 (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Annbank Early Years Centre is a daycare service for children provided by South Ayrshire Council in the town of Ayr. The service is located within the grounds of Annbank Primary School and is managed by the Head Teacher. Annbank Primary School and Early Years Centre serves the villages of Mossblown, Annbank and area beyond which extends to Auchincruive, Gadgirth and Sandyford Toll, and to roughly mid-way between the school and the villages of Stair and Tarbolton. Staff provide early learning and childcare for up to 93 children, 15 of whom are aged from 2 to 3 years and 78 children from 3 years to under 5 years. The service operates a morning session, afternoon session and full day placements for a number of children. Approximately 82 children were in attendance on the day of the inspection.

A copy of the services aims and objectives were available. The main aim of the school and early years centre was to:

Provide a safe, stimulating learning environment where all children are motivated to reach their potential and are well equipped to meet the challenges of education, work and life in the 21st century.

What people told us

We sent out thirty care standards questionnaires and asked the service to give them to parents of children who used the service. Prior to inspection we received fourteen completed questionnaires. Responses in the care standards questionnaires told us that all parents agreed or strongly agreed that they were happy with the overall quality of care their child received. Comments they made included:

'My child is very happy with the staff and being in the nursery. He has become a very confident individual through their help which in turn has allowed him to form some close friendships and also develop new skills. I

have seen him progress consistently and I am delighted with how the staff have nurtured him and helped him grow. They are a credit to their profession'.

'I currently have two children one is very vocal and thoroughly enjoys the nursery. The other is not very vocal, however I am confident that both of their needs are met'.

'Wonderful early years centre. Fantastic, lovely staff. Very happy that my child and future children will be attending here'.

'Although I am overall happy with the care and learning my child gets. I feel that parental involvement within the centre could be better. I have had very few opportunities to be involved in a session within the playroom with my child. As my child tells me nothing about their day this makes it very difficult to start conversations at home or understand what goes on. The only other niggle I have is that I have never seen any profile or record of work or learning. I believe there are e profiles kept on every child including my own. This prevents me to have any knowledge of what has been achieved/learned or again to start the conversation at home. This aside the nursery staff are very friendly and approachable and my child loves attending Annbank'.

'I moved my child to this nursery from another nursery as they weren't settling. Within one week my child had settled great and now looks forward to going to nursery instead of being terrified. Staff are excellent with the children. So much patience and friendly atmosphere'.

'Myself and my two children are so happy with the nursery, staff and activities available. The staff are fantastic with the kids and always there if you need a chat. My children adore their teachers; it's all I hear about! They are so excited to go each morning which shows how much they love it. Nothing but praise for an amazing nursery with amazing staff'.

'My child feels very comfortable at the service. His confidence has improved massively since he started'.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the improvement plan for the service which identified priorities for development.

From this inspection we graded this service as:

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

What the service does well

Annbank early years centre provided very good care and support to children attending. Staff spoke confidently about children's likes, dislikes and developmental stages and demonstrated that they knew children well. Personal plans in place supported staff to plan appropriate care and learning based on children's individual needs and interests. Children's learning and development was captured through the use of e-profiles. These profiles included a range of photographs and comments linking to children's learning and significant

achievements. We found that staff were making good use of information gathered from parents, observation, tracking and assessment to build on children's prior learning.

Staff met regularly to discuss children's wellbeing and development and share significant information about children to ensure a consistent approach. This engagement was vital in supporting the ongoing free flow provision between the 2-3 and 3-5 room. Staff worked effectively with other agencies to ensure children with identified needs benefitted from the right support at the right time. Where required appropriate action plans were in place to support children. Staff training was targeted to meet children's specific needs. Children were making good progress as a result of on-going staff development.

Staff were warm, kind and caring in their interactions with children, providing reassurance, encouragement and praise at the relevant times. Within the centre children were active, happy and confident in exploring all resources and experiences on offer. Staff and management were working hard to improve children's health and wellbeing through the promotion of healthy eating and regular exercise. This included workshops for parents based on healthy snacks and lunches, gymnastics sessions for children and the development of a snack book, labelling healthy and unhealthy foods. Management and staff should continue to build on opportunities provided for parents, to increase further awareness.

A range of learning opportunities were provided for children within the indoor and outdoor environment, building on children's early literacy and numeracy skills through play. Children were supported to be independent in following playroom routines and encouraged to make their own choices. Free flow access to the outdoor area enabled children to choose where they wanted to play and when.

The outdoor area had recently been developed and offered children excellent opportunities to explore a more natural and enriched environment. Outdoors children had increased opportunities to participate in different types of play. During the inspection, we observed children playing cooperatively outdoors, using their imaginations, problem solving skills and playing creatively. The well resourced tool shed provided regular opportunity for children to engage in more risky play.

Staff had a good knowledge of their role in relation to child protection and could confidently tell us what procedures they would follow to keep children safe. The management team ensured that all staff had access to regular in-house child protection training to keep their knowledge up to date.

Annbank early years centre had experienced many changes from their last inspection with the pace of change managed well. Parents and staff commented on the effective management team and positive ethos for children, families and staff. Management had a good knowledge of their staff team and were effectively deploying them to maximise quality. Staff told us they felt supported by management and commented positively on the cohesive working relationships. Annual reviews with staff supported a culture of reflective practice and a commitment to their continuous professional development.

Evaluative systems in place took into account the views of children, parents and staff. We sampled some good evidence where management had used national guidance to support self evaluation and identify areas for improvement. We made some suggestions about how this could be improved further.

What the service could do better

The staff team were providing a good range of activities for children to learn through play, however this could be improved further through more effective staff questioning building on children's higher order thinking skills.

The management team should continue to monitor the free flow provision between the 2-3 room and 3-5 room with a focus on minimising any interruptions to children's play and learning.

The management team should review the arrangements in place for drop off and pick up times and implement required changes to prevent any accidents or incidents occurring, due to the volume of people in any one area at any time.

Staff and management should continue to monitor and review the children's lunch experience. Improvements should be made to smooth the transition from the dining hall back to the centre. Children's independence should be fully promoted. Where possible children should be able to enjoy an unhurried mealtime in a relaxed environment.

The management team should develop an action plan outlining clear improvement priorities in their transition towards the expansion of early learning and childcare. This will support them in tracking their improvement journey and sustaining more robust monitoring procedures. Regular informal and formal monitoring should be carried out to continue to build on the quality of service provision. The Health and Social Care standards should be fully embedded in the service's quality assurance systems.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

Recommendation 1

The manager and staff should build on existing practice in ensuring that personal plans for each of the children clearly set out how the plan will meet each child's health, welfare and safety needs. The Personal Plans should show progression.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing and Standard 4: Engaging with children.

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

The service submitted an action plan to the Care Inspectorate on 19 May 2017. They wrote and told us:

Authority staff training highlighting current good practice in authority in personal plans and personal plan meetings.

All staff training - quality interactions

Clear, focused plan on what to include - parental conversations, holistic picture of each individual child building on prior learning ,ensuring consistency across all staff.

Include children and their parent's aspirations with regards to health, welfare and safety

Trial new plans and feedback opportunities.

Staff dialogue and moderation of personal plans- rolling programme created going forward.

Personal plan policy created.

Develop and implement new approach as to personal plans targets being incorporated in planning.

During inspection we sampled children's personal plans and online journals and found that staff were making good use of information to plan appropriate care and learning for children. Children's progress and learning was tracked, with significant achievements recognised.

Recommendation met

Recommendation 2

The manager and staff should develop policies and procedures to reflect the good working practices that the nursery operates. These should be adopted in line with national and local guidance. These should include complaints procedures, confidentiality, emergency procedures, child protection policy and whistle blowing policy.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 14.2: Well-managed service.

This recommendation was made on 27 April 2017.

Action taken on previous recommendation

The service submitted an action plan to the Care Inspectorate on 19 May 2017. They wrote and told us:

Creation of separate Early Years Care policy folder containing all relevant policies that reflect good practice including - complaints procedures, confidentiality, emergency procedures, child protection policy and whistle blowing policy.

Staff to revisit all policies and update accordingly ensuring they reflect good practice and follow local and national guidelines.

Rolling programme created to revisit and update.

Policies to be signed by all staff.

Incorporated into agenda at Early Years Centre monthly meetings.

During inspection we looked at the service's policies and procedures and found that they had been developed to reflect good working practices. Staff were actively involved in developing and reviewing the policies supporting a very good quality of service.

Recommendation met.

Inspection and grading history

Date	Type	Gradings
30 Jan 2017	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
3 Oct 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 Oct 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
19 Feb 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very 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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