

# Bright Horizons Renfrew Early Learning and Childcare Day Care of Children

David Lloyd Leisure Club  
Arkleston Road  
Renfrew  
PA4 0RA

Telephone: 0141 842 1370

**Type of inspection:**

Unannounced

**Completed on:**

19 September 2019

**Service provided by:**

Bright Horizons Family Solutions Ltd

**Service provider number:**

SP2003000319

**Service no:**

CS2017355536

## About the service

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)

The service has been registered with the Care Inspectorate since October 2017, when the company Bright Horizons took it over.

The service operates from a designated area within the David Lloyd fitness centre in Renfrew. There are four playrooms, kitchen area and sufficient toilet and changing facilities.

We compiled this report following an unannounced inspection which took place on 19 September 2019. The inspection was carried out by two Care Inspectorate Early Learning and Childcare Inspectors. The service is registered to provide a care service to a maximum of 52 children at any one time aged from birth to those not yet attending primary school, of whom no more than 36 are aged under 3 years of whom no more than 17 are aged under 2 years.

During this inspection we spoke to the manager, quality development manager, staff, parents and children present. We observed the care given by the staff and looked at a number of documents including health and safety records, children's records and certificates of training.

We 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 the 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. They are often referred to as the SHANARRI indicators.

## What people told us

For this inspection we issued 20 care standards questionnaires for the service to distribute to parents, 8 were returned, some of their comments included:

'Staff are great with the children and my child. I believe they have made excellent strides to get to know my child and make him feel at home. On minor occasions, it does seem that the ratio to children in the room is not correct. For example, on occasion, I have seen just one carer in the room with over 6 kids. However, this may be because another carer has stepped away for break or away changing another child's nappy. The nursery could use more security process to enter once buzzed in e.g. I have seen parents let other adults in (who may not be parents). That said, we are satisfied, overall with the nursery and the care. These comments are minor and hopefully will help continue the nursery to go from strength to strength as it really is a great nursery.'

'I am very happy with the service and the standards provided at this nursery and hope to keep my little one at this nursery until she begins school.'

'Very happy with the service provided. My children are always happy when I pick them up and enjoy attending. Staff are always willing to accommodate any requests. Staff are always attentive to the children and respond to their needs. I wouldn't think twice about putting them in this nursery again.'

Children were very happy in the service and confidently chatted to the inspectors. They told us about their nursery and some of the things they liked to do there. Some of their comments included:

- 'I jumped in 5 times to show my daddy.' (Whilst at swimming lessons)
- 'I am going outside to make a magic potion.'
- 'I will be the traffic lady!' (Whilst playing outside on bikes)
- 'I done the boy' (Whilst playing a body part game)

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service improvement plan and quality assurance paperwork. We discussed with the service the importance of quality assurance and reviewing practice to ensure the service is meeting the needs of children.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

We found children to be very happy and relaxed in their nursery environment. We observed them interacting with each other and with staff throughout the day. Staff were very respectful and responsive to children's individual needs. We could see that staff valued and respected children's ideas and choices and supported them well.

Staff knew children well. An effective keyworker system meant that positive relationships had been built between staff, children and families. Staff could confidently talk about children and their individual needs. They were clear about how they supported children with medical conditions, including allergies and intolerances.

We sampled medication records and looked to see how safely medication was stored. We noted that safe and effective systems were in place to ensure that medication was stored correctly, and that staff knew when medication had to be administered. Staff had attended or were just about to attend first aid training. Ensuring that staff held first aid certificates and were confident in administering first aid contributed to the health and safety of children attending the service. We identified areas for improvement around the monitoring and auditing of medication. More information about this can be found under the management and leadership section of this report.

Following our last inspection in January 2019, we recommended that the service further develop and implement personal plans for children. We sampled children's personal plans and found that there was still some work to be done in this area.

The quality development manager and service manager agreed that there was still some work to be done but assured us that this was a priority of the organisation and that new plans

were being developed and some staff had attended training around the implementation and development of these plans. In order for us to follow up on the progress in this area we have repeated the recommendation relating to personal plans. (See recommendation 1.)

We observed children over the lunchtime period and spoke to the nursery cook and staff about children's individual dietary requirements. An external catering company delivered prepared meals, chilled or frozen on the premises and heated and served to children daily. Snacks such as fruit, tea breads and crudities were prepared on site by the nursery cook. The nursery cook held an appropriate food hygiene certificate and told us that she had been involved in inhouse training about food safety.

Lunchtime was a pleasant sociable experience for children. They were well supervised and supported during their meal. Staff ensured that children had the opportunity to be independent but offered support and encouragement when required. Children in the 3-5 room chose where they wanted to sit, and who they wanted to sit with for lunch. We saw a very good example of staff responding to and meeting children's individual needs over lunchtime when a child in the 3-5 room was asked if she would like to go and have lunch with her baby brother who was a little unsettled. The child was very happy to do this, and her brother quickly settled in her company. This highlighted the personalised, responsive approach staff took to meeting individual children's needs.

Staff expressed a very good understanding of the procedures in place to ensure the wellbeing and safety of children. All staff participated in annual training updates on child protection and felt confident in dealing with any concerns around a child's welfare. The child protection policy was shared with parents.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Staff should continue to develop and implement robust personal plans, and learning journals for children. They should ensure that, in consultation with parents that children's individual needs, wishes and choices are recorded and that clear plans are in place to monitor how they plan for, record and report upon children's progress and development.

Health and Social Care Standards:

1.14 - 'My future care and support needs are anticipated as part of my assessment.'

1.15 - 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.'

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The service was provided from purpose-built premises in a David Lloyd fitness club. There were four playrooms available, with appropriate kitchen and toilet facilities. Children have access to a safe and secure outdoor play area.

The environment was clean bright and well maintained. Visual and written safety checks, and health and safety policies and procedures contributed to children's health, safety and wellbeing. Staff encouraged children to learn about risks and consequences. The organisation's mascot 'Candy Floss' was used to encourage children to learn about being safe and healthy.

Children benefitted by accessing other areas of the fitness club such as; the soft play area, dance studio and swimming pool.

Parents had the opportunity to pay for swimming lessons within the centre. Designated staff were responsible for taking and supporting children during swimming lessons. During our inspection we accompanied four children and two staff members to a swimming lesson. This was a valuable and enjoyable experience for children. Children were excited and spoke to us confidently about the progress they had made learning to swim. Staff facilitated this activity in a very calm and nurturing way. They reassured children and respected their privacy when preparing them for swimming lessons. We spoke to some parents whose children had been involved in swimming lessons, they told us that they felt the opportunity that their children had to learn to swim with their friends whilst at nursery was a major strength of the service.

Children had plenty of space to play, learn and relax. We observed children engaged in a variety of activities which offered challenge and stimulation. Some children were confident in planning and leading their own learning. We observed children independently problem solving and working cooperatively to work things out. We observed a group of children building a bridge with large wooden blocks. Children measured and communicated effectively with each other to build the bridge. When the bridge was completed children told staff they did not want to tidy up the bridge. Staff were respectful of the time and effort children had put into their construction and respectfully told children that they would put a 'Building in progress' sign on the bridge to ensure that it was not tidied away. This highlighted staff's awareness of the importance of respecting children's work and valuing their wishes and choices.

Since our last inspection the management team and staff had focused on improving outcomes and learning opportunities for children outdoors. We found that increased availability of loose parts and natural resources outdoors had enabled children to lead their learning and be creative using a variety of loose parts and natural resources. In addition to this, children could climb, run and cycle outdoors. Children in the 3-5 room benefitted from a free flow outdoor learning experience whereas younger children had to be taken outdoors by staff. Staff assured us that they were vigilant in monitoring when children were outdoors to ensure that all children had the opportunity to benefit from fresh air and physical activity every day.

### Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

All staff were qualified childcare practitioners, or in the process of studying to achieve a childcare qualification. Our conversations with staff highlighted their willingness to learn and provide high quality of care for children and families who used the service.

We observed very positive, encouraging interactions between staff, children and families. Careful planning went into welcoming and settling new children into the nursery. Staff spent time gathering information from parents and inviting children and families to spend time in the nursery. We spoke to two families who were settling children into the service. They spoke very positively about the time staff had taken getting to know their children and the detail of information that had been gathered. They told us that the warm and professional welcome they had received from the manager and staff team gave them confidence to leave their children in the nursery. Ensuring that families and children were relaxed and settled into their new environment contributed to a smooth transition from home to nursery.

We could see that more robust systems for monitoring staff practice and highlighting training had been introduced. The manager met with and discussed training needs with staff individually. Whilst all staff participated in core training such as child protection, first aid and bright horizon e-learning modules they also had the opportunity to request specific training as it became available. Some staff we spoke to told us that they had expressed an interest in participating in Schematic play training. Access to such training was currently being researched by the nursery manager. The provider and manager should continue to support and encourage staff in further developing their skills and knowledge through additional training.

We observed professional, respectful relationships amongst the staff team. They worked well together. Staff told us that since our last inspection communication and deployment of staff had improved. Staff were able to meet regularly to plan activities, resources and discuss individual children. Regular planning meetings enabled them to reflect on what was working well and to make changes when necessary. They were clear in their roles and supported each other to deliver positive outcomes for children and families who used the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

We found the management and leadership of the service to be good. The manager had re-established herself into her role after returning from maternity leave. She had invested time wisely, meeting and consulting with staff. She had worked with the quality development manager and staff team to develop an improvement plan and action plan which had addressed most of the recommendations from our last inspection. Staff told us that the manager played a visible and supportive role in the service.

The manager was supported by a range of senior managers throughout the organisation including an additional newly appointed quality development manager. Through our discussions and observations with the management and staff team we could see that the quality development manager had begun to develop trusting and respectful relationships with the manager and staff team.

Since our last inspection the manager had developed and was using a monitoring calendar to plan how she assessed the quality of the service provided. We looked at some of the monitoring that the manager had carried out, we found effective monitoring which was linked to the service's improvement plan and action plan had been carried out. The manager shared findings from any monitoring activity with staff and together planned next steps and areas for improvement. Although systems for quality assurance still needed to be developed, we could see that the manager and staff team had made a positive start and were reflective of their practice and of the service they provided. The manager and staff team would benefit from further engagement and exploration of the Scottish Government self-evaluation tool 'How good is our early learning and childcare centre?'.

We identified areas where monitoring and auditing had been ineffective. We noted that monitoring and auditing of medication had not been carried out robustly. We discussed this with the management team who accepted our findings. The manager should ensure that safe and robust procedures for auditing and monitoring medication are carried out.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## 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

#### Recommendation 1

Staff should continue to develop and implement robust personal plans, and learning journals for children. They should ensure that, in consultation with parents that children's individual needs, wishes and choices are recorded and that clear plans are in place to monitor how they plan for, record and report upon children's progress and development.

Health and Social Care Standards:

1.14 - 'My future care and support needs are anticipated as part of my assessment.'

1.15 - 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.'

**This recommendation was made on 15 February 2019.**

#### Action taken on previous recommendation

The service, and organisation as a whole were still in the process of developing and implementing personal plans. As a result, we have concluded that this recommendation had not been met. It has been repeated under the quality of care and support section of this report.

#### Recommendation 2

The provider should support staff to attend/take part in training linked to current best practice and national and local frameworks in order to improve outcomes for children and support staff development.

Health and Social Care Standards:

3.14 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.'

**This recommendation was made on 15 February 2019.**



## Action taken on previous recommendation

We noted that staff had engaged in some training relevant to their job roles. In addition to this we noted that staff training needs were being more rigorously monitored through supervision and appraisal. We have therefore concluded that this recommendation had been met.

## Recommendation 3

The provider and management team should further develop quality assurance systems to ensure that monitoring is carried out more effectively. This will ensure that children and families receive a consistent quality of care and support.

Health and Social Care Standards:

4.19 - 'As a child I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'.

**This recommendation was made on 15 February 2019.**

## Action taken on previous recommendation

We noted a more systematic and effective approach had been taken to assess the quality of the service provided. We have therefore concluded that this recommendation had been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
9 Jan 2019	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 3 - Adequate

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