

Burnbrae Children's Centre Day Care of Children

Cleeves Campus
Househillmuir Road
Glasgow
G53 6NL

Telephone: 0141 881 0923

Type of inspection:

Unannounced

Completed on:

21 August 2019

Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Service no:

CS2003014818

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Burnbrae Children's Centre registered with the Care Inspectorate on 1 April 2011. It provides a care service to a maximum of 53 children from birth to primary school age in the following age groups:

- 6 children aged 0 to under 2 years
- 15 children aged 2 to under 3 years
- 32 children aged three years to those not yet attending primary school.

The service is provided by Glasgow City Council and operates from within Cleeves Campus in the Pollok area of Glasgow.

The vision of Burnbrae Children's Centre is to work closely with families to build positive, respectful partnerships. They aim to foster and develop an inclusive approach ensuring that children are aware of their rights as individuals in an environment which encourages exploration, creativity and fun.

A full copy of the service's vision, values and aims is available from the 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

On the day of our inspection there were 36 children attending the nursery. We spent time in each playroom and outdoors, observing babies and children's interactions with staff. Children's individual needs were met by caring and nurturing staff, that were compassionate and responsive. Children could easily access resources that supported their play ideas both indoors and outdoors. Older children were keen to involve us in their play. Their comments included:

"You've painted your nails like me. I like drawing on paper too and playing with that." (3-5 year old pointing to the sand in the mud kitchen in the outdoor play area.)

"I need to pull her to get over the bump but I need my friend to play." (3-5 year old problem solving how to manoeuvre a cart in the garden.)

"This is where we sit, I wanted a blue seat." (3-5 year old explaining place settings at lunchtime and working out what would enable her to sit beside her friend.)

We issued 20 Care Standards questionnaires to the service to distribute to parents/carers prior to the inspection taking place. We received 10 completed questionnaires where overall respondents were happy with the quality of care their child received from the service. Six of the respondents had written additional comments to highlight the strengths of the nursery, such as the qualities of staff. These included:

"I am fully involved in the nursery and I am always included in her learning."

"Burnbrae children's centre has been great for my three kids that attended there. They have great support in place for parents and the kids, any problems or issues I had they helped me and show me best way to deal with it. They were great support to myself when my mother passed away last year."

"Since my son started Burnbrae nursery he has improved so much with his speaking, behaviour and also his confidence."

"The staff are great; very caring and give great service to the children. They always as welcoming to the parents as the children. Great staff - 100%."

"I could not praise Burnbrae Children's Centre highly enough. Janice and her team go above and beyond to ensure the children are happy, confident, caring and kind. The opportunities provided for the children are superb and the activities my son has taken part in still astounds me. I will be forever grateful for the fantastic start Burnbrae and the staff have given my son - the best start I could ever have hoped for."

"Staff are always very welcoming with parents and children. It is evident that they encourage children to learn through play and always very hands on whenever I've been in/around the centre. Staff always on hand to offer their support and advice whenever I've asked/raised any concerns regarding my child's behaviour at home."

We also spoke with one parent during our inspection who had used the service for her child for several years. They echoed the sentiments of the questionnaire respondents, praising the nursery for their flexibility of service provision and support offered by staff to the whole family.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own quality assurance paperwork, including their improvement plan. 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	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

Relationships were a strength of this nursery. We found, and parents confirmed, that the manager and staff worked well together to create a positive atmosphere for children and families. Children's transitions when joining the nursery, transitioning between playrooms and moving onto school, were carefully planned to support children's emotional wellbeing. Staff offered a home visit before children started nursery, which helped children and families begin to build relationships with the child's keyworker and feel more at ease when they came to nursery. Sharing the nursery handbook made sure everyone understood the routines and how parents/carers could become involved. These home links continued with 'Transition Ted', which children took home so that they could then talk to their friends about their activities and achievements at home. The above measures contributed to children feeling secure, included and respected.

Children attended nursery for different sessions, some of which were an extended day. Staff had given careful consideration to the pace of children's day to ensure children enjoyed purposeful and creative play as well as homely routines. Staff explained how they had created zones in the 3-5 playroom to enable children to lead their own learning. Children could independently access the adjoining outdoor play area for fresh air and energetic physical activity. We observed that children used their imagination and problem solved as they played with open ended materials both indoors and outside. Baby room staff ensured children in that age group also spent time outdoors at least daily accessing both the nursery garden and community amenities.

One member of staff took a leadership role in community links but all staff had given consideration to developing community links so that children were active participants in their wider world. For example there were planned visits to care homes for older people that promoted inter-generational relationships and built children's confidence and communication skills.

Throughout our inspection we observed sensitive, caring staff who had an enabling attitude toward children. Staff were also nurtured by a supportive management team that had introduced a range of systems to ensure staff were supported personally and professionally. For example there was a sector leading buddy scheme where staff were paired with a buddy who could give peer support. Staff could give examples of using this for professional advice to solve small operational queries or debate wider practice issues for promoting best outcomes for children. As part of their induction, new recruits were also allocated a mentor who made sure they understood their roles and responsibilities. As a result staff morale was high and staff were extremely motivated. Staff engaged confidently with our inspection, demonstrating how they embedded legislation and best practice in all aspects of their work.

What the service could do better

In our conversations staff demonstrated an in-depth knowledge of children's care needs, preferences and personalities. We could also see that that management and staff had worked hard to develop good information sharing within children's personal plans. However, the organisation of plans could be improved to ensure a consistent and coherent approach to how staff assess and track children's care, learning and development. The manager agreed that staff could be more vigilant about including dates with all entries in personal plans.

The systems for the management of children's medication could be improved as consent forms were kept separately from the medication. We advised that medication instructions and parental consent should be kept with medication in addition to any healthcare plan. We referred the manager to our best practice guidance to assist with this task: 'Management of medication in daycare of children and childminding services' (2014). This will contribute to children's health and safety.

We were confident that the manager and staff have the capacity to make further improvements on priority areas identified. This will assist them with maintaining their vision, values and aspirations for children and families.

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.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
30 Aug 2017	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
22 Jul 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Nov 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
17 Apr 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
10 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
13 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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