

# Care service inspection report

Full inspection

## Little Einstein's Nithsdale Day Care of Children

620 Shields Road  
Glasgow



HAPPY TO TRANSLATE

Service provided by: Forth Care Limited

Service provider number: SP2014012365

Care service number: CS2014332130

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

## Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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

 [@careinspect](https://twitter.com/careinspect)

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

### What the service does well

The service excels at involving families in the life of the nursery and including them in evaluating the quality of the provision.

Several parents praised the nurturing, caring setting provided by staff.

### What the service could do better

The provider and manager had identified the need to improve the outdoor environment for children. We agreed that this should be a priority.

### What the service has done since the last inspection

This was the first inspection of the service since it registered with a new provider.

## Conclusion

The manager and staff team were committed to working in partnership with parents to ensure that each child received good quality care that took account of their individual needs.

# 1 About the service we inspected

Little Einstein's Nithsdale is one of a group of six nurseries owned and operated by Forth Care Limited. The service is based in the southside of Glasgow.

The nursery provides early learning and childcare to a maximum of 63 children aged from six weeks of age to entry to primary school age.

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

The provider's principles include:

- To provide a safe, secure and stimulating environment for all-round child development.
- To help children develop intellectually through a balance of directed and free choice activities.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 16 March 2015.

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of care and support - Grade 5 - Very Good**

**Quality of environment - Grade 5 - Very Good**

**Quality of staffing - Grade 5 - Very Good**

**Quality of management and leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by two inspectors and took place on Wednesday 2 March 2016 between 8am and 6pm. We gave feedback to the manager at the end of the day.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider and manager to submit to us.

We sent 20 care standards questionnaires to the manager to distribute to parents and carers. Parents returned 12 completed questionnaires to us before the inspection. Their views are included in this report.

Eleven parents strongly agreed and one agreed with the statement: "Overall, I am happy with the quality of care my child receives in this service."

We also asked the manager to give out four questionnaires to staff and we received one completed form.

During the inspection process, we gathered evidence from various sources including the following:

We spoke to:

- the manager
- depute managers
- some of the staff present
- five parents/carers
- one professional from an agency supporting children.

We looked at the following information:

- evidence of how the service involved parents, children and other stakeholders in assessing the quality of the service
- information on some of the children attending
- some staff records
- medication procedure
- records of accidents and incidents
- written risk assessments.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information.

## Taking the views of people using the care service into account

Children present during the inspection were happy and settled in the nursery. Older children were happy to engage with us, they spoke confidently about their favourite activities and toys. They also told us what they enjoyed for lunch.

## Taking carers' views into account

Parents returned 12 completed questionnaires to us. Eleven parents strongly agreed and one agreed with the statement: "Overall, I am happy with the quality of care my child receives in this service."

Parents and carers also gave the following comments:

"My child has settled well thanks to the quality of staff and care. She thrives in the nursery and her skills eg self-feeding has improved greatly..."

"I am extremely happy with the nursery and the care my child receives. Over the time we have used the nursery, we have had no cause for concern. I am updated daily on my son's day which gives me comfort whilst I am at work. The staff are always friendly and happy to help. We are very happy and so is our son."

"My child enjoys nursery and will often discuss what he has been doing in an animated way. I really like how he and the other children are encouraged to be independent. The staff are always friendly and welcoming. We are really pleased with this nursery."

"I'd like them to get out of the nursery grounds more - appreciate a 1:5 ratio is difficult. But they all really enjoy the parks, library, bounce and rhyme and even posting letters/having picnics."

"I am delighted with the level of service and care that my son receives. I think the nursery is clean and well managed and my son has varying daily activities that he greatly enjoys. He is provided with an amazing array of foods and snacks and is always happy and settled in nursery - testament to the efforts of the Little Einstein's team."

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

#### Service Strengths

We found that the management team and staff provided excellent opportunities for families and other stakeholders to be involved in assessing the quality of the nursery provision. They had introduced a Partnership with Parents toolkit which provided them with a framework for ensuring they included families when assessing the quality of the service.

Following a suggestion from a parent, the nursery had introduced a SurveyMonkey questionnaire as another way of capturing the views of people using the service. The survey could be easily accessed by families and as a result had proved to be an effective way of gathering feedback.

During the inspection, we spoke with several carers who confirmed that they were regularly invited to events within the nursery and consulted about all aspects of the nursery. One parent told us that the manager was very receptive to parents' suggestions and that following her request, the management team had issued words of nursery songs to parents and invited them to a sing-a-long so they could learn their child's favourite song and sing it with them at home.

We also learned that the service had adopted World Down Syndrome Day following a request from families. There was evidence throughout the nursery that staff had embraced this initiative and it was now an integral part of the nursery calendar with all families being encouraged to be part of it.

A timetable was displayed in each of the cloakroom areas to ensure carers were aware of events within the nursery.

We saw from a display that the nursery was hosting an afternoon tea to celebrate Mother's Day and all mums and grans had been invited to attend. A parent we spoke with confirmed that this was one of a range of regular events when families were invited into the nursery. Other examples were open days, Father's Day and concerts

We found that staff and parents made very good use of home link sheets to share children's learning at home and in the nursery. Parents were encouraged to follow topics on nursery activities outwith the nursery. Some had returned completed sheets to the nursery and these were displayed in the playroom. We learned also that children were encouraged to share them with other children.

Older children were confident in choosing resources and making suggestions to staff. They chatted to us about the range of toys in the playroom and the activities they enjoyed. We learned that the staff team involved the children in choosing topics and planning activities using mind maps and children's meetings. Children we spoke with confirmed that staff asked them for their ideas and followed them.

### Areas for improvement

The manager and staff team should continue to implement the excellent processes they have in place to work in partnership with families and include them in evaluating the service.

### Grade

6 - Excellent

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

“We ensure that service users' health and wellbeing needs are met.”

#### Service Strengths

Overall we found that staff had developed very positive relationships with the children. Parents we spoke with told us that found the nursery to be a nurturing setting for their children where they were looked after by caring staff.

A key worker system was in place to support parents and children as they settled into the nursery. As part of the support they received from staff, children were happy and confident. Older children in particular were confident in speaking with staff. The children also shared with us their ideas and what they did at nursery and what they enjoyed.

The management team and staff were sensitive to the needs of children during transitions, both when they started nursery and as they moved through the rooms. They included families in the process by inviting parents to spend time in their child's new room and meet the staff. This meant they were familiar with their child's new environment and could chat with them about it at home.

Key workers had developed a profile for each of the children that charted their progress as they moved through the nursery. They regularly observed children, planned experiences for them and followed their interests.

We learned that staff within the nursery worked with other professionals to provide support to children who needed it. Staff had attended training on Makaton and created an environment where Makaton and visual images were in constant use to support children's communication.

Children were given a snack of fresh fruit and a hot lunch was prepared on the premises. The manager and cook were familiar with the best practice document *Setting the Table* which they took into account when planning menus.

During the course of our inspection, we were able to observe two age groups of children going out to play. We learned that each room had timetabled access to the secure area within the garden, providing them with active outdoor play both morning and afternoon.

We found that nursery staff followed suitable procedures when giving medicines to children. These included written consent from parents and a record of when the medicine was administered. More detailed paperwork including written instructions from parents and individual risk assessments for children who required emergency medicines.

### Areas for improvement

The manager should continue to monitor and maintain the very good standards we identified at this inspection.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 2

"We make sure that the environment is safe and service users are protected."

### Service Strengths

The nursery premises offered a clean, safe and bright setting for the children.

A secure door entry and camera system was in place which meant staff could monitor visitors to the nursery. Parents who were arriving at the nursery told us that they found this reassuring.

Two of the nursery staff cleaned the indoor and outdoor environment at the beginning of each day. Staff recorded any additional hazards or changes to the environment. They were asked to complete a sheet each week identifying any repairs required within their room or areas of the nursery they used. The manager then forwarded these to the provider who would arrange for repairs to be carried out. We learned that any urgent repairs were addressed immediately.

We viewed additional individual risk assessments for children with allergies or complex medical needs.

Staff recorded any accidents that children had been involved in. The manager routinely reviewed the written paperwork and would amend risk assessments if required.

### Areas for improvement

The provider and manager should continue to monitor and maintain the very good standards we identified at this inspection.

**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**



## Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

### Service Strengths

The nursery is located in a community where staff can access a range of local facilities. We learned that staff and children visited the library regularly for Bookbug sessions and staff took children to the park or for walks in the area.

Children under two were cared for in two rooms depending on their individual stage of development. All of the rooms contained suitable furniture and resources for children. Toys were within children's reach allowing them to choose freely. In each of the rooms, staff had created a comfortable and cosy space where children could rest or relax.

Staff had begun to review the environment using the document, Building the Ambition. We found that resources were of a good quality and well maintained.

Children aged two to three and three to five year olds were cared for in linked playrooms with shared toilet facilities.

The staff group had created attractive displays throughout the nursery showing children's work and sharing information with parents.

Staff made good use of an enclosed outdoor area. The manager had developed a timetable giving each of the age groups of children the opportunity to play outdoors during the morning and afternoon. She told us that following observations and discussions with staff the management team had decided that giving each age group sole use of the area for a spell each day was of more benefit to the children.

During the course of our visit, we were able to observe older children playing a large group game based on What's the time Mr Wolf and younger children playing with balls.

## Areas for improvement

During our visit we noted that children did not have access to a range of natural resources for example sand and water. Staff explained that due to the space within the room, they rotated resources to offer children different messy materials.

The manager agreed they would consider experiences for all children as part of their review using Building the Ambition.

The provider should proceed with plans to develop the outdoor area. They should create an environment where children throughout the nursery have routine access to a stimulating outdoor environment.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

### Service Strengths

An audit was carried out to assess how effectively safer recruitment processes were carried out. Four staff files were viewed to make this assessment. In addition, relevant policies and related documentation were viewed. A relevant Recruitment and Selection policy was in place generic to the provider. A checklist system was in place to seek to ensure staff recruited had been subject to the necessary checks and references.

Staff recruited to the service were given induction materials giving the aims and objectives of the service, along with other key data relating to the service.

Our findings showed that safer recruitment processes were effectively carried out this included systems regarding staff being physically and mentally fit for work, seeking two satisfactory references, checks with relevant bodies including the Scottish Social Services Council and Disclosure Scotland, start date, position held, record of skills, experience and qualifications and letter of appointment/contract.

### Areas for improvement

The provider and manager should continue to implement the very effective procedures they have in place to support safer recruitment within the service.

**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

#### Service Strengths

We found that the staff team was motivated and dedicated to the care of children in the nursery.

Almost all of the staff held a childcare qualification while others were completing their training. Staff who were required to register with the Scottish Social Services Council had done so.

We learned that staff met regularly to discuss their work. There was a framework of room and whole staff meetings to support joint working and communication. We learned that the staff team had an active role in reviewing the nursery provision.

The manager was active in supporting all staff. She held individual appraisal meetings with staff. She had introduced a format to the meetings which included staff identifying their own objectives and a plan of how they could achieve them. This led to discussion with the manager about training and professional development opportunities and an agreed plan of action.

At the time of the inspection, the staff group was involved in reviewing the provision using the document Building the Ambition which is the national practice guidance on early learning and childcare for children in Scotland. Several staff were taking responsibility for developing aspects of the nursery provision and others had organised special events.

All staff had attended training in Makaton to support children in the nursery. The training provider praised their commitment to learning Makaton and the fact that they had sourced additional materials independently.

Parents and carers gave us very positive feedback about the staff including the following comments:

"...I am confident that all staff regardless of room they normally work in knows my child and takes an interest in her."

"The staff are always friendly and welcoming."

"The staff are always friendly and happy to help. We are very happy and so is our son."

### Areas for improvement

The provider and manager should continue to support the staff team through professional development and training opportunities. They should continue to monitor and maintain the very good standards we identified at this inspection.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

### Service Strengths

The manager invited all staff to take an active role in evaluating the service. As a team, staff had identified areas of the service that should be developed further. The manager developed these into action points that she included in a written progress report. Each month the manager issued one of the action points to staff within each of the rooms, asking them to consider how they could develop it.

Staff we spoke with confirmed that being part of this process meant that they made a meaningful contribution to the direction of the service.

Some staff were taking responsibility for aspects of the nursery and others had organised special events.

### Areas for improvement

The manager should continue to involve the staff team in deciding the direction of the service.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 4

“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.”

### Service Strengths

Through discussion and viewing records, we learned that the manager led the staff team and parents in ongoing evaluation of the service.

As part of quality assurance activities, the manager completed a monthly progress report which identified priorities, how these could be implemented and a timescale for action.

She issued the report to staff within each of the rooms to consider their involvement and how they could involve parents and children.

At the time of our visit, the management team was focussing on the following priorities:

- developing knowledge and understanding on Building the Ambition
- creating wider links within the community
- developing the outdoor area
- continuing to involve all service users within the nursery
- developing a strong training programme for staff.

In addition, the manager followed a calendar of monitoring that included:

- auditing accident and incident records
- sampling children's profiles for consistency and quality of content
- tracking individual children's progress and next steps
- visiting playrooms to monitor staff practice.

### Areas for improvement

The manager should continue to maintain the very good quality assurance processes we identified at this inspection.



**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## 4 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

## 5 What the service has done to meet any recommendations we made at our last inspection

### Previous recommendations

There are no outstanding recommendations.

## 6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

## 7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

This service does not have any prior inspection history or grades.

## To find out more

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

You can also read more about our work online.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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

 [@careinspect](https://twitter.com/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 c?nain eile ma nithear iarrtas.

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.