

# Care service inspection report

Quality themed inspection (day care for children)

## Lochview Nursery Day Care of Children

1 Johnston Road  
Gartcosh  
Glasgow

Service provided by: Lochview Nursery Ltd

Service provider number: SP2007009067

Care service number: CS2007151098

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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# 1 About the service we inspected

The Care Inspectorate are reviewing how we inspect and support improvement where necessary and, as part of that, we are going to make some changes and are carrying out some tests of change of how we inspect.

We have decided to inspect this service as a "Validation Inspection" as part of a test of change, as the service has been operating at a very good or excellent level with positive outcomes for children attending. Tests of change are about implementing new ideas on a small scale, quickly and effectively. The results are then measured and any adjustments made, before rolling out the tried and tested change. The Care Inspectorate will undertake a full evaluation of the "Validation Inspections" and other Tests of Change. Further information can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com).

Lochview Nursery is registered to provide a care service to a maximum of 56 children at any one time under the age of 16.

- Baby Room: 15 children aged 0 to under 2 years
- Toddler Room: 14 children aged 2 to under 3 years OR 3 children aged 18 months and 10 children aged 2 to under 3 years
- Pre-school Room: 27 children aged from 3 years to those not yet attending school
- The Manager will remain supernumerary at all times.

On Saturdays only, to provide a care service to a maximum of 49 children at any one time under the age of 16.

- Baby Room: 15 children aged 0 to under 2 years
- Toddler Room: 14 children aged 2 to under 3 years OR 3 children aged 18 months and 10 children aged 2 to under 3 years
- Pre-school Room: 10 children aged 3 years to those not yet attending school and 10 children attending primary school of whom no more than 5 children are aged over 8 years
- The Manager will remain supernumerary at all times.

## What we did during the inspection

We wrote this report following an unannounced inspection. The inspection was undertaken by one inspector on Monday 8 February 2016. Feedback was given to the service providers/manager at the end of the inspection.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 25 care standards questionnaires to the service to be distributed to parents and carers of children using the service. Twenty of these were completed and returned to us prior to the inspection. We also sent 10 questionnaires for staff to complete and return to us prior to the inspection. Eight of these were completed and returned prior to the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- children
- manager
- service provider
- child care workers
- parents.

We looked at:

- opportunities for younger children to receive nurturing care
- opportunities for children to play and learn
- how staff are nurtured and supported
- how the nursery measures its effectiveness.

The findings from the above were taken into consideration for the purpose of reporting.

## Taking the views of people using the care service into account

During the inspection, children aged between six months and five years were attending the nursery. We found that children were very happy and settled within the service.

Children were confident in their play and in their interactions with staff and each other. Some of the older children told us about what they enjoyed doing at nursery and were curious about the inspection process.

## Taking carers' views into account

As mentioned earlier, we sent 25 questionnaires to the nursery for distribution to parents/carers. Twenty were completed and returned before the inspection. In the completed questionnaires, 18 parents/carers strongly agreed and two agreed that overall, they were happy with the quality of care their children received in this service. During the inspection we spoke with four parents/carers who expressed a very high level of satisfaction with the care offered to their children.

Parents commented:

"Lochview Nursery is amazing, I have sent two of my children here and it is a wonderful, nurturing place. I'm happy going to work in the knowledge my child is looked after and loved."

"Lochview is a wonderful nursery that both my children have experienced - my child is still there. I feel very much involved and listened to as a parent and I feel that my kids are well looked after. The nursery provides a broad range of learning experiences that stimulate the children, a wonderful outdoor area and great leadership from Julie and Jim. We really do feel like a family and are always made to feel important. Love the nursery."

"My child, my first baby, started Lochview Nursery at six months old. I think the nursery is excellent. He loves his time there and now he is visibly happy and excited when we arrive in the morning. This makes me happy and more relaxed about attending my own workplace. Nicola is "his lady" - she is kind and caring and good fun, they have a great relationship and my son is always smiling at

her. I particularly like that I always felt welcome to telephone at any time of day to speak to staff about how my child is enjoying his day. They are always friendly and knowledgeable on the phone."

"I think this is an excellent nursery. The staff are always polite and cheerful and are always willing to give guidance and support when I need it. The children are well looked after, happy and learn loads of things covering a wide range of subject areas - many of which I would never have thought of."

"We couldn't be happier with the service the nursery provides to my child. She enjoys attending nursery and we can see her developing as an individual daily. The care and attention from all the staff is fantastic and I can go to work knowing my child is safe and being well looked after in an environment she is happy in."

"It is a busy nursery at times but seems relaxed. All children seem safe and secure. My child has fun at nursery."

"In relation to early learning I have attended a parents' evening, play and stay and I am given home sheets to inform me of curriculum plans which encourage me to comment on, all of which I am happy with. I would appreciate more feedback and evidence of the impact of learning offered, e.g. artwork, photos, baking, displays, verbal chats."

"The staff at Lochview always put in 100% and this is seen by how much my son has learned in his time there. Lochview to us stands for support, encouragement and care."

"Lochview exceeds my expectations. I would never send my child to any other nursery. Since starting my child has come on leaps and bounds and loves every minute. The staff and owners are amazing."

"Lochview is a dedicated nursery where staff and owners show a fully committed service of care to children. Lots of outdoor play. My children are completely happy attending and skip into nursery each time."

"Both my children have gone through Lochview Nursery and my oldest child has just left and started school this week. The preparation and life skills my child has taken with her from nursery are fantastic. My one year old is currently in the baby room and again the time and effort instilled to make her setting in as smooth as possible was top class. Amazing nursery with such caring, kind staff and effective leadership in Jim and Julie."

"My child has been at Lochview for three years and I would recommend it to anyone. They do the best they can for my child and the best of care is given. It is a very calm and relaxed environment. I would not put my child anywhere else."

"In my opinion there is no better nursery in the area. I did a lot of research on this but stand by it's the best. It is a home from home nursery and very on the ball, but so very friendly and feels like home too."

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

N/A

## 2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

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

## 3 Quality of care and support

### Findings from the inspection

We found that overall the service had maintained a very good standard in this theme.

The service offered strong nurturing care to younger children. The keyworker system enabled children to bond and develop trusting relationships with an identified member of staff. During the inspection staff facilitated a warm, calm environment and provided children with comfort, protection and encouragement. Parents spoke highly of the keyworker system and commented:

"My child's keyworker is friendly and caring towards myself and my child. She takes time in the morning to give us a warm welcome and offer her reassurance."

We found that some of the youngest children were sleeping in bouncy chairs. This did not reflect new guidance from The Scottish Cot Death Trust. The manager agreed that this practice would be stopped and the new guidance would be reviewed with staff to ensure safe sleeping practices were being adhered to at all times.

Children aged 3-5 had been included in an interesting project to help them learn about the concept of wellbeing in a way that was relevant to them. Children were exploring the eight SHANARRI wellbeing indicators from Getting It Right for Every



Child through the practicalities of looking after a pet. An attractive wall display demonstrated how children ensured their pet's wellbeing.

During the inspection we observed happy, settled, confident children, who were engaged in a range of interesting play activities to support their learning and development. Children chatted confidently with us about what they had been learning at nursery. Each child's learning was recorded in a Learning Journal and could be tracked through the talking and thinking floor books.

### Grade

**The quality of care and support is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

## 4 Quality of environment

### Findings from the inspection

We found that overall the service had maintained a very good standard in the areas covered by this statement.

We felt that the nursery offered children a nurturing environment where they were free to explore, discover and experiment in safety. Furnishing and fittings were well maintained and of good quality. Good quality resources enriched children's experiences.

The nursery had very good outdoor facilities for each age range of children. During the inspection children of all ages spent lots of time outdoors in their play areas. Staff understood the importance of allowing children to be outside benefiting from the natural environment.

We observed older children participating in a range of fitness exercises outdoors. Children were asked to suggest exercises they would like to do and participated with

great enthusiasm. Younger children explored their garden and enjoyed sheltering from the wind in the gazebo.

Parents commented:

"I feel my child receives a high level of childcare, in a safe, clean premises, with a fantastic outdoor play area."

### Grade

**The quality of environment is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

## 5 Quality of staffing

### Findings from the inspection

We found that overall the service had maintained a very good standard in the areas covered by this statement.

The service provider recognised the importance nurturing their staff team and ensuring that they were supported and trained to offer the best outcomes for children.

Staff told us:

"Lochview Nursery provides great training and support to all staff to help further our knowledge."

"Through my PDA training, I feel I have developed my confidence to be able to support people who use the service and with the help of the management team."

We noted that staff had participated in regular training in a range of topics to support them in their roles. Staff received an annual appraisal to encourage them to reflect on their practice and identify areas for development for the next year.

During the inspection we found that staff interaction with children was very positive and focused on learning. They offered children lots of praise, encouragement and positive reinforcement.

### Grade

The quality of staffing is graded 5 - Very Good

### Requirements

Number of requirements - 0

### Recommendations

Number of recommendations - 0

## 6 Quality of management and leadership

### Findings from the inspection

We found that overall the service had maintained a very good standard in the areas covered by this statement.

The service providers were committed to monitoring the effectiveness of the service through a range of self-evaluation and quality assurance processes. Staff told us that they felt increased confidence with their role in improvement planning.

We discussed improvement planning with the manager and looked at the related paperwork. We could see that this process took on board the views of staff, children and parents. An improvement plan had been completed for 2016/17 which set out the priorities for improvement. We could see that regular progress against these priorities was being made and evaluated.

The manager told us that since the last inspection there had been a focus on improving staff training. It was felt that this had a positive impact on staff practice and outcomes for children, with staff being more confident and displaying more professionalism.

### Grade

**The quality of management and leadership is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

## 7 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

## 8 What the service has done to meet any recommendations we made at our last inspection

### Previous recommendations

1. The service provider should check the timescale and registration requirements for modern apprentices to register with the SSSC as support workers.

**National Care Standards Early Education and Childcare up to the age of 16:  
Standard 12 - Confidence in Staff**

**This recommendation was made on 17 February 2014**

We noted that all staff were registered or had applied to register with the SSSC within the specified timescales. We were satisfied with the progress made on this recommendation.

## 9 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

## 10 Enforcements

We have taken no enforcement action against this care service since the last inspection.

## 11 Additional Information

There is no additional information.

## 12 Inspection and grading history

Date	Type	Gradings	
17 Feb 2014	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
1 Sep 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	4 - Good
30 Apr 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
28 Apr 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

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