

Bright Horizons @ 24 St. Swithin Street Day Care of Children

24 St Swithin Street
Aberdeen
AB10 6XD

Telephone: 01224 324556

Type of inspection:

Unannounced

Completed on:

25 September 2019

Service provided by:

Bright Horizons Family Solutions Ltd

Service provider number:

SP2003000319

Service no:

CS2015343374

About the service

Bright Horizons @ 24 St. Swithin Street registered with the Care Inspectorate in March 2016. The service is provided by Bright Horizons Family Solutions Ltd. It provides a day care of children service for a maximum of 53 children age from zero to an age to attend primary school full-time, of whom no more than 18 are less than two years.

The service operates from a townhouse in the city of Aberdeen. There is an enclosed garden with roadside parking available for parents. The children have access to playrooms spread across three floors. The service is within easy access to the local schools and amenities such as parks, gardens, shops and Library.

The vision of the service included:

To provide children and families with a safe, welcoming, happy and respectful environment

The Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

There were approximately 37 children present at the time of the inspection. We observed the children and saw that they were happy in their time at nursery and had built positive trusting relationships with staff. Children enjoyed playing outdoors and going for walks in the local community.

Thirteen parents returned completed questionnaires to us before the inspection. All told us that they were very happy with the overall service provided. One parent disagreed that their child had regular access to fresh air and energetic physical play. We looked at these aspects of care as part of the inspection and have included our findings in the report.

Comments from parents included:

"Especially happy with all aspects of the nursery in the time that my child has attended"

"After several years we will be really sorry to have to leave. I have a child who loves to be there and has learned lots and made some lifelong friendships"

"I am really happy with my child's key worker, I have seen a big change with real efforts to improve my child's experience, for example when arriving at the nursery. My child has developed really quickly"

"I think the outdoor space is not big enough. However, I can see my child enjoying the space in spite of its size. I just compliment with outdoor activities during weekend"

"I think it is a top quality childcare service. I really like the friendly and well-trained staff. Good communication. Very good variety of activities for children to take part in. One very happy family here in peace of mind when my child is in their care. My child learns new things and is developing well. Thank you to the whole team"

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 processes. These demonstrated their priorities for development and how they were monitoring the quality of the 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

There was a welcoming and warm atmosphere within the nursery. Staff were caring towards children and families, as a result they had built positive relationships. This helped children feel secure, comfortable and supported in the care of staff. Good relationships had been built between parents and staff and this contributed to good outcomes for children.

Staff used information gained from professionals, parents and their observations of children to inform individual personal plans of how children's needs and preferences would be met. We observed staff use these planned approaches to care for children. This provided consistency and helped children to achieve.

Staff demonstrated appropriate knowledge and awareness of how to keep children safe and protected following the correct child protection guidance and procedures. This helped keep children safe.

Children's preferences and interests were used to plan activities that the children enjoyed. Children's progress was recorded and shared with parents through their learning profile. This contributed to working together to help children achieve their potential. We discussed a few examples where all about me information, observations or wellbeing comments were too general and should be more specific and individual to each child.

Meal times provided a positive experience for children. Children's allergies and preferences were well-managed. Staff sat with children and supported them to be independent in serving themselves and engaged in social conversation. This supported children's sense of achievement and wellbeing.

The use of natural open-ended resources throughout the nursery had had a positive impact on the way children played and explored. This supported children to develop their skills in curiosity and investigation.

Children were supported to be healthy through daily opportunities to play outdoors. Staff had worked to make the best use of the outdoor play space to provide a range of play opportunities allowing children to explore their learning and challenge their problem solving skills. Staff told us of a new project of introducing wood work to the children.

We observed a well settled staff team who were keen to find ways to develop and improve the service. Staff interacted well with each other in a professional manner exchanging information regularly. We noted staff were positive role models for children with regards to behaviour and manners.

Staff understood the benefits of keeping up with professional development. They had participated a range of training and research opportunities including sensory play for babies and creative play. These had been identified for staff as an individual area of interest or as part of a wider development plan. Staff reviewed learning and next steps to improve their practice. This helped to ensure children received the best care following guidance and research.

Staff were supported to take on leadership roles within the nursery. This allowed staff to review and develop areas of practice and focus on how to improve the standard of play and learning opportunities for children.

Staff felt supported by each other and the manager. Together they had built an ethos of wellbeing for all. The manager had implemented regular wellbeing meetings and all about me for staff. This helped ensure that staff were well supported to carry out their role.

We carried out a safe recruitment audit and found that staff had been recruited in a safe manner. Staff held appropriate qualifications and were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social service and regulating their education and training.

What the service could do better

From observations and sleep charts we noted that some children took an extended amount of time to fall asleep. This could potentially have meant that children were not ready to go to sleep at that point in time. Staff should review sleep routines for children and ensure that they meet the individual needs of each child.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings								
11 Oct 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									
17 Jan 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	3 - Adequate	Environment	3 - Adequate	Staffing	3 - Adequate	Management and leadership	4 - Good
Care and support	3 - Adequate									
Environment	3 - Adequate									
Staffing	3 - Adequate									
Management and leadership	4 - 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.