

Rising Stars Cowglen Road Day Care of Children

27 Cowglen Road
Pollok
Glasgow
G53 6EN

Telephone: 0141 585 6655

Type of inspection: Unannounced
Inspection completed on: 14 June 2017

Service provided by:
Jobs and Business Glasgow

Service provider number:
SP2003001314

Care service number:
CS2008168962

About the service

Rising Stars Cowglen Road has been registered with the Care Inspectorate since 2011. It is registered to provide a care service to a maximum of 67 children across the following age range:

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

The service is provided by Jobs and Business Glasgow and operates from purpose-built accommodation within a community hub in the Pollok 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 46 children present during our inspection. We observed children of all ages happily engaged in a balance of free play and adult led experiences, both indoors and outdoors. Older children confidently told us about the resources and activities available in their playrooms.

Their comments included:

"I've got lots of friends, they're (named friends) - I'm not going to school."

"I've been playing with the cars but now I can show you how high I can jump."

"I need a stick to find bugs."

"We are brushing our teeth - are they very sparkly?"

For this inspection we received questionnaire responses from eight 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. The other respondent disagreed that they were happy but explained their concerns in their written comments.

Examples of parent comments included:

"We feel very lucky to have a place for our child at Rising Stars. The staff are absolutely amazing, friendly, hardworking and always professional. We can leave him in their capable hands and do not feel worried about his wellbeing."

The nursery baby room is one of the biggest and best we have seen, always clean and looking great for the kids with lots of toys and stimulation."

"My child has made great progress in the last nine months he has been in nursery. Always all smiles and has great relationships with all members of the baby room - Great kids, great staff, great nursery!"

"It would be good to receive more information about individual learning and development of my child, as she is in preschool age group. It would be helpful for me as a parent to know if I should be doing more at home with her to prepare her for going to school i.e. number or letter recognition."

We also spoke with one parent of two children during the inspection process. They had used the service for almost four years and highly praised the competency of staff in supporting their family. They told us that they had been kept informed about staff training via the service newsletter so that they knew that staff were continually refreshing their skills.

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	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The service worked in partnership with families to ensure that children's individual needs were met. As a result children were very well cared for by the staff team who knew them well. Throughout our inspection staff were kind, caring and respectful of children's voices. For example, we could see from older children's online portfolios that they had been involved in setting their own learning targets. This made it more likely that the targets were relevant to children's interests and achievable.

The pace of the day and children's routines were underpinned by the GIRFEC wellbeing indicators. We could see that staff subtly supported children's learning by providing resources and planning experiences that would motivate children's curiosity to want to find out more. Children benefitted from regular physical play outdoors as they explored the learning environment. For example, staff had participated in training on schemas and there was a large floor tray of bubbly water outside for babies to experiment at their own pace. Schemas are patterns of behaviour that children might repeat over and over again as they try to make sense of their world.

The service provider organised training to ensure that staff kept their knowledge and skills up-to-date. Good use of national guidance meant that staff reflected on how their practice supported positive outcomes for children.

We praised the manager for promoting a culture of learning among the staff team by displaying best practice documents in the staff room as well as making these a standing item for the monthly staff meetings. This contributed to staff feeling valued, respected and achieving. Staff told us that they particularly liked the new format for their annual performance management review (PMR) as it was more relevant to their work context and fed into the Post Registration Training and Learning (PRTL) requirement for registration with SSSC. Scottish Social Services Council (SSSC) is responsible for registering people who work in social services and regulating their education and training.

What the service could do better

Staff had been working with the new format for children's personal plans and were confident that their feedback for how these could be improved were valued by the service provider. For example their suggestions, to make clearer links between staff observations of children and how children's next steps would be supported, had been incorporated. The most recent reflection was that children's 'all about me information' should be updated more frequently. Staff should continue to implement this suggestion as keeping information up-to-date would contribute to children feeling respected, nurtured and included.

We acknowledged that the service had an appropriate child protection policy in place and that staff participated in child protection training annually. The staff we spoke to were confident about their ability to respond to any child protection concerns. However, the service provider agreed that it would be beneficial to include fuller training on child protection as part of the induction programme for trainees. This would ensure that there was a shared understanding of safeguarding practices across the team and that children were protected from harm, abuse, bullying and neglect.

When we looked at the service improvement plan we could see that the manager had involved the staff and families in identifying meaningful areas for development. One of the priorities for improvement was leadership of change. The service should continue with these plans. We signposted the manager to SSSC online 'Step into leadership' programme that would help give individual members of staff confidence in their own leadership potential.

<http://www.stepintoleadership.info/>

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	
14 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Dec 2010	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
25 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
15 Dec 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

0345 600 9527

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