

Heron House Early Years Crookston Day Care of Children

959 Crookston Road
Pollok
Glasgow
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Telephone: 0141 810 5777

Type of inspection:
Unannounced

Completed on:
17 October 2018

Service provided by:
Heron House Killearn Ltd.

Service provider number:
SP2004005678

Service no:
CS2004058417

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

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

Heron House Early Years Crookston is registered to provide a care service to a maximum of 36 children from birth to those not yet attending primary school. The nursery operates from a large former detached house in the residential suburb of Crookston, on the southwestern edge of the city of Glasgow.

The service aims included,

"We aim to provide a stimulating broad and balanced curriculum in a happy, safe and well-resourced environment in order to develop each child's potential, working together with parents and the wider community. In our establishment we aim to offer the highest quality of service".

What people told us

We asked for 18 care standards questionnaires to be distributed to parents/carers and seven were returned before our inspection. Six parents strongly agreed that overall they were happy with the quality of care that their child received from the nursery and one parent agreed.

Written comments included:

"Our daughter loves going to Heron House Nursery. She is in the youngest room and her happy wee smile when she arrives and as she leaves indicates a contentment. She has made lovely bonds with staff at the nursery and is developing real character as well as confidence and a steady increase in language development. We especially love Heron House emphasis on outdoor play and child-led routines".

"Management and staff are all very easy to speak to regarding my son and all are genuinely interested to hear of any matters that may be affecting him from outwith the nursery. They can always make time to listen to me and are happy to help in any way they can".

"The staff are exceptional and my daughter runs into nursery every day. Heron House encourages my daughter to make her own choices, rewards good behaviour and sets great examples of kindness and firmness".

"Staff are warm and welcoming, they always put me at ease when leaving them with my two children. The girls have learned so much there already".

"My daughter loves attending Heron House. The staff provide attractive, engaging learning opportunities for the children. The manager and staff are always positive, cheery and helpful. The staff go above and beyond to help the children and parents. Each individual child is given lots of time and attention to meet their particular needs".

We observed that children were happy and confident in their environment. They engaged purposefully in a range of stimulating play experiences of their choice. The children approached staff for comfort and support when needed. We observed the lunchtime experience for the older children who comfortably chatted with staff and their peers whilst enjoying lunch.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how management were monitoring the quality of provision within the service.

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

The quality of care and support in the service was very good.

Care was provided by well trained staff who were skilled and experienced. They communicated well with parents, regularly exchanging information about children's care and learning. There were strong partnerships with parents and effective induction and transition processes for children. These practices enabled staff to provide child centred, responsive care to children. Children benefitted greatly from this.

Staff supported children to lead their play and learn at their own pace and make choices and decisions in accordance with best practice in early learning and childcare.

The manager and staff were highly motivated, professional and informed. Their involvement in observations of children and communication/consultation with parents and children promoted an inclusive and reflective approach to care and learning.

Personal plans for children were well documented and demonstrated that staff had very good knowledge of children and their families. The service had recently introduced online Learning Journals with staff focusing on identified learning intentions for children. Journals were well received by parents who used them to exchange information from home and comments with staff. The principles of GIRFEC were well embedded in practice and were effectively used to assess children's health and wellbeing.

Staff had a sound understanding of how to protect and safeguard children. A robust child protection policy and procedure was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection.

Staff provided a warm, nurturing, productive environment for children. We observed very caring interactions between staff and children. Children were happy and confident and took time to engage with us during the inspection.

The learning environment was positive with child led activities and good access to a range of suitable resources which provided challenge for children. We saw all age groups of children enjoying music and singing with the visiting music specialist. Children's achievements from home and nursery were attractively displayed.

The provider, who had managed the service for a year, supported staff very well and had impacted very positively. We received very positive feedback from staff in the staff questionnaires we distributed;

"As a team all staff are working towards making this nursery better"

"At Heron House all staff work closely together to ensure all children are safe, nurtured and happy. All children are respected and cared for with high standards. I have been in this service for 2 years and in my opinion the last year has been the most successful"

"Both children and staff are encouraged to be leaders of their own learning and are given the appropriate support and resources to do so"

"Over the years at Heron House the last year has been my most positive. I feel more included with the service with more individual responsibility which has helped increase my confidence in my role".

There was an effective staff induction process. Staff meetings were regularly held. New developments in early learning and childcare and best practice guidance was shared and discussed with staff.

Staff training and development was recorded and demonstrated a range of internal and external training opportunities for staff. Parents' events were also organised to share training information for example, Nurturing Approaches. We discussed supervision and appraisal for staff and the manager agreed to formalise the process that was in place.

The manager was supporting and encouraging staff to lead in the service in aspects of care and learning. She was also beginning to involve staff more in monitoring and evaluation.

Overall, children enjoyed very good care and support within a positive, nurturing environment.

What the service could do better

The service should address the recommendations recorded in this report in relation to further implementing E journals and Learning Intentions for children (See recommendation 1) and formalising the system of staff supervision and appraisal. (See recommendation 2).

We fully discussed areas for development in the service that are currently receiving support from the manager; We asked the manager and staff to continue to implement and evaluate Quality Assurance and monitoring systems and involve staff fully in this process; continue to identify and promote leadership roles for staff; continue to hold staff meetings regularly and clearly record and distribute minutes of meetings to staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should continue with the implementation of E journals and Learning Intentions and promoting participation with parents.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

2. The manager should formalise the system of staff supervision and appraisal.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

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
13 Oct 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
4 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
13 Dec 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
23 Aug 2012	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
15 Jul 2011	Unannounced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 5 - Very good
6 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 2 - Weak
10 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good Not assessed
18 Sep 2008	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 2 - Weak 3 - Adequate

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