

# Gowanlea Private Nursery Day Care of Children

37 - 41 Garscadden Road  
Old Drumchapel  
Glasgow  
G15 6UH

Telephone: 0141 944 3877

Type of inspection: Unannounced  
Inspection completed on: 14 December 2017

**Service provided by:**  
V.L. Kinder Ltd.

**Service provider number:**  
SP2003001263

**Care service number:**  
CS2003005897

## About the service

Gowanlea private nursery is registered to provide a day care service to a maximum of 38 children within the one premises as detailed below:

9 Children 0 - under 2 years

9 Children 2 - under 3 years

20 Children 3 years to under primary school age.

The service aims "to enable each child to be a successful learner, confident individual, a responsible citizen and an effective learner, by offering a loving, safe, stimulating and educating environment where children can grow and learn; and ensuring that each child gets the opportunity to develop the knowledge and skills they will need to flourish in life, learning and work, now and in the future."

## What people told us

During the inspection we spoke with parents they told us they were happy with the service. The staff were good at sharing information with them about their children. We sent out questionnaires before the inspection through these the parent told us:

"The nursery is very attentive and has offered me lots of support. They communicate very well including the manager who is very friendly and approachable Always kept me update with everything that goes on with my daughter".

"The girls are great with my child she has come on great since starting nursery".

"As our son seems to be fitting in very well and is making friends. I am quite happy with the nursery. Staff appear to be friendly and knowledgeable we receive regular updates on our sons development and activities they are taking part in".

## Self assessment

The service were not asked to provide a self assessment before the inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	4 - Good
<b>Quality of environment</b>	4 - Good
<b>Quality of staffing</b>	4 - Good
<b>Quality of management and leadership</b>	4 - Good

## Quality of care and support

### Findings from the inspection

Management and staff worked well with other agencies to protect children and keep them safe. We could see that training and reviews of child protection policy and practice ensured staff had the right skills and knowledge to protect children and their role and responsibility regarding this.

Through observations and discussions we found that staff knew the children and their families well. We found that staff accessed extra support for children who needed it and parents were involved in this process.

Staff used a nurturing approach to sensitively and calmly welcome children who were upset. Children who were familiar with the nursery made choices about their learning, indoors and outdoors and were supported by staff to extend their learning.

The management team and staff confirmed that they were aware the personal plans continued to require to be developed. These should be developed to show how children's learning was progressing and the specific areas that staff were taking forward with individual children (see recommendation 1).

The service had a medication policy and procedure to support their practice. Parents had completed consent forms for their child. These were reviewed regularly and an appropriate systems were in place to ensure the information was accurate.

We discussed the use of Building The Ambition (a Scottish Government good practice guidance document) to develop experiences for children under threes. The service should continue to develop their knowledge of schematic play to support the youngest children.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The management team and staff should continue to review and improve the current planning systems. Planning should focus more on children's interests which staff have identified through meaningful observations, individual children's next steps should be identified and taken forward in order to meet their learning needs. Record keeping should clearly show children's progress and how this is being tracked and further developed.

NCS Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

Staff were working to develop the layout of the playrooms and were beginning to create a warm, welcoming and nurturing environment for children and their families. Children were encouraged to be independent in their choices, with clearly labelled drawers using pictures as well as writing to promote literacy. The areas were well used and children moved between them and engaged well in their play.

The management team told us they had plans to change the layout of the playrooms and to provide children with more natural materials and open ended resources to extend their learning. We felt this would make a positive impact on outcomes for all children using the nursery.

Staff recognised outdoors as a positive support for children's holistic learning. Staff used knowledge gained from good practice documents for example 'My World Outdoors' and 'Loose Parts Play' to develop outdoor play and to reflect on in order to continue to improve children's learning experiences outdoors. The management team and staff should continue to look at ways to promote free flow outdoor play. The children also accessed an allotment through this the children learned about growing and sustainability. The children enjoyed going to the allotment by local bus.

All of these developments meant that children, through the use of the outdoor learning space, had positive opportunities to be active, included and to socialise. This helped to contribute towards them developing healthy lifestyles.

Staffs' knowledge of risks inside and outside the nursery contributed to maximising children's safety while in their care. This included staff giving children opportunities to learn about and contribute to managing some risks within their play and other early learning experiences.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We found the management team and staff were enthusiastic, committed and motivated to provide positive outcomes for children and their families. The staff and manager had worked hard and offered support and encouragement to each other.

In discussion staff were reflective practitioners and were beginning to formally and informally evaluate their own practice, for example ensuring that the environment supported children's needs.

Through discussions we identified that staff were beginning to take responsibility for their learning and development through training, visits to other establishments and through discussion with colleagues.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The management team and staff were keen to provide positive outcomes for children. They were committed to the ongoing development of the service. We found that they were motivated and were observed to be professional and respectful in their interactions with each other.

The improvement plan for the service was in place. Staff felt valued and included in the self evaluation of the service. We were able to identify that the priorities identified were being taken forward, for example promoting numeracy and literacy; and outdoor play.

Since the last inspection the team had grown in confidence. The team and staff were involved in formal and informally monitoring the setting. Regular staff meetings were held. The manager should continue to develop opportunities to allow staff could reflect on decisions and track progress that they are making.

### 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

#### Requirement 1

1. It is a legal requirement for care services to notify the Care Inspectorate of certain identified matters including:

- Change of relevant individual, for example membership of committees or associations and change of directors or partners.
- Notification of all reportable misconduct of behaviour that warrants investigation, dismissal or other disciplinary action.

These reflect the requirements of the Public Services Reform (Scotland) Act 2012 and the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Timescale: With Immediate Effect.

**This requirement was made on 24 April 2017.**

#### Action taken on previous requirement

The manager of the service is now fully aware of her responsibilities around notifying the Care inspectorate of any notifiable events.

**Met - within timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The manager should support staff when completing children's personal plans and learning journals to ensure each record meets a consistent high standard.

NCS Early Education and Childcare up to the age of 16, Standard 3: Health and Well-being.

**This recommendation was made on 15 April 2016.**

**Action taken on previous recommendation**

During the inspection we discussed planning systems. The management team and staff had worked hard to make progress in this area. They should continue with the work they have started.

**Recommendation 2**

The manager should improve the current recording system to ensure accurate documentation and dates are within staff personnel files.

NCS Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff.

**This recommendation was made on 15 April 2016.**

**Action taken on previous recommendation**

We saw that the manager had worked hard to ensure staff files were accurate and up to date.

**Recommendation 3**

To maintain children's health and safety the provider should ensure all staff have undergone a safer recruitment process in line with the service's own safer recruitment procedure. Staff should not be employed within the service until all recruitment checks have been returned.

NCS Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff.

**This recommendation was made on 15 April 2016.**

**Action taken on previous recommendation**

We saw good recording of meetings for example with other colleagues.

**Recommendation 4**

The manager should ensure that all staff are appropriately qualified to carry out their role.

NCS Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff.

**This recommendation was made on 15 April 2016.**

**Action taken on previous recommendation**

The management of the service had improved. There were clearly defined roles and responsibilities for the management of the service and this has led to the improvements of the service.

**Recommendation 5**

The monitoring of the service should be improved. There should be a clear protocol of who has responsibility for which tasks, with the manager having the overall responsibility.

NCS Early Education and Childcare up to the age of 16: Standard 14 A Well Managed Service.

**This recommendation was made on 17 April 2017.**

**Action taken on previous recommendation**

The monitoring of the service has improved. The manager has clear systems in place to formally and informally monitor the service.

## 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
24 Apr 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
11 Feb 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
11 Feb 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
19 Feb 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
22 Feb 2013	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good



Date	Type	Gradings	
14 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
8 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good 3 - Adequate 3 - Adequate
4 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 4 - Good Not assessed
11 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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