

Happy Feet Nursery and Out of School Club Day Care of Children

47 - 49 Claude Street
Larkhall
ML9 2BU

Telephone: 01698 313111

Type of inspection: Unannounced
Inspection completed on: 3 November 2016

Service provided by:
Happy Feet OSC Limited

Service provider number:
SP2010011183

Care service number:
CS2010273623

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

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The provider of Happy Feet Nursery and Out of School Club is Happy Feet OSC Limited.

The service is currently registered to provide early learning and childcare to a maximum of 110 children. This includes:

- Baby room: 15 children aged 0 - under 2 years
- Toddler room: 25 children under 3 years of whom no more than 6 are aged under 2 years
- Pre-school room: 70 children aged 3 years to those not yet attending primary school or 69 children aged from 2 years to those not yet attending primary school of whom no more than 5 are aged under 3 years.

The service offers full and part day sessions throughout the year. The service is near to local amenities including motorways, train and bus routes.

The service's aims and objectives include: "To provide a safe and stimulating environment both in and outdoors equipped with appropriate resources to ensure children feel included and secure, giving due attention to health and safety standards."

What people told us

There was a total of 79 children present, during the inspection, aged from eight weeks to five years.

We observed children who were very happy and having great fun playing and exploring the interesting and stimulating environments both indoors and outdoors. Children interacted and responded very well to the staff caring for them.

Staff talked to the children in a respectful and sensitive way. We observed caring, nurturing staff who knew the children well. Staff had fostered very positive relationships with families who used the service.

The youngest children were having fun exploring and investigating natural materials and singing action rhymes with staff. Children over two years were engaged in imaginative play, exploring, experimenting and being creative.

Some of the older children told us about their favourite activities including playing in the house area and with the new magnetic shapes. Some children proudly showed us the fireworks they had made.

We received 10 care standards questionnaires, from the 30 we asked the provider to distribute before the inspection. We also had the opportunity to speak to a further three parents as part of the inspection process. Both verbal and written comments were extremely positive and confirmed that parents were very happy with the quality of care their child received and the range of experiences their children could take part in. Parents praised the staff and management for being friendly, approachable and supportive. Parental comments included:

"My child has been going to this nursery since they were ten weeks old. They have always kept me informed on everything they do. Service of childcare is 100%. I wouldn't trust anyone else with my child. They love every staff member."

"Fantastic nursery with fabulous staff."

"Having used a number of nurseries with my older child, this is undoubtedly the best nursery we have used. Our child is happy, confident and always has stories about what they have been doing."

"We are delighted with the care and attention our child receives. They took a long time to settle and all staff were so kind, caring and nurturing and very reassuring with us. Their progress since being in Happy Feet is amazing, socially and educationally."

"My child had a difficult time settling into the nursery environment and routine; however each day got easier and this is down to the passionate and caring staff team. Staff all work fantastically as a team and I can now leave my child confidently knowing they are going to be cared for and have a fun filled day learning lots of new things. Would highly recommend this establishment to others."

Staff who returned questionnaires made the following comments:

"Very happy within my job"

"I am very happy working in Happy Feet Nursery. Staff are friendly and helpful"

"I have had many opportunities working with all ages of children. During this time I have been learning and gaining my HNC qualification. I have been given training opportunities, learned new skills and I have been given the opportunities to have my ideas heard and put into practice."

Self assessment

We received a fully completed self assessment from the provider on 4 November 2016. However, the inspection took place within the timescale for this document to be submitted.

The provider identified what they thought the service did well and gave examples of improvement in children's language development.

The self assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this. The provider told us how the people who used the service had taken part in the self assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

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

What the service does well

Staff had a clear understanding of how to protect and safeguard children. An effective child protection policy was in place which informed and supported staff in their role. Staff attended regular training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of how to safeguard children's wellbeing.

The service had very effective procedures to assist the transition from home to nursery and within the nursery setting. This included flexible settling in arrangements that were tailored to meet the individual needs of children and their family. We observed some children experiencing this practice. They were coping well and those needing support were nurtured and encouraged by staff and children. This helped everyone to feel included, respected and safe. Comprehensive records enabled staff to get to know each child and plan for their individual health and wellbeing needs, interests and stage of development. These were regularly reviewed and updated through staff observations and parents' meetings and events.

The service worked with other professionals to support children's and family's needs. Management and staff had recently participated in a pilot about early intervention for language development for children in their pre-school year. This included developing a set of tools to support them in identifying individual children's language development; intervention was then targeted to address any concerns. Staff had also developed home link bags which targeted specific areas of language development. Feedback from parents, staff and other professionals indicated that this has had a positive outcome in developing children's language skills. Due to success of this pilot, the programme has now been introduced into other early learning and childcare settings

We audited the files of five staff employed since the last inspection. Through this process, we were able to confirm that an appropriate recruitment process had been carried out. This included a record of staff skills, experience and qualifications; professional and personal references and Protecting Vulnerable Groups (PVG) scheme and confirmation of employee's health and welfare. All staff were registered with the Scottish Social Services Council (SSSC). This process ensured that children were safe when being cared for in the service. Staff told us about the induction process which supported them in their specific role within the team. This comprised of policies and procedures, support available and best practice documents. The process respected and included staff during this time of their employment.

What the service could do better

We signposted management and staff to the Scottish Social Services Council Step into Leadership website to further enhance the very good opportunities for distributed leadership roles within the staff group.

Management discussed with us their plans to introduce the language, learning and literacy programmes throughout the nursery as they recognised the benefits to all children.

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 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Oct 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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