

# Dennistoun Early Years Centre Day Care of Children

129 Roslea Drive  
Dennistoun  
Glasgow  
G31 2RZ

Telephone: 0141 554 0803

**Type of inspection:**

Unannounced

**Completed on:**

26 September 2019

**Service provided by:**

Glasgow City Council

**Service provider number:**

SP2003003390

**Service no:**

CS2003014816

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Dennistoun Early Years Centre was previously registered with the Care Commission and transferred registration to the Care Inspectorate on 1 April 2011. It is registered to provide a care service to a maximum of 79 children in the following age range:

- 6 children aged 0 to under 2 years
- 25 children aged 2 years to under 3 years
- 48 children 3 years to those not yet attending primary school.

The nursery is provided by Glasgow City Council and is located within the Dennistoun area of Glasgow. It operates from a single story refurbished premises within the grounds of St. Denis Primary School. The nursery has its own secure door entry system and well developed garden areas.

The aims of the nursery are:

- Children are happy, have fun and are supported to achieve.
- To provide a safe, happy, caring, stimulating and secure environment for our children.
- We have a friendly, family centred approach.
- To develop a culture of ambition and achievement.
- We have positive partnerships with all children and families.
- We always look for ways to improve what we do.

Information about the nursery vision, values and aims can be obtained from the service provider or the nursery.

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 (GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

There were 56 children present at different times of our inspection, which included babies and children that were attending for the full day. We observed that children were secure and settled in the care of staff. Some of the children had recently enrolled with the nursery and were having settling visits. Staff supported new children to settle into the nursery routine by providing cuddles and reassurance. Older children confidently told us what they enjoyed most at nursery and explained their activities. It was clear that children of all ages were meaningfully involved in making decisions about their play and learning. Their comments to us included:

"Very heavy!" (Two year old transporting toys around the garden as they followed their play intentions.)

"Can I go in there?" (Two year old asking about the willow tunnel as he gained confidence in exploring the garden.)

"We made edible slime - it's got sugar in it." (Four year old proudly explaining the ingredients they had been experimenting with.)

"We seen something we have never seen before. It was a slug, it was grey!" (Four year old recalling what had interested them during their forest session that morning.)

We sent 40 care standards questionnaires to the service to be distributed to the parents/ carers of the children and 12 completed questionnaires were returned. Parents were extremely happy with the service provided. Their written comments included:

"I have experience of other nurseries and I can honestly say Dennistoun Early Years is by far the best I have encountered. I can leave my child there and confidently go to work without any worries about his safety or welfare. He has been in the nursery full-time for over four years. It's been amazing. No complaints at all."

" I am very happy with the quality of care of my child receives. Staff are excellent and provide excellent care making my child feel happy and safe at nursery. Staff are very friendly and keep me up-to-date. My child looks forward to nursery every day and talks about his fun experiences. He has an excellent relationship with all the staff not just his key worker."

"This is a fantastic nursery and I would like to praise all staff members. Every member of staff knows all children and I would happily speak to any of them about my child. They all take the time to get to know all children not just those in their own groups. This is very reassuring as a parent, I know he is in safe hands."

"I honestly cannot thank Dennistoun Early Years enough for everything they have done for my boy. He is thriving socially and emotionally, showing his achievements and goals being reached as he is becoming a confident individual."

"My daughter is very happy in the nursery. She is well cared for and all the staff go out of their way to be friendly and caring when we arrive and leave. The staff take an interest in her life outside the nursery and support our family."

"My son seems to love going to nursery. He commented a few weeks ago 'I had a happy time today'. He seems to have a close bond with all the staff who always appear happy and welcoming. He has regular parents' evenings where I hear about what he is in learning and what he will be working on in the future. He also regularly goes to the local park for outdoor play."

"All staff are approachable, friendly and welcoming. My daughter has settled really well and has made positive friendships with her peers. Her language and communication skills have improved and she loves singing and story time. I feel happy leaving my child as I know she is safe, secure and happy in the nursery."

"DEYC Is an excellent nursery all staff are friendly kind and welcoming. My children are secure and happy and always talk with love and joy about nursery. Communication and events with family and the community are fantastic. My children are active and healthy every day in nursery. They have a lot of opportunities for a variety of learning experiences in literacy and numeracy. The staff sing, dance, play, read and talk with my children every day. I would highly recommend it."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	6 - Excellent

## What the service does well

Wellbeing, equality and inclusion was a strength of the nursery. Staff modelled the behaviours expected of children and we observed many examples of children caring for each other and making sure everyone felt included and respected. There were very good arrangements in place for children who presented with additional support needs. The depute manager worked closely with other agencies, the individual child's family and key worker so that appropriate supports could be introduced. We particularly liked that keyworkers kept an overview of any concerns related to children so they could see at a glance when they needed to adapt their practice to enable children to achieve their best. Staff shared strategies so that all children benefited from different approaches.

Staff had a sound understanding of how to protect children and keep them safe. Robust child protection procedures meant information was sensitively recorded and acted upon. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of safeguarding children.

Children had access to a very good choice of activities and open ended resources, suited to their interests and stage of development. In each playroom and outdoors we saw content, happy children engaged in their play. Staff intuitively knew when to stand back and let children problem solve or step in to offer support. There was solid evidence of well-planned interventions that had driven practice forward. For example, as communication was a nursery priority, staff were using the 'Talk for writing' programme to inspire children's language development through storytelling. We observed staff using this multi-sensory approach to empower children to take the lead in telling stories to their friends and family. Thus giving children a sense of responsibility and achievement.

The nursery placed a strong emphasis on the value of working with families, with the local community and other professionals so that everyone was working together to get it right for children. We were impressed with the efforts taken by staff to make families feel included in the daily life of the nursery, for example there was a homely parents' room and parents/carers regularly joined in activities such as fitness sessions and forest school. The nursery shared and exchanged information very regularly about nursery developments using social media that was in keeping with their commitment to digital literacy. Other formats were used to appeal to different kinds of audiences and learners, including those where English was not their first language. For example information boards, newsletters and story telling corners. As a result people were more aware of how they could shape the aims, values and future development of the nursery.

The strong and positive leadership of the manager, who had high aspirations for children, families and staff was core to the success of the nursery. Together with the senior management team they had created an effective staff team who were extremely motivated and inspired to enhance their knowledge and practice. All staff were involved in evaluating their practice in line with national and local benchmarks. The staff we spoke to and those responding to our questionnaires genuinely loved being part of the nursery team. The management team monitored and mentored staff practice in a transparent way, using visual prompts that we believed to be sector leading. For example there were clear induction resources which made it more likely that new staff would share the nursery values and ethos and adapt quickly to practice expectations. Newer and temporary staff told us they felt welcomed and supported by the team. These quality assurance processes ensured that children experienced high quality care and support based on relevant evidence, guidance and best practice.

## What the service could do better

We considered that the administration of children's medication was managed smoothly to support children's health and safety. However we asked the management team to review where children's emergency medication was stored so that it is within easier access to the playroom.

Areas for improvement that we highlighted during our inspection had already been identified within the service improvement plan or in team meetings. For example senior management team and staff had been discussing how the expansion and provision of 1140 hours of early learning and childcare would impact on the quality of children's experiences. One concern for them was the organisation of children's mealtimes once children are attending nursery for longer sessions. The team should continue to consult with families and visit similar services to design the best solution for the context.

We believed the nursery was well placed to continue to develop to meet the changing needs of children and families.

## 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

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
26 Jun 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
22 Sep 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 Oct 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
27 Nov 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
22 May 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good Not assessed
16 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
26 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
9 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak
15 Jul 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate

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