

# Auchinairn Early Years Centre Day Care of Children

Beech Road  
Bishopbriggs  
Glasgow  
G64 1NE

Telephone: 0141 9552289

**Type of inspection:**

Unannounced

**Completed on:**

11 March 2020

**Service provided by:**

East Dunbartonshire Council

**Service provider number:**

SP2003003380

**Service no:**

CS2003014678

## About the service

Auchinairn Early Years Centre is a daycare of children service that is situated within the Auchinairn Early Learning and Community Centre, located in the Bishopbriggs area of Glasgow. Current registration allows staff to care for a maximum of 111 children who are not yet of an age to attend primary school. Of those 111, no more than 15 will be aged 2 years, but under 3 years and no more than 80 children will be aged 3 years and over, but not yet attending primary school. When using a mixture of the covered outdoor play space and outdoor area, the service can accommodate an additional 16 children aged from 2 years.

The service aims include:

- Creating a leaning environment that promotes quality experiences indoors, outdoors and within the local community
- Providing a safe, secure and nurturing setting, where children feel valued and respected by positive role models
- Providing support and help to develop resilience through all transitions
- Creating a community of staff, families and other professionals who will be actively involved in the nursery, and contribute to children's learning
- Creating an ethos in which the wider community feel valued, consulted, respected and supported
- Creating a communication and language friendly environment, where children and families are included and involved
- Providing a plastic free environment, with natural materials and resources for children to engage in calm learning, both indoors and out.

The Care Inspectorate is committed to improving the health and wellbeing of all children experiencing care, to ensure that they have the best start in life. We therefore check that services are meeting the principles of 'Getting it right for every child' (also referred to as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children, by offering the right help, at the right time, from the right people. The GIRFEC framework supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are; safe, healthy, achieving, nurtured, active, respected, responsible and included. These wellbeing indicators are often referred to as SHANARRI. We use these indicators at inspection to assess how services are making a positive difference for children.

## What people told us

Prior to the inspection we sent 30 care standards questionnaires to be distributed to parents and carers using the service. We received 18 completed questionnaires; all confirming that overall, parents were happy with the quality of the care that their child received. Comments from the questionnaires included:

"The support we have received from the nursery has been incredible, the staff are truly a credit to their profession"

"This was my first experience of early years learning, however my fears & anxieties were quickly resolved. My daughter is happy, healthy and becoming ever more bright and intelligent, and I credit Auchinairn ELCC for contributing to this"

"...We absolutely love this nursery, the staff and everything about it"

"I could not ask for a better learning environment for my child. The setting has a fabulous outdoor learning area and offers wonderful experiences and amazing resources. The staff and students are so welcoming and this allows me to go to work feeling confident that a good day will be had by all. Even although there has been a massive turnaround in staffing since the move I feel my child has thrived and been involved during this. My child will soon make the transition to Primary School and this fills me with fear as I know the relationships will not be the same. I wish there was another year in nursery!"

"Auchinairn Nursery is an amazing service, the staff are all friendly and welcoming"

"My son is very comfortable with his keyworker & other staff. Staff are good at getting children outside and active"

"My daughter really enjoys coming to this nursery. All the staff are friendly, approachable and professional at all times and I am very confident in them having my daughters best interest at heart. We are regularly informed of my daughter's learning and development through daily and weekly updates and feel secure in the knowledge she is getting the best childcare experience"

"My child adores nursery and all the staff. X is always happy and has lots to tell me and her daddy when we pick her up. The staff at Auchinairn are just amazing to get on with and will go over and above to help if and when they can. I've had a brilliant experience and so has X at Auchinairn nursery school"

"Fantastic nursery and staff". This person went on to say that she could see improvements in confidence as well as new skills being learned. This person also went on to state, "Front of house staff are always pleasant + very helpful. We only have positive comments to say about Auchinairn ELCC"

"We absolutely love Auchinairn ELCC. They are part of our family. The love and care they have given..." (our children) "is beyond the call of duty. It is an extremely nurturing place. They have extended their learning through amazing experiences; we love Forest Schools and Word Aware especially. The staff are amazing with our children". This parent went on to state that their eldest child "was so prepared for starting school thanks to AELCC" and commented that their youngest child is also well on their way"

"...Auchinairn ELC Centre ticks all the boxes for me - can't fault it especially having vulnerable children - feels more like a home environment than a nursery - from the moment you open the door and you get the first good morning from the office staff. You know you have the support if needed"

"I am extremely happy with the service at Auchinairn ELCC. My son enjoys going there and has developed extremely well under the care of the amazing staff...". This parent indicated that they would like to have an input in to the lunch menu. However, although they can make choices for their child from the menu, the menu is currently fixed by the Local Authority.

"The only thing I would say is I would like to see the learning journals being used more often". The manager advised that all learning journals can be accessed online. It was unclear whether or not this parent had online access.

"The only downside is that the majority of keyworkers...are on a peripatetic post which, I believe, means they could be moved on with little or no notice...and I fear this would be devastating. This parent went on to state, "I would have hoped EDC would protect vulnerable kids by ensuring earliest relationships are nurtured and allow for continuity of care".

In addition to seeking the views of parents and carers, we also observed and spoke with the children throughout the course of the inspection visit. Our findings are documented throughout the report.

## Self assessment

No self assessment was requested by the Care Inspectorate in advance of this inspection. However, we looked at the service's improvement plan to identify the priorities for development. This document can be found on the service's website (<http://www.auchinairn.e-dunbarton.sch.uk/media/7887/improvement-planning-edc-2019-20.pdf>).

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

The quality of care and support provided for children was very good. We found, and parents confirmed, that staff, including management, knew the children and their families well. The approach taken confirmed that the staff team recognised the importance of working in partnership with families, which would contribute to securing positive future outcomes for these children.

Where children were identified as having additional support needs, relevant agencies worked collaboratively with all relevant parties to support optimal development. This ensured that each child was treated equally and supported to reach their potential.

Overall children were observed to be well engaged in their play. Most were happy and confident, which indicated that they felt safe and secure. We noted that some nice relationships had been formed, both with members of the staff team and among the children. Staff in the main were good role models. They were respectful towards each other and towards the children. For example, they listened to children, praised their efforts and their work, and asked their permission before undertaking personal care. We also observed some acts of kindness from some children and a few examples of empathy. This highlighted that children were learning and developing their own understanding of their feelings, and those of others too. Emotional development at this age is particularly important, as it allows children to understand and name their feelings, as well as relate to the feelings of others in a meaningful way.

There were opportunities for children to participate in play that was freely chosen, in addition to more structured activities, and the balance between both types of play was very good. Children were supported in their play to make safe and healthy choices, while still allowing them to explore risk taking. This allowed them to take control of their actions within a safe environment. There were many good examples of staff extending children's learning through sensitive interventions and effective questioning. This highlighted that many of the staff were skilled at supporting child-initiated learning.

We observed a range of activities and practices that contributed to healthy growth and development. Examples included; daily access to a large, interesting outdoor area that provided a wealth of learning experiences, participation in healthy eating, a toothbrushing programme, eco and a dance programme. The use of online journals allowed many parents to see and celebrate their children's achievements.

## What the service could do better

Observations confirmed that staff, overall, deployed themselves well, both to support the children and one another. However, it was recognised within the management team that others would continue to benefit from further support. This would support a balanced quality of experience for all children.

Staff, particularly those working with the younger children, acknowledged the benefits of introducing some form of buddy system as a means of reducing the anxiety of some of these children in the absence of their keyworker.

From sampling personal plans, it was evident that a more consistent approach needed to be taken as this would ensure that all relevant information was kept in a central place. Again, this was something that the management team were both aware of, and monitoring, with a view to addressing.

## 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](http://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

#### Recommendation 1

The service provider should ensure that staff comply with the service administration of medication procedures.

**This recommendation was made on 28 November 2017.**

#### Action taken on previous recommendation

Improvements had been made to support staff in recording medication information in line with expected procedures. We were satisfied that this recommendation had been met.

#### Recommendation 2

The service should ensure that staff take responsibility for presentation of resources within the playroom to ensure that children can experience resources which support them in their play and learning and offer a broad and balanced curriculum.

**This recommendation was made on 28 November 2017.**

#### Action taken on previous recommendation

The service have moved since this recommendation was made. Resources were well presented during the course of the inspection. We were satisfied that this recommendation had been met.

## Inspection and grading history

Date	Type	Gradings
28 Nov 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
28 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
31 Oct 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Sep 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.