

Buttons & Bows Nursery Day Care of Children

15 Crookston Drive
Crookston
Glasgow
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Telephone: 0141 883 2521

Type of inspection: Unannounced
Inspection completed on: 22 August 2017

Service provided by:
Buttons & Bows Nursery

Service provider number:
SP2008969505

Care service number:
CS2008174312

About the service

Buttons and Bows Nursery operates from a detached villa in the Crookston area of Glasgow.

The service is registered to provide pre-school education and daycare to a maximum of 76 children aged from birth to those not yet attending primary school. The service operates from 7:30am to 6pm Monday to Friday during term time and school holidays and is in partnership with Glasgow City Council Education Department.

The service aims to: "Provide a safe and stimulating environment in which children can feel happy and secure. Encourage the emotional, personal, social, physical, creative and intellectual development of each child."

A full statement of aims and objectives was available to people using the service.

We compiled this report following an unannounced inspection, which took place on Tuesday 22 August 2017. The inspection was carried out by a Care Inspectorate early years inspector.

During this inspection we spoke to the children, childcare staff and manager. We chatted to eight parents/grandmothers when they arrived to pick up their children. We looked at a number of documents including children's personal plans, safety records, planning tools, training plans and quality assurance folder.

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

At this inspection we focused on two aspects in four themes. Care and Support; personal care plans and medication protocols. Environment; outdoor play areas and environment risk assessments. Staffing; Training and SSSSC conditions of registration. Management and Leadership; personal care plans auditing, the update on last year's recommendations.

What people told us

Twenty five parental questionnaires were returned prior to the inspection visit. All of them strongly agreed or agreed that the service provided a very good all around quality care, early learning and childcare service, some comments included:

"I would highly recommend this nursery. The staff team are caring, nurturing and kind. I feel a very contented parent leaving my children there, knowing they are very well cared for, well fed, and learning so many new things and experiences"

"The staff have a friendly, respectful, caring attitude towards children and parents, extremely important for working mums and dad's to have this rapport. They are professional and there seems to be a culture of learning among the staff and management. They really do "live" their values"

"We have sent both our daughters to this nursery as it provides all the level of care and education that we could possibly want for our children".

We spoke with parents and a grandparent, some of their comments included:

"When I pick her up, she is always busy playing with her friends in the garden, sometimes they are lying relaxing, I think they practice meditation, all the kids are lying relaxing, I think it's part of a wellbeing programme, I think that is good"

"My older child came here too, very good education and care, no complaints"

"He has been coming here since a baby, The staff are so caring and he has come on leaps and bounds".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own development plan and quality assurance paperwork. 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	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We saw positive relationships between children and the staff team. They genuinely cared for the children. They were kind and supportive to all children.

Baby room staff were motivated, they told us about the improvement of the baby room garden, this enabled the babies to enjoy fresh air and physical play daily.

Children aged 2-3 years enjoyed innovative, physical and creative experiences, they were fully engaged in curiosity and story telling.

We discussed that some activities were adult led, some staff were using skilful questioning to maximise children's learning potential. The management agreed that this was an improvement area, they intended to carry out some more child led play training sessions. Children were happy to tell us all the things they have been learning about "water". We saw that they were intrigued carrying out outdoorwater science experiments.

We saw children aged 2-5 years enjoyed the outdoor area. They were negotiating space on bikes, group play or playing independently in the loose parts area. The babies enjoyed a nutritious lunch and a few babies slept safely.

We discussed the improvement on the development of personal details and recordings of additional support in the children's personal care plans. These now contain the required content. They demonstrated that the children are being supported and SHANARRI wellbeing indicators were identified if appropriate. These were child centred and contained additional strategies the service had identified to support children.

The medication protocols and storage procedures followed best practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The service had an effective child protection policy in place, staff were confident about their roles and responsibilities relating to protecting children from harm, abuse, bullying and neglect.

The nursery indoor environment was bright, stimulating and welcoming. Well laid rooms and safe storage. Children enjoyed playing in a group or independently and moved freely within the playrooms. The nappy changing areas were safe and followed best practice protocols.

We discussed the plans for the garden. The managers told us they were consulting with parents, they had plans to develop the mud kitchen area and whole garden area.

We saw that the older children were involved in the garden risk assessment. We discussed with the service to continue to do this daily.

We saw that a few areas in the playrooms were poorly or inappropriately resourced to enhance children's creative and imaginative learning. The managers and the 3-5's senior practitioner agreed this would be a priority, they agreed to action this immediately. We suggested the service compiles a daily checklist to identify resources and areas being fit for purpose, (please see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. All activities and resources should be fit for purpose.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 2 - A safe environment.

Grade: 4 - good

Quality of staffing

Findings from the inspection

Some of the staff told us they had recently attended "Leadership skills" training. Some staff told us this training was really good. "We have learned that we are all part of the improvement in the nursery". The staff told us that they enjoyed downloading ideas and knowledge from childcare websites to further enhance learning experiences and positive outcomes.

They told us they met regularly as a team to discuss nursery developments. They felt that they benefit from the local authority education peripatetic teacher. She supported the delivery of the curriculum for excellence.

All staff were qualified and some were undergoing further childcare education. They spoke with a genuine kindness for the children. They demonstrated the knowledge of the children's likes and dislikes. All staff were registered with the Scottish Social Services Council. Two of the staff had conditions on their registration certificate. The conditions are either now met or will be soon.

The staff were highly motivated and well trained. They spoke with a sound knowledge of meeting the children's needs. They worked well as a team. We could see they shared a mutual respect for each other, parents and children.

We agreed the staff team should be carrying out a visual check on resources in the designated play areas, (please see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The depute manager is now the manager of the nursery, she is shadowing the previous manager for a short time. The new manager was visionary and discussed plans to further improve child led directed play.

The management team had developed robust monitoring and evaluation processes for example: service improvement big book, children's learning progress big book and children's progress profiles. Staff team meetings, staff one to one appraisals and playroom observation monitoring. The service also submits a Standards and Quality report and the newly established Education Perspective Report to the local Authority annually. The nursery had developed a curriculum monitoring calendar in line with "How Good is Our Early learning and Childcare" performance indicators.

The playroom seniors had a floor presence within the playrooms, this modelled good childcare practice in order to further improve the children's experience.

The management team were monitoring the childcare practice, they had identified similar areas for improvement as we did. We saw consultation with parents and children. This enabled parents to air their views. Children were consulted on their choice and personal interests to inform learning of the day ahead.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Personal plans should contain up-to-date information. They should include additional support offered to the child by the service. The plan should use the benchmark of the SHANARRI wellbeing indicators if appropriate. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing.

This recommendation was made on 11 November 2016.

Action taken on previous recommendation

The personal plans contain child centred robust required recordings.

Recommendation 2

Medication recordings should be in line with best practice guidance Handling medication in day care settings Care inspectorate THE HUB. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing.

This recommendation was made on 11 November 2016.

Action taken on previous recommendation

Medication protocols follow best practice guidelines.

Recommendation 3

Children should be offered a well-balanced play session, this should include the majority of the time, child led directed play to challenge personal interests and age and stage appropriate activities. National Care Standards Early Education and Childcare up to the age of 16: Standard 5 - Quality of experience.

This recommendation was made on 11 November 2016.

Action taken on previous recommendation

This has been met. However the managers agreed to further monitor the 3 - 5 years ensuring they have minimal interruption to their learning experiences.

Recommendation 4

The service should further improve the areas in the under three's playrooms. This is to extend children's experience to include choice and curiosity. The service should review the routines and tasks in the playroom, to include a more relaxed learning environment. National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A safe environment.

This recommendation was made on 11 November 2016.

Action taken on previous recommendation

This has been improved and children can move freely now.

Recommendation 5

The service should develop and embed monitoring and evaluation tools, this would enable formal quality assurance processes.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well-managed service.

This recommendation was made on 11 November 2016.

Action taken on previous recommendation

The service have worked hard to embed robust quality assurance systems and procedures (please refer to quality theme 4).

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
12 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
7 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Sep 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Dec 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Jan 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
5 Mar 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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