

Crossbasket Nursery School Day Care of Children

Stonemyeow Road
Blantyre
Glasgow
G72 9UE

Telephone: 01698 720039

Type of inspection: Unannounced
Inspection completed on: 7 September 2016

Service provided by:
Crossbasket Nursery Limited

Service provider number:
SP2014012308

Care service number:
CS2014326360

About the service

Crossbasket Nursery School has been registered with the Care Inspectorate since August 2014.

The service is registered to provide a service to a maximum of 83 children:

- 18 children aged six weeks to two years
- 25 children aged two to three years
- 40 children aged three to not yet attending primary school.

The manager will be supernumerary to the adult:child ratios.

The service is provided from a purpose-built nursery in the High Blantyre area of South Lanarkshire. The service is positioned near the entrance to Crossbasket Castle estate. There are enclosed outdoor play areas directly from most playrooms and the older children also have opportunities to access the woodland surroundings within the estate grounds.

The service aims include:

- providing quality care and education where respect and equality is paramount
- creating positive relationships with parents and outside agencies
- providing appropriate experiences to promote and encourage the development of literacy, numeracy and health and wellbeing, both indoors and outdoors.

The full list of aims and objectives are available on the nursery website and are displayed within the nursery.

What people told us

We observed the children in all of the playrooms over the course of the morning, both indoors and outdoors. The younger children were seen to confidently explore their playroom, interacting happily with staff during play and singing to us while they were getting ready to have their lunch. The older children were keen to tell us about their visits to the forest and the policemen who were visiting as part of a topic.

We received 17 of the 30 care standards questionnaires which were distributed to parents/carers before the inspection. We reminded the manager that these should be distributed to parents along with the freepost envelope provided to ensure confidentiality for parents.

All parents indicated that overall, they were happy with the quality of care their child received at the service. The majority of written comments from parents were very positive with regards to the quality of care and support, the environment, staff and management.

Comments included:

'Our expectations have been exceeded in most areas. Any feedback given to nursery staff has been acted on immediately. The staff genuinely care about the wellbeing of our child which is evident when they go above and beyond what is required. All meals are varied and well thought out, so are nutritionally balanced. Reassuring to have a dedicated chef who provides family with recipes. A fabulous variety of extra curricular activities incorporated into weekly routine. Our child has flourished whilst in the care of staff at Crossbasket Nursery and we cannot recommend them highly enough.'

Self assessment

The request for a self-assessment document was sent to the service prior to the inspection. We took into account that our inspection took place within the four week timescale period for this document to be submitted.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Management and staff were knowledgeable about child protection procedures and all staff received annual in-house training. Child protection training was also part of the induction programme for new members of staff. This ensured that all staff were clear in their roles and responsibilities in this area. A display of relevant information was due to be put in place within the parents' room which would assist in informing all adults of their responsibilities in safeguarding children and contribute towards the safety and wellbeing of children.

Staff knew the care and support needs of each of the children in their care. We observed nurturing and caring interactions from staff in all of the playrooms during indoor and outdoor play activities over the course of the inspection.

One particular strength of the nursery was the provision of healthy meals and snacks which contributed to children's overall health and wellbeing. Menus were devised following consultations with children, parents and staff and in line with current nutritional guidance. Interactive cookery workshops for parents had proved very popular. This included and informed parents in cooking healthy meals and sharing recipes. Following parental interest, plans were in place to produce a recipe book of the children's favourite meals and snacks at nursery.

Safe recruitment practices had been reviewed and updated. Following some recent staff changes and changes to individual playrooms, we observed some good examples of staff working well together as a team and in meeting the needs of the children in their care. This included reviewing the use and layout of playrooms, staff continuity in the baby room, members of staff moving on with children at times of transition to the next playroom and the deployment of trainees working with qualified staff within the service. The children were observed to be happy and confident in the care of the staff.

Parents' comments included:

'I am delighted to have found a nursery that really wants to work closely with parents at every level of their child's development, from the little things to the huge milestones. The staff are professional, happy and affectionate towards my child, which puts me at ease. They are excellent in their attitude, manners and behaviour towards both parents and children. The relaxed and caring atmosphere in the nursery I believe is a true testimony to the abilities of the staff and management in creating a nurturing environment that to date has helped my son to flourish.'

What the service could do better

The manager should ensure that checklists within staff files are consistently completed to provide a clear audit trail of information and references sent for and received. (see recommendation one)

We sampled children's personal plans which recorded the child's individual needs, likes, dislikes and stage of development. We advised that all information should be dated, records kept of relevant meetings with parents to agree children's next steps and to track their progress. This would assist with the provision of clear, meaningful records for each child.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that checklists within staff files provide a clear audit trail of required documentation. This would contribute to the good systems currently in place.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12: Confidence in Staff

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
5 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.