

Maryhill Mobile Creche Day Care of Children

35 Avenuepark Street
Maryhill
Glasgow
G20 8TS

Telephone: 0141 945 1888

Type of inspection:

Unannounced

Completed on:

6 November 2018

Service provided by:

Maryhill Mobile Children's Services

Service provider number:

SP2003001275

Service no:

CS2003005915

About the service

Maryhill Mobile Crèche is registered to provide a service to a maximum of 42 children from birth to 16 years of age. Where young people have additional support needs the service will be provided to those young people up to the age of 18 years of age. The numbers of children attending will be defined by the space available.

Creche provision is for parents who are taking part in training, meetings, support groups and respite care.

Creche take place in various locations within the Maryhill and surrounding areas.

The service aims included the following information: "To provide good quality childcare, through a team of highly skilled childcare workers, for children from birth to 16 years, which enable groups and parents/carers within the boundaries of Maryhill and the surrounding areas to participate fully in all aspects of community life."

A full copy of the statement of aims and objectives can be obtained from the service.

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service.

We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. This approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve.

Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection to assess how services are making a positive difference for children.

What people told us

We spoke with eight children during our inspection. They all told us they enjoyed their time at the crèche, some of their comments included:

- It's good to see my friends and I like to help the younger children.
- The games are good.
- I would like more things for older children.
- It would be good if we all introduced ourselves at the beginning.
- The staff are nice and kind.
- I like the playdough and the snacks are good.
- I have lots of fun here we laugh a lot.

We spoke with five parents and received five completed care standard questionnaires. All were happy with the service, some of the comments they made included:

- The staff are very nice.
- The crèche provides a fabulous service.
- It would be good if we knew the names of the staff.
- My children have come before it is always very good.
- The rooms are nice and bright for the children, I know they take good care of them.
- I am happy with the crèche.
- The workers are exceptional and make the crèche experience very enjoyable for the children.
- My child likes to come here.
- The service is wonderful, my child loves playing, learning and meeting new children.
- The staff work hard and we appreciate them.

Self assessment

We have not asked services of this type to complete a self assessment. Instead during the inspection we have looked at the improvement plan and quality assurance measures that the service has in place.

From this inspection we graded this service as:

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

What the service does well

Maryhill Mobile Creche is one of three childcare services provided by Maryhill Mobile Children's Services, the out of school care and outdoor nursery being the other two. The three services worked closely together which made them stronger in respect of staffing, resources and training opportunities. We also heard how the children benefited from accessing the other services and the continuity of staff meant many of the children were cared by staff who knew them and their families.

What was apparent at the inspection was the shared vision that both management and staff had and their commitment to providing a very good quality of care to children and families.

There was a supportive and nurturing ethos that positively impacted on the children, their families and the staff. Parents spoken with confirmed this and told us how the crèche provision enabled them to participate and feel included in their community.

The service operated from a variety of premises throughout the Glasgow area. On the day we visited the children were being cared for in the provider's registered premises. The children were attending a two hour crèche which allowed their parent to attend training within the same building. The service had detailed risk assessment procedures in place to assess the suitability of premises before use.

We saw the children were having fun and for some it was an opportunity to catch up with friends they hadn't seen for some time. We saw a compassionate staff team who were responsive to the needs of the children. This included assessing the age range of children and adjusting some of the resources that were available to them. The wide age range of children provided an opportunity for older children to show their kindness and be responsible by helping younger children and playing games with them. For some of the children who did not know staff or the other children, the warm and welcoming atmosphere and the friendliness of the staff team meant children were happy and excited to be at the crèche and settled quickly.

Staff had a clear understanding of their role and responsibility in protecting children from harm, abuse, bullying and neglect and were familiar with the service's child protection policy.

Staff encouraged healthy eating through working with parents and children. A range of healthy snacks and drinks were provided to children during the crèche.

The service was very well resourced. One of the rooms has now been upgraded to allow for nappy changing and arrangements are now in place making appropriate hand washing facilities more accessible for the children.

Where children attend creches for a period of time over several weeks, children's personal plans were in place which captured how children's individual needs were being met. Following on from discussion during this inspection, the service has put in place a system to ensure registration paperwork is kept for all children using the crèche. They are in the process of updating the relevant policies and procedures to support this practice.

What the service could do better

After each single crèche session staff completed a crèche report. Plans are now place to review the type of information recorded within the report. The use of the SHANARRI wellbeing indicators will help to show how individual children's health, welfare and safety needs are being met. As staff observe the children at play this is used to identify and record the desired outcomes for individual children. It is recognised this is challenging for staff due to the temporary nature of some of the creches. However, management and staff are confident this can be developed.

Where the service has been given information about a child's health that may require emergency procedures to be put in place. The provider should ensure that staff have the necessary information and are clear about what they have to do. In partnership with parents emergency procedures should be informed by a health professional who knows the 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.

Inspection and grading history

Date	Type	Gradings
2 Feb 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
19 Feb 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Feb 2013	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent
10 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
14 Jul 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 Sep 2008	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

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