

Great Western Pre-School @ Kingswells Day Care of Children

Kingswells Village Centre
Kingswood Mews
Kingswells
Aberdeen
AB15 8TB

Telephone: 01224 745364

Type of inspection: Unannounced
Inspection completed on: 7 November 2017

Service provided by:
Lorndale Aberdeen Limited

Service provider number:
SP2013012192

Care service number:
CS2013321322

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 registered with the Care Inspectorate on 29 May 2014.

Great Western Pre-School @ Kingswells is one of a number of service provided by Lorndale Aberdeen Limited. The service is registered to provide a care service to a maximum of 100 children under 16 years of age. A maximum of 20 of these places may be used to provide an out of school care service. The following room maximums should be adhered to within the overall maximum:

In Room 1 a maximum of 15 children 0 to 2 years

In Room 2 a maximum of 11 children 0 to 2 years

In Room 3 a maximum of 18 children 2 to 3 years

In Room 4 a maximum of 11 children 18 months to 3 years, of whom a maximum of six to be under 2 years OR a maximum of 12 children 2 to 3 years

In Room 5 a maximum of 18 children 30 months - to not yet attending primary school

In Room 6 a maximum of 26 children 3 to not yet attending primary school

The service is based in a two-storey building in Kingswells, Aberdeen comprising of:

- six playrooms for children
- toilet and changing facilities
- staff, kitchen, office and utility space.

A large enclosed garden area offers children opportunities for fresh air and outdoor active play.

The service is based in a single-storey building in Kingswells, Aberdeen comprising of:

- four large playrooms for children
- toilet and changing facilities
- staff, kitchen, office and utility space.

A large enclosed garden area offers children opportunities for fresh air and outdoor active play.

We are carrying out a pilot using the Short Observational Framework for Inspection (SOFI 2) tool. The tool supports inspectors to carry out focussed observations of children's experiences while at nursery. We carried out a SOFI 2 observation as part of this inspection which has informed our findings. The findings are threaded throughout the report.

What people told us

During the inspection there were approximately 69 children attending over the morning and afternoon sessions. We observed these children at play indoors and outdoors and at snack and lunchtime. Children were happy and settled in the nursery and most were actively engaged in their play and learning throughout the inspection. Some of the older children told us what they enjoyed about nursery:

"I can play with everything"

"It's a good toy"

"There's a big slide and a little slide - it's so much fun on my tummy."

We received 22 completed Care Standard Questionnaires from parents/carers using the service. These indicated a good level of satisfaction with the care their children received. Parents expressed their satisfaction with the service provided to their children and commented as follows.

"Management and staff are very warm and friendly with the children and parents. My child has made a strong bond with some of the staff and they look after him as if he was their own. I have total peace of mind leaving him in their care. Management works in great partnership with staff. As I arrived at nursery one morning I saw a note at the management office door which said something like "I have a few deadlines to meet today so if you need anything could you please see Theresa first... I still love you all."

"More flexibility would be beneficial. Three sessions being the minimum allowed is a shame as I know of many parents who would like only one or two."

"The nursery staff work very hard to provide a fun, safe, secure and stimulating environment for my child. I am also confident they will help prepare him for his transition towards primary school."

"The nursery has always provided an excellent standard of care. My child has been going there for over four years now and absolutely loves it. It is very obvious to see that the staff have an excellent rapport with the children and parents. My oldest child also went there for school work experience and found it to be an excellent training environment with very supportive/helpful staff."

"I have put three children to Kingswells and am delighted with the service it provides. The staff are friendly and very approachable. The managers are knowledgeable and operate an open door policy. The environment is so inviting and inspiring - I love all the natural resources and the outdoor area looks so engaging! I know my child is well-cared for, cared about, is safe and settled - getting the very best start."

"Very impressed with the dedication and friendliness of the staff. My child is always happy and content around all of them which gives me comfort and suggests they are excellent at what they do."

"My child has been attending for several months and I cannot fault the level of service and care received so far. The staff are friendly and approachable and my child's development has come on so much since they started."

"Thoroughly happy with the nursery; wish I'd come to the nursery from day one as my child loves it. Love they have a male working with the kids and nothing seems to be a problem for them."

"The entire team have helped our child develop and addressed any concerns we've had promptly from payment query through to dietary, nothing is too much for them. In particular, we cannot praise Louise McLeod highly enough for her role at Great Western. Our child would not be the well rounded, polite and happy soul he is without having her in his life!"

"My child transferred from another local nursery only a short time ago. The huge improvement I have seen in his development and behaviour has been so rewarding. He has settled in quickly and loves being at nursery. My child also has unknown allergies and the way the nursery have handled that situation has been amazing. I have complete confidence my child is safe and happy."

"Excellent nursery, my child learns new things every week and the nursery encourages good manners which is so important. Very happy parent."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service improvement plan and quality assurance processes. These demonstrated the priorities for development and how the quality of the service provision was being monitored.

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

We observed happy, settled children, who were enjoying the time and space to explore their play and learning environments. Children were supported to learn and have fun by a staff team who were appropriately registered to practice with the Scottish Social Services Council (SSSC).

Younger children enjoyed very good opportunities for discovery play and were being encouraged to share and take turns. Older children were learning to be responsible for their own behaviour through a simple reward scheme and told us how the new traffic light system impacted positively on their outdoor learning. The outdoor areas had been creatively developed since the last inspection to support children in a wide range of meaningful play and learning experiences. Children were particularly enjoying role play with the high quality "loose parts play" materials supplied.

Children of all ages had opportunities to learn about healthy lifestyles, including tooth brushing, healthy eating, good hand washing practices and active play. The children's menu had recently been revised to reflect best practice for healthy nutrition in early learning and childcare settings. Snack and mealtimes were observed to be calm, relaxed and sociable, with even the youngest children learning to exhibit good table manners and early independence skills.

Staff knew children well and talked confidently about their individual care and learning needs. Personal plans were in place for each child and lovely chronologies were kept up-to-date to ensure staff could always provide individual and targeted care and support. Learning journeys were used to record children's progress in learning and development. The format of these had recently been revised for the older children. We liked the way these had been written to be more relevant to children, while still retaining a professional evaluation of children's learning and development and identifying relevant next steps. It was clear that this new child friendly format had enhanced children's ownership of these documents. We found that learning journeys for younger children contained more general observations and assessments. However, we noted that the revised format was due for roll out to children aged two to three years.

Staff were warm, caring and nurturing in their interactions. Older children were empowered and included in leading their own learning. Throughout the inspection staff were patient and sensitive to children's needs.

Staff worked well together as a team. Newer staff told us that they felt welcome and had been given a useful induction which was paced to suit their needs. They told us that they felt well supported and had good access to regular training to enhance their practice.

Through discussion we found that staff were knowledgeable and confident about a range of best practice documents, including Getting It Right For Every Child (GIRFEC) and Building the Ambition. The management team had a clear vision of the direction of the service.

An employee of the month scheme was well established to ensure staff felt valued and help to build their confidence. All staff participated in this scheme.

What the service could do better

During the inspection we noted that the playrooms for the youngest children would benefit from more natural resources and improved layout to offer children more interesting play and learning experiences. The manager agreed with this assessment and had completed a development plan to improve these areas before we left.

While we were happy with the level of adult: child interaction throughout the setting, there were some isolated cases where children may have benefited from more direction and support from staff to extend the quality of their learning. Staff should always be vigilant in ensuring that all children have sufficient challenge and support.

Although we had no major concerns around infection control practice, we felt that staff knowledge was inconsistent. Staff would benefit from updated training in infection control practices. We noted that the management team had already sourced training to be undertaken in the near future.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
22 Apr 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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