

# Rising Stars Commercial Road Day Care of Children

Adelphi Centre  
12 Commercial Road  
Glasgow  
G5 0PQ

Telephone: 0141 274 3174

Type of inspection: Unannounced  
Inspection completed on: 23 June 2017

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

**Service provider number:**  
SP2003001314

**Care service number:**  
CS2014325242

## About the service

Rising Stars Commercial Road has been registered with the Care Inspectorate since 2015. It is registered to provide a care service to a maximum of 53 children across the following age range:

- 14 children aged 0 to under 2 years.
- 18 children aged 2 years to under 3 years.
- 21 children aged 3 years to those not yet attending primary school.

The service is provided by Jobs and Business Glasgow and operates from specially adapted accommodation within the Adelphi Centre in the Gorbals area of Glasgow. It has its own safely enclosed outdoor play area where children can enjoy a range of activities in the fresh air. Children also make very good use of adjacent local amenities such as Glasgow Green, the library and sports centre, giving children opportunities to develop new interests.

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

The service main aim is to be 'a friendly welcoming place for children and families. We aim to ensure every child in our nursery is safe, healthy, achieving, nurtured, active, respected, responsible and included.'

The service was in the process of consulting the staff and families to formulate new aims that reflected their aspirations for supporting good outcomes for children. A full copy of the service's vision and aims can be obtained from the service provider.

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 19 children present across the three playrooms during our inspection. We observed that children presented as safe and nurtured in their playrooms as well as when playing outdoors. Children demonstrated ownership of their environment and were keen to explain to us how they spent their time at nursery. Their comments included:

"He's got a bow tie on because it was our graduation." (4 year old explaining his friend's choice of outfit).

"It's soup, we put water in it to make it cool - what would happen if you put juice in it?"  
(Humorous conversation with group of 3-5 year olds at lunchtime about effect of different liquids on soup).

"The water's cold." (2 year old helping self to drink of water while outside playing).

"This is my baby" (3 year old boy pushing a buggy).

We sent 20 questionnaires to the service to be distributed to the parents/carers of the children and four completed questionnaires were returned. We also spoke with four parents on the day of inspection. We found that parents were highly satisfied with the quality of care their child received at the service. Their comments included:

"My child has not long started and was quite unsettled but with the help of the staff she is now happy at nursery."

"Great service, friendly and efficient staff."

"When my daughter came here at first (eight months previously) she only spoke Spanish but now she speaks to everyone fine."

"The staff are all very caring and I feel they have had the right training. I couldn't come to the parents' night but the keyworker gave me his folder home and I could see all the photos about his development and write comments myself."

## 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:

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

## What the service does well

We observed a caring and nurturing staff team who gave consideration to meeting each child's needs sensitively. To achieve this they had built trusting relationships with the parents/carers, making it more likely that there would be a regular exchange of information about children's routines and changing needs. Staff had introduced daily profile sheets for each child so that parents could see at a glance how their child was progressing in their learning and development as well as celebrating their achievements. The sheets made reference to the GIRFEC wellbeing indicators and guidance from Building the Ambition to assist staff in tracking the experiences being offered to children and think about how best to support their next steps.

Staff we spoke to were confident in their knowledge of child protection and this was reinforced by annual training on safeguarding children. The service manager had participated in training about wider child protection issues, such as domestic violence and had cascaded this to staff. We saw that information was displayed to signpost families to additional support where needed. From sampling files we could see that the service worked closely with other agencies when parents/carers were found to need support to keep children safe. This approach ensured the welfare of children while maintaining a positive and respectful ethos toward the whole family.

The service was based in a busy community centre used by members of the public but there were a range of measures in place to ensure the safety and security of children at all times. For example, visitors signed in to the main building and again to the nursery accommodation where there was buzzer access. The outdoor area had recently been refurbished and this had included erecting a higher fence so that the public did not have direct access to children. Children were, however, very much part of their local community. Staff had created stimulating environments with the help of children, parents/carers and colleagues from other services. We saw evidence of this in the activities children had participated in, such as swimming and football as well as fundraisers with local stores. This had contributed to children being included, healthy and achieving.

During our inspection children of all ages spent much of their time playing outdoors in the well-developed garden. Children's curiosity was encouraged through a variety of resources and activities. We particularly liked that children from the different age ranges came out together, enabling supportive friendships and co-operative play to develop as they explored their environment and learned new skills.

## What the service could do better

Some of the parents we spoke to could not remember formally reviewing information provided about their child's individual needs and we noted that entries in personal plans were not always dated. We acknowledged that staff had welcomed the refreshed format for children's personal plans, introduced by the service provider, and were continually looking for ways to make these more user friendly. The manager agreed to work with the team to consider how best to incorporate 'all about me' information and to make sure that everyone was vigilant about dating all entries in children's personal plans. Keeping information up-to-date and relevant will contribute to children feeling respected, nurtured and included.

We could see that risk assessments were in place for all areas accessed by children and this included good protocols for keeping children safe when on outings, including staff carrying first aid kits and risk assessing the routes to be taken. On the day of inspection these protocols had not been followed when taking the babies for a walk to the park in the morning and afternoon. Management agreed that newer staff should be accompanied on outings until they were familiar with the service's policies and procedures. This would help keep children safe.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

| Date        | Type        | Grading                   |               |
|-------------|-------------|---------------------------|---------------|
| 29 Oct 2015 | 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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