

Wallacetown Early Years Centre Day Care of Children

Queen Street
Ayr
KA8 0DW

Telephone: 01292 612164

Type of inspection:

Unannounced

Completed on:

21 January 2019

Service provided by:

South Ayrshire Council

Service provider number:

SP2003003269

Service no:

CS2003016143

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.

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

Wallacetown Early Years Centre is a stand alone daycare service for children, provided by South Ayrshire Council. The facility is based within its own grounds in a residential part of the town of Ayr. Staff provide early learning and childcare across four units in the facility. The service operates full and part day sessions, term time, and caters for children aged from two years to school age.

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. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

We compiled this report following an unannounced inspection carried out on Monday 21 January 2019 by two early learning and childcare inspectors.

What people told us

We sent 48 care standards questionnaires to the manager to distribute to parents using the service. We received 22 completed questionnaires prior to this inspection. The respondents to our questionnaire strongly agreed that they were happy with the quality of care provided by the service. Comments included.

"My child is very happy at the nursery. She has made friends and is very comfortable with the staff, who are all lovely."

"I am very pleased with the service. My child has come on leaps and bounds since starting nursery and really enjoys her time spent in the facility."

"I feel confident my child is being cared for by competent staff who know my child as an individual and meet his needs. Experiences are responsive and carried out to a high standard from planning to completion. My child feels nurtured and cared for and I feel all staff and management are approachable, supportive and professional."

"Very pleased with the service. All staff know our daughter well and update us regularly on her progress. They show genuine care for her and she is growing in confidence as a result."

"Overall the team at Wallacetown are excellent."

"Wallacetown is very inclusive, we are asked along to participate even on days where our children do not attend, we are very happy with the care and learning our children receive."

"Cannot praise staff enough for their continuous effort, commitment and kindness I have witnessed every single day. They work tirelessly and provide security and the utmost care for each and every child."

"Wallacetown is a fab nursery, we have been part of this nursery for a few years and I cannot wait to have more years here."

"Wallacetown early years centre is a very welcoming service and provides my child with the needs she requires, from head staff to teachers to janitor and cleaning staff, the nursery is run to a very high standard."

"My child is happy and well settled within the centre. He skips in every day and talks avidly at home about his experiences, particularly affectionately about staff and peers. The centre has worked continually to improve opportunities within the outdoor environment and extensively through play based learning. My child regularly enjoys playing on the setting's balance bikes."

"Wallacetown is an excellent early years setting and always delivers the best service. My son loves going to nursery and he feels really safe and welcome there. The staff have all been great with my son and he enjoys his time in the nursery. He has developed so much since going to Wallacetown and that's all down to the staff and management. The service is very clean and well maintained."

"Excellent staff and communication, the staff take the time to spend individual learning time with each child to benefit new learning skills."

"The staff have always been very caring, loving and professional when dealing with my children and always take the time to listen to parents."

Self assessment

We did not ask the provider to complete a self assessment in advance of the inspection.

From this inspection we graded this service as:

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

What the service does well

During the inspection, we found management and staff to have effectively established a very warm, welcoming and nurturing environment where children were able to form friendships and have fun. We found children were actively engaged in a range of stimulating play experiences, facilitated by resources that promoted interest, creativity and problem solving. Learning was supported by staff who understood their role in children's play, using their skills to extend children's thinking and offer appropriate support and challenge.

We observed children being praised and encouraged during their play and their achievements were recognised. These strategies helped develop children's self-esteem and confidence. We found children's learning and development was well tracked and the information gathered was used by staff to inform planning processes and targeted intervention. Very good links had been made with other childcare professionals to enable staff to seek advice and develop strategies for children who may need additional support. We saw staff were appropriately deployed with sufficient staff working with children at all times. This contributed to ensuring that children's care needs were met. We observed most staff providing a warm, nurturing and productive environment for children.

We found the ethos of the centre was one of family involvement. Staff were very good at engaging with parents and carers to help them understand and strive to achieve positive outcomes for children. They did this through the effective use of a key worker system and open and professional dialogue with parents. A number of opportunities to be included in the life of the centre were offered to help parents share and develop skills and become part of their child's learning and development. These opportunities included Parents Early Education Partnership Sessions (PEEPS), cooking and music sessions as well as opportunities to take part in swimming and community Bookbug sessions.

Since our last visit, we found the centre had recently been going through some refurbishment of the playrooms and children's toilets. Most playrooms throughout the centre provided children with attractive and engaging environments, which were maintained to a very high standard. Management and staff spoke about the positive impacts the refurbishment had made on the children and families. Staff told us that play spaces had been designed to encourage children to easily select what they wished to play with such as making choices about their learning and following their interests. Very good use had been made of displays, lighting and natural resources to create cosy and welcoming playrooms for children. Within areas still to be developed, staff were aware of the importance of attractive and welcoming environments in making children and their parents feel valued. Staff throughout the centre had a good understanding of planning for children's play experiences through being responsive to children's ideas, interests and suggestions.

Most children had free flow access to the outdoor play areas. Although children didn't have direct access, the centre had developed a system that encouraged the children to be independent in accessing outdoors. We observed staff using radios between outdoor and indoor staff when children were leaving areas to come in and out. This enabled staff to monitor children's movements to ensure children's safety and security at all times. Older children confidently chose when they wanted to go outside and when to return indoors. Outdoor play was a large part of all children's daily routine. The amount of time spent outside each day had increased and staff were working on developing opportunities for all children to have free flow access to the outdoors.

The outdoor area provided children with a variety of open-ended materials encouraging imaginative and creative learning opportunities. Resources including loose parts had been used to support a full range of play and learning experiences. The mixture of tarmacked area for wheeled toys, grass area, climbing frame, prams and the use of building materials had been imaginatively developed by staff. Children were observed to be very busy, confident and mostly engaged in activities on offer. They were having creative conversations with peers and creating play scenarios in the covered area with the Lego and books. This benefited the children's health and helped them to enjoy an active lifestyle as they explored the naturally changing outdoors. We acknowledged the garden was still under further development and management and staff had been actively seeking funding to continue to improve outdoors.

Children were supported to have a healthy diet and develop positive eating habits. Snack consisted of a variety of fresh fruit and raisin bread. Children were observed enjoying watermelon, grapes and apples. Children were encouraged to wash their hands before snack and independence skills were supported with the children clearing away plates and cups. We observed fresh water available throughout the session. Children were confident and independent in accessing a drink when required. Any food allergies were understood and alternatives provided were healthy and nutritious. Children's medical needs were appropriately met, contributing to them being healthy and safe.

The manager and staff had a good understanding of the importance of safeguarding children. The team received regular child protection training to help them keep children safe and protect them from harm. This approach ensured that children were valued, safe and secure.

Staff demonstrated a commitment to their continuing professional development (CPD) which was well supported by the management team. They reflected on their learning, shared ideas and put these into practice to benefit the children and families. This had included, for instance, outdoor learning and play, Makaton training, family support, promoting gender equal play and Parents Early Education Partnership. We found this promoted leadership and staff were able to adopt and assess new approaches to their practice and develop better ways of working.

What the service could do better

We found that the planning processes in place in some rooms were evaluative. However, going forward attention is needed in regards to children's next steps. We advised management to implement a robust review process with a focus on quality of experiences and recording of information especially in regards to outdoor play. This will support staff to focus and evaluate individual children's patterns of play by providing activities to build on their interest and learning.

Moving forward the team should consider how the younger children's environments could be enhanced. This could include more realistic, heuristic and schematic play opportunities. With the upcoming developments of the outdoor play area, we have asked that management monitor access to outdoor play for all age groups, as well as staff, in relation to deepening children's experiences. The team should consider introducing further opportunities for all age groups to develop children's language and literacy, maths and numeracy skills in the outdoor areas.

There had been some changes to the team and the management structure since our last visit. We encouraged the team to continue on their improvement journey and found their development plan meant they were well placed to achieve their goals.

During the inspection, we sampled personal plans that were in place and most clearly identified how children's health, welfare and safety needs would be met. We have asked management to review the format in place to reflect current legislation and ensure information recorded is meaningful and reviewed in line with legislation. The service was requested to review this at the last inspection on 8 February 2017. This recommendation had not been met and remains. (see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Personal plans for children should be further developed to ensure that purposeful individual observations and clearly identified next steps are recorded for each child. Staff should ensure that spontaneous observations are carried out, where appropriate. This will give clear information on children's individual learning and support each child's keyworker to identify individual next steps in learning for each child in their group. Children's personal plans should be reviewed every six months, or when appropriate, with parents.

This is to ensure 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 me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15), and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

Requirement 1

The provider must ensure that all children receive support which is tailored to meet individual needs and considers the impact of the support on other children using the service.

This is in order to comply with SSI 210 Regulation 4(1)(a) Welfare of users: (a) providers shall make proper provision for the health and welfare of service users.

This requirement was made on 23 March 2017.

Action taken on previous requirement

The service submitted an action plan to the Care Inspectorate on 15 June 2017. They told us:

"To ensure that we have more classroom support to enable all the children to meet their individual needs within the setting. - Action planned ASAP. The action was put in place with immediate effect and has made a very positive impact."

During our inspection on 21 January 2018, we found that support was now in place for children and staff have been employed to support this requirement.

Met - within timescales

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

Previous recommendations

Recommendation 1

Personal plans should be reviewed so that the information recorded in them is meaningful and adheres to legislation.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 5 - Quality of experience.

This recommendation was made on 8 February 2017.

Action taken on previous recommendation

The service submitted an action plan to the Care Inspectorate on 15 June 2017. They told us:

"To consult with staff and parents/carers as to the relevant information that should be adopted within personal plans and amend as necessary. Ensure that the personal plans link in with the planning and next steps. Ensure the outcome is a whole staff approach."

During our inspection on 21 January 2018, we found that this recommendation was not met.

Inspection and grading history

Date	Type	Gradings
8 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 4 - Good
27 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
21 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
11 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed Not assessed
4 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 4 - Good 4 - Good

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