

## Rising Stars Academy Street Day Care of Children

22 Academy Street  
Glasgow  
G32 9AA

Telephone: -

Type of inspection: Unannounced  
Inspection completed on: 16 August 2016

**Service provided by:**  
Jobs and Business Glasgow

**Service provider number:**  
SP2003001314

**Care service number:**  
CS2011285810

## About the service

This service registered with the Care Inspectorate on 19 September 2011 and is registered to provide a care service to a maximum of 32 children across the following age groups:

- 5 aged from birth to under 2 years
- 7 aged 2 to under 3 years
- 20 aged 3 to 5 years

The service is provided by Jobs and Business Glasgow and is located within the ground floor of the East End Health Promotions building in the Shettleston area of Glasgow. The service has its own secure door entry system. Children have access to an open plan play room split by permanent dividers into areas for the three age groups. Children also have access to fully enclosed outdoor garden where they can enjoy energetic play in the fresh air.

The service is in partnership with Glasgow City Council to provide early learning and childcare for children.

The main aims of the service are:

- Create a positive ethos.
- Provide a safe, secure environment to allow children to learn through play in line with Pre birth to 3 documentation.
- Through Curriculum for Excellence develop children's learning using their interests and existing knowledge.
- Encourage independence and self confidence in children.
- Ensure all children's needs are met.
- Encourage equal opportunities, self respect and respect for others.
- Be aware of other cultures and religions within the wider community.
- Promote all learning opportunities both indoors and outdoors.

## What people told us

There were 23 children present at the time of inspection. We observed babies and children fully engaged in their play both indoors and outdoors. We talked to eight children about what they enjoyed best at nursery, their responses included:

"We were outside, there was a spider crawling." (boy aged 2 years)

"We're in the kitchen cooking." (girls enjoying the outdoor mud kitchen)

"I have this special pen, his head comes off. I'm this paper from here - it's my pen though." (boy aged 4 years)

For this inspection we received views from six parents/carers whose children attended the service. Five people said that they were very happy with the overall quality of the service and one was happy. Four respondents strongly agreed and two agreed that their family had been involved in developing the service, for example by sharing their ideas. Written comments from parents included:

"I cannot praise this nursery highly enough Caragh and the staff are fantastic! The love, care and consideration they show is fantastic. My children have progressed greatly with the fantastic activities and experiences given daily. My children are involved in their own learning and enjoy choosing topics. I am always well informed about my children's day and given regular written updates and reports.

The outdoor area is great - the mud kitchen is a particular favourite! The healthy snacks and lunches are great and the staff are confident in tailoring my children's likes/dislikes. The information in the hallway is always being updated and I enjoy reading this. Caragh is a fantastic manager and the nursery has a lovely friendly atmosphere."

"Rising Stars Nursery is a very welcoming and friendly environment. All the staff are very kind and helpful which helped my daughter settling in a lot easier."

"The service from the staff since my child's time in the nursery has been excellent. I can go to work knowing that my child will be in a safe environment both indoors and outdoors. I am pleased that my child has also learned about community events."

"Care staff seem to have genuine enthusiasm for the children's wellbeing and engagement."

"My child is so happy and comfortable in the nursery and this is because he has made a good attachment with staff in his playroom, he also has a good relationship with other staff. I always received good feedback of his daily activities and his development."

During our inspection we also spoke to one parent who confirmed the above sentiments. She had found the staff to be very approachable and gave examples of where they had signposted her to additional services in order to support her child to achieve their full potential.

## Self assessment

We received a fully completed self-assessment document from the service. We were satisfied with the way the service completed this and with the relevant information included for each heading that we grade services under.

The service identified what it thought it did well, some areas for development and any changes it had planned. The service told us how their users had taken part in the self-assessment process.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

Staff had created a happy and caring environment where children's involvement in planning was promoted and valued. For example older children had helped create golden rules so that they were learning how to set boundaries for their behaviour and to get along with others. One of the service strengths was the focus on nurturing children and staff had received training to achieve this goal.

We observed that staff supported children's emotional wellbeing through providing quiet areas where they could escape the bustle of nursery life when needed. This included a sensory room that was used to comfort children and help them feel safe and secure when they were upset as well as for nurture work. Nurture groups usually have a higher adult to child ratio and there is an emphasis on communication and learning social skills within a small group setting.

The service had a keyworker system to help children build attachments and ensure consistency in their care. From sampling children's personal plans we could see that parents had opportunities to meet with the keyworker to share information about their child's care, learning and development. Staff were sensitive to children's individual needs and had worked closely with other agencies and parents when drawing up a programme of support for their child. This approach ensured the welfare of children while maintaining a respective ethos towards the whole family.

There was a display board and table dedicated to information about child protection, including advising everyone that the service manager and senior practitioner were the Child Protection Officers. This helped everyone understand the arrangements in place to ensure children's wellbeing and to keep them safe. The staff attended child protection training annually and their certificates were on display to reassure families that staff kept up-to-date with safeguarding practices. The staff we spoke to were aware of their responsibilities for safeguarding children.

The service was in partnership with the local authority to deliver early learning and childcare. This meant that the manager was supported in their monitoring and evaluation role through a Leader in Early Learning (LEL). The LEL had used the Building the Ambition self-evaluation tool with staff; for example to help them think about how the play areas for the three age groups (babies/2-3 year olds/3-5 year olds) were organised to motivate and engage children and reflect on how their practice could be improved. As a result staff were supported to be analytical in their approach to how the service was delivering good outcomes for children. Staff told us about how other training gave them confidence to lead areas of work.

## What the service could do better

The service provided very good information for parents but management acknowledged that sources, including noticeboards could be updated and refreshed to reflect current practice.

We acknowledged that the service had an infection control policy and related procedures in place. However the manager agreed that it was important to remind staff to be vigilant in their implementation of these in order to keep children safe and healthy. For example, on the day of inspection the nappy changing area was cluttered including an overflow dirty laundry basket positioned between the change mats. This posed a risk of cross contamination. The areas had been cleared and a lidded laundry bin purchased by the time we returned for feedback.

We observed good hand hygiene however on the day of inspection babies' hands were not always washed under running water, for example when coming in from playing outdoors and before having their snack. Staff had wet wipes for this purpose however the manager advised that babies were usually taken to the child height sinks and supported to wash their hands. We have repeated a recommendation about infection control (please see recommendation 1).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. Staff should comply with the service infection control policy and procedures at all times. Staff should refer to good practice guidelines for hand washing found in the Health Protection Scotland guidelines - 'Infection Prevention and Control in Childcare Settings' (September 2015)

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing.

## Complaints

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

## Inspection and grading history

Date	Type	Gradings								
22 Aug 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very 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	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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26 Sep 2012	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									

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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