

Rising Stars Ardlaw Street Day Care of Children

30 Ardlaw Street
Govan
Glasgow
G51 3RR

Telephone: 0141 445 1770

Type of inspection: Unannounced
Inspection completed on: 1 June 2017

Service provided by:
Jobs and Business Glasgow

Service provider number:
SP2003001314

Care service number:
CS2005111484

About the service

Rising Stars Ardlaw Street has been registered with the Care Inspectorate since 2011. It is registered to provide a care service to a maximum of 52 children across the following age range:

- 18 children 0 - under 2 years.
- 10 children 2 - under 3 years.
- 24 children 3 years to those not yet attending primary school.

The service is provided by Jobs and Business Glasgow and operates from a detached building situated within a housing scheme in the Govan area of Glasgow. It has its own safely enclosed outdoor play area where children can enjoy a range of activities in the fresh air.

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

The service mission is to provide quality affordable childcare in a safe, stimulating environment where children can learn and parents/carers can get access to employment and training opportunities.

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

There were 41 children present during our inspection. We observed children of all ages happily engaged in activities of their choice, both indoors and outdoors. Older children were interested in our visit and clearly accustomed to sharing their views with adults. For example, they explained some of the contents of each other's learning folders and were excited about the photos of their friends. Their comments included:

"That's **, they're making playdough."

"I was only wee there, I'm going to school we went for a visit."

"Do you know what this game is? It's about dinosaurs but I don't know his name."

"We're pretending to hunt for eggs, look how many I've found."

For this inspection we received questionnaire responses from seven parents/carers whose children attended the service. Four people said that overall they were very happy with the quality of the service and three were happy. Their written comments included:

"I am very happy with the nursery as is my daughter. The staff in the room are very good, they provide a wide range of stimulating activities for the children. The staff treat the children as individuals. The staff give me highlights of my child's day on a daily basis. The staff follow the curriculum and add evidence to my child's folder."

I feel there could be better communication with me regarding the curriculum and suggestions for activities to develop my child at home. I have no concerns regarding my daughter's development."

"Our family have faced quite a few challenges over the last twelve months including my wife's long stay in hospital and continued disability. The centre has been supportive and provided a sanctuary of stability, stimulation and high quality care. I admire the professionalism and warmth of the staff and appreciate the balance of planned and free activities that the centre provides."

"Very happy with nursery, my child's needs are met socially, physically and emotionally. My child has formed positive relationships and is learning all the time, has come on leaps and bounds since starting."

"My daughter started at Ardlaw Nursery aged 10 months in January 2017. I was extremely wary about leaving her after my maternity leave. However I had no need to worry, the staff have been amazing with her. She loves going to nursery and has settled in fantastically. I am always informed each day of what she has eaten and has been doing. Something that worried me terribly was leaving her but my fears were unfounded. My daughter is so happy here, so glad I picked this nursery."

"I am thoroughly impressed with the standard of care my son receives from this nursery. He has come on leaps and bounds since starting here and is excited every morning going here."

We had the opportunity to speak to nine parents/carers during the inspection process. They highly praised staff for their professionalism and friendliness. Communication was a strength within the nursery. Parents' views have been taken account of in the main section of this report.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

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

We found, and parents confirmed, that the service provided a very good standard of care and support for children. For example, there were very effective procedures to support children's transition from home to nursery then as they made the transition between the playrooms. This gave children time to build an attachment with their keyworker and to feel nurtured and secure within the nursery setting. 'Nurturing Environments' was one of the service priorities within their improvement plan, most staff had participated in refresher sessions around nurture principles. These principles emphasise the importance of nurture and good communication for the development of children's wellbeing.

Throughout our inspection we observed warm and caring interactions between staff and children where staff paid attention to children's ideas. For example, getting down to their level, using eye contact and encouraging phrases to let children know they were listening. This contributed to children feeling included and respected.

The child protection policy was on display to remind everyone about their responsibility for children's welfare and safety. Staff attended child protection training annually which reassured families that staff kept up-to-date with safeguarding practices. The staff we spoke to were confident about their ability to respond to any child protection concerns.

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). For example, the manager had introduced a big book approach for letting everyone see how the service improvement priorities had been identified and progressed. It showed us that there had been meaningful involvement of staff, parents and children in self evaluation of the service, thus meeting a previous recommendation about quality assurance. This new approach to self evaluation meant that staff were reflecting on how the service was promoting good outcomes for children. For example, staff within the 3-5 playroom could tell us about their preferred learning style of working alongside the LEL to deliver the PATHS programme rather than being passive observers. In turn they could see the positive impact this had on children's self esteem and confidence. The PATHS (Providing Alternative Thinking Strategies) programme provides strategies for children to share their emotions and feelings as well as to respect the needs of others.

What the service could do better

A refreshed format for children's personal plans, which incorporated GIRFEC wellbeing indicators was in place and met a previous recommendation. At feedback we talked to the management team about staff being more vigilant in updating the all about me information within children's personal plans and ensuring that their next steps were more evident. We acknowledged that staff spoke informally to parents/carers and each other about any changes to children's care routines and preferences; however this information had not always been recorded timeously. Ensuring personal plans were up-to-date would contribute to children feeling respected, nurtured and included. The manager agreed to monitor content of personal plans and to support staff in how they implemented the new format.

The service progress around self-evaluation was admirable. One of their priority areas for improvement was learning environments (indoors and outdoors) therefore we discussed some of the areas where staff could be proactive in supporting positive outcomes for children. For example, the service had introduced more natural materials into the playrooms, particularly to promote heuristic play for babies. During heuristic play babies use all their senses to explore real-world objects and should be able to do so at their own pace. Although staff were aware that babies constantly put items in their mouth and are susceptible to choking they should also weigh up the risk and benefits in their choice of materials rather than frustrating babies by preventing them from exploring with their mouths. Staff should continue with their plans to introduce more environmental print in the outdoor play area together with resources that stimulate creativity. This approach will encourage children's curiosity about letters and to experience a sense of achievement as they begin to understand patterns of language. The manager agreed to continue to offer staff development activities that reinforced staff understanding of different types of children's play.

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.

Inspection and grading history

Date	Type	Gradings	
12 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
14 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
25 Nov 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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