

Glenbrae Children's Centre Day Care of Children

Glenbrae Road
Greenock
PA15 3DJ

Telephone: 01475 714987

Type of inspection: Unannounced
Inspection completed on: 20 July 2016

Service provided by:
Inverclyde Council

Service provider number:
SP2003000212

Care service number:
CS2003016321

About the service

Glenbrae Children's Centre is a daycare of childrens service registered for 83 children . This is broken down into the following age ranges:

9 children aged 0 to under 2 years;

20 children 2 to under 3 years;

30 children aged 3 years and over;

24 children aged 5 years and over during term time, 30 children aged 5 years and over during school holidays.

Glenbrae Children's Centre is provided from purpose built accommodation in Greenock and run by Inverclyde Council.

Included in the vision and values is to "provide high quality services to meet the needs of the children and families in a nurturing environment."

What people told us

Children attending on the day of inspection were observed as happy, busy and engaged. Positive, nurturing relationships had developed between staff and the children as well as with the children themselves. We found the whole staff team were very kind and caring with respectful approaches observed.

The youngest children were having great fun exploring and investigating natural materials, in particular using the sensory box staff had created.

Children over 2 years were enjoying playing outside on the bikes and with balls. This gave siblings the opportunity to spend time together and play.

We issued 25 questionnaires, 17 were completed and returned before the inspection. All of the feedback from parents was positive. Sixteen of the parents 'strongly agreed' and one parent 'agreed' that they were happy with the overall service provided. Parents commented very positively on the support they received from staff and management, for example "staff are very attentive and nurturing"; "staff are very friendly and approachable and involve the children in planning activities"; and "I find the staff involved interested and supportive to my children and our family."

Self assessment

The Care Inspectorate received a fully completed self assessment from the service. This identified areas that the service did well with improvements identified.

From this inspection we graded this service as:

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

What the service does well

Staff were very knowledgeable about the service's child protection procedures and their roles and responsibilities. Annual training and regular reviews supported staff in keeping their knowledge up to date on how to safeguard children's wellbeing.

The very good approach to transitions, which involved staff, parents and children, resulted in positive experiences for all. This included planned visits at the child's pace to new rooms within the service. This was supported by detailed written information. One member of staff was moving with the children to ensure continued continuity of care for both children and parents. A transition meeting was held for parents of children moving into the 3 to 5 years playroom. Parents positive comments in relation to this session were displayed. In the out of school care staff discussed the settling in visits that were offered. The service had developed positive links and effective communication with feeder primary schools and visits from primary one staff. A staff member had attended school open day/meetings to support parents and children. The children had the opportunity to visit and experience the school they were enrolled in, meet staff and have a meaningful awareness into starting school.

The new head of centre had only been in post for a few months. During this time she had met with most of the staff team to give them the opportunity to share their thoughts and feelings. Staff confirmed that they felt their ideas were listened to, valued and respected. The head of centre was very enthusiastic and shared her vision for the continued development of the service.

The high level strategic plan detailed priorities which supported the continued improvement of the services and children's development and experiences. Areas taken forward successfully were promoting children's rights; and taking forward the Eco schools programme, to promote environmental awareness. The head of centre confirmed that this document would be reviewed regularly to ensure staff were aware of their roles and responsibilities in developing the quality of the service.

What the service could do better

We discussed that the service provider should have sent us a notification in relation to the current management arrangements. The new head of centre confirmed that this would be discussed with the service provider. The day following the inspection this notification was submitted (see recommendation 1).

The head of centre agreed to further develop the risk assessments to include the tripping hazard caused by the splits in the soft surface in the outside play area; and to review the security of the gates into the outside play area.

In discussion with the out of school care team they agreed to ensure that feedback was shared with all parents and children on the areas that were identified through questionnaires.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should ensure that appropriate notifications are sent as detailed in our document records that all registered care services (except childminding) must keep and guidance on notification reporting. National Care Standards Early Education and Childcare up to the age of 16 years, Standard 14: Well managed service.

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
28 Apr 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
10 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Jan 2011	Unannounced	Care and support Not assessed Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
30 Mar 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
25 Mar 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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