

Glenurquhart Childcare Centre Day Care of Children

Glenurquhart High School
Pitkerrald Road
Drumnadrochit
Inverness
IV63 6XA

Telephone: 01456 450679

Type of inspection: Unannounced
Inspection completed on: 25 August 2016

Service provided by:
Glenurquhart Childcare Centre

Service provider number:
SP2003001792

Care service number:
CS2003008606

About the service

Glenurquhart childcare service is a local charity based service in the village of Drumnadrochit and is provided by a board of trustees. This childcare service provides a breakfast club for children, holiday provision, out of school club and a nursery service for children aged three to five years old. The nursery pre-school year is provided in partnership with the Local Authority.

The service is provided from the community centre. The service has its own separate entrance and accommodation is on the one level. Children have access to an exciting and engaging outdoor area and large grassed field to the rear.

The childcare service was registered to care for up to 48 children at any one time.

The aims of the service were to:

To provide a welcoming setting where all parents, children, staff, carers and visitors feel valued, included and involved.

To create an atmosphere that encourages and supports children to be safe, healthy, achieving, nurtured, active, respected, responsible and involved.

To continue to work in partnership with parents, carers, partner agencies and other people within our community.

To use whenever possible, the skills and knowledge of those in our wider community, working together and learning from one another.

To respect the equal rights of all children and their families. To promote tolerance by providing a broad range of experiences and resources.

To implement the Curriculum for Excellence, meeting the needs of individual children's learning through play. Our Curriculum will be inclusive, be a stimulus for personal achievement and through the breadth and depth of experiences offered around our world, encourage children to be informed, responsible citizens.

To meet the National Care Standards for children aged 3 to 16 and use the Child at the Centre 2 as guidelines for implementing new procedures, policies and to further improve the standard and quality of care through self-evaluation.

To encourage children to choose, plan and evaluate their own activities and take control of their own learning, at a pace tailored to meet individual stages of development.

To support all staff with a planned and coherent programme of Continual Professional Development that meets the registration requirements of the SSSC.

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.

What people told us

There was lots of fun laughter during the observed sessions and children had the confidence to ask the inspector what he was doing in their service. This suggested how safe and secure the children felt within the building. It was clear that warm and nurturing relationships had been established between staff and children and that when they looked for support and guidance it was appropriately given.

Children were making choices when it came to activities and games and they were consulted when on the forest walk as to times of snacks and routes. The holiday club plans and outings were identified by the children attending.

Children informed us that they loved playing outside and that the ball pool, and water runs were especially popular. We also found that children could take time out (tired) near the end of the day and that a quiet corner was available to them.

We spoke to four parents during this inspection and all were very complimentary about the way in which the service was delivered. They knew their children were happy and safe and that they enjoyed attending. Parents were again very happy that their children were learning and developing as a result of how the service was delivered.

"My family have recently moved to the area. I met with the nursery staff at Glenurquhart prior to him starting and explained his previous experience of nurseries. They listened, gave him numerous tasters and eased him in with open arms. He is a happy boy and settled young man, and is starting to blossom in his nursery class. I would like to see the staff championed for their skill and compassion and their ability to see each child individually, yet help to support them towards their full potential".

"I have found my daughter's childcare and nursery experience to be exceptional within Glenurquhart childcare centre. My daughter has developed extremely well in all aspects expected of her age. The staff at the nursery are informative, supportive well equipped, encouraging, vigilant, friendly, caring and extremely talented at their work. Both my daughter and I genuinely love this nursery and we will be sad when she leaves for P1 in August".

"Glenurquhart childcare really caters for all ages as I have a 9 year old attending and my 3 year old will soon be going and both love the place and the staff. The staff are always friendly, professional and welcoming. I would be lost without the centre and the service it provides. Audrey is a fantastic manager who really cares about the children and takes an interest in their family life - this makes me feel safe in the knowledge that my children are well looked after and also enjoying their time at the centre".

"I cannot emphasise enough about how wonderful the childcare centre is. The staff consistently go above and beyond and both our children love being there from a nursery and out of school club point of view. An exceptional service".

"Bills are sporadic, other than that the centre is great and we very much appreciate the staff".

"My child has been attending Glenurquhart childcare centre for the past 6 years, initially through nursery service for pre-school and for the past 5 years as part of breakfast and out of school club. I am totally confident that my child is safe, happy and confident in this setting. The staff are very helpful, listen and act appropriately if any issues arise and interact regularly with parents. The staff have a genuine interest in children and go beyond the call of duty to enhance their learning experience. The childcare centre is exceptionally good".

Self assessment

The self assessment reflected how the service was delivered and identified how the service could be improved.

From this inspection we graded this service as:

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

What the service does well

Children and parents had the opportunity to visit the centre and meet with the manager and staff group before starting at the service. Written information explaining how the service was provided was made available for all parents when registering their children.

Children were encouraged to make decisions and identify their own learning journeys by making choices, requesting specific toys and activities, taking part in mind maps and being encouraged to identify, access and interact with toys and games of their choosing.

Regular trips to the woods and outside were enjoyed by the children who could run freely, learn about their community, problem solve and build confidence. All of this was beneficial to their physical and mental wellbeing.

Very good infection control procedures were in place and staff were familiar with the latest nappy changing guidance. Children were observed washing their hands at the appropriate times within the building.

Observation of practice along with returned questionnaires from parents confirmed that children were warmly welcomed, treated with dignity and respect and supported in making decisions. Children who were upset or anxious (new attenders) were supported by staff who were comforting and caring.

There was lots of laughs and fun during the observed session as children engaged with the activities on offer.

Members of staff had established very good relationships with children and parents by being open, encouraging dialogue and were enthusiastic when providing activities.

Parents found the manager and staff very approachable and would have no hesitation in raising any issues directly if unhappy with any aspect of care. Parents who had attended 'stay and play' sessions were able to evaluate service provision by completing questionnaires. They had also taken part in nursery sessions informing children what they did when at work. Open days and newsletters were other ways in which parents were informed of what was going on in the nursery.

We found that the management team had good systems in place to evaluate and monitor the quality of provision for the children.

Members of staff were open and honest when responding to our questions along with being ready to listen and discuss our findings. We found the temporary manager had a very good relationship with the staff team and they

all wanted to provide the very best for the children.

Staff were encouraged to keep their practice up to date by attending training and discussing challenges at team meetings. We found changes had been made and styles of delivery changed after consultations or the result of training. Good systems were in place to support staff development and observations of practice had been carried out by the temporary manager.

Open days along with 'stay and play' sessions were times when additional feedback could be secured and the service should consider how parents can give instant reviews.

What the service could do better

To assist children in making choices when it comes to learning objectives, a number of picture cards with specific tasks may introduce children to 'stepping stones'.

When out and about; washing hands with running water (bottled) is recommended rather than wipes or hand gels.

We spoke about the validity of questionnaires and that 'survey monkeys' may generate additional responses but that concentrating on specific themes did generate valuable feedback

We found that the service had very good play equipment in place such as the water run which children could change and adapt for different tasks. We would encourage that more of this type of equipment is provided to encourage children to build and design.

We found that the temporary manager was carrying out tasks that may have been the responsibility of the trustees and that when it came to supporting and supervising the manager, there was not an identified mechanism in place. We suggest that a person who is acquainted with childcare provision is identified by the trustees to provide this managerial support.

We spoke about planning for children when it came to nursery provision and how this time is used. Staff should be confident when planning (who is it for) and be led by the children. Concentrating on evaluation and the outcomes for children at the end of the week may give solid evidence on how the curriculum had been delivered.

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	
30 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Mar 2009	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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