

City of Perth Early Childhood Centre Day Care of Children

McCallum Court
Fairfield
Perth
PH1 2RT

Telephone: 01738 472230

Type of inspection: Unannounced
Inspection completed on: 21 July 2017

Service provided by:
Perth & Kinross Council

Service provider number:
SP2003003370

Care service number:
CS2003016068

About the service

The City of Perth Early Childhood Centre is situated in a large residential area in Perth. The centre is housed in a purpose built building with a large outdoor area where children can play. The service provides full and part time places for children from the age of two up to school age. The service offers support to parents and families. A number of children are offered additional sessions during school holidays. During the inspection there were 17 children attending for full or part day sessions.

Conditions of registration for the service state that:

"The care service will be provided to a maximum of 100 children at any one time. The age range of the children will be from two years to those not yet attending primary school. Any other conditions unique to the service are, the appropriate number of staff:child ratio will be 1:5 for children aged 2 to 3 years.

If 5% or less of the total children who attend the provision stay for 4 hours or more then the staff:child ratio of 1:10 applies for children three years and over. If more than 5% of the children stay for 4 hours or more then the staff:child ratios change to 1:8 for each of the children who stay for 4 hours or more."

We found that the service adhered to the conditions of its registration. The service has been registered with the Care Inspectorate since April 2002.

The aims of the service are to provide a play based learning environment that respects the needs of everyone - children, parents and educators - through:

- a strong focus on learning through enjoyable and engaging experiences
- a nurturing environment that feels safe and secure
- respecting individuality and being warm and welcoming, non-judgemental and empathetic, offering guidance and support and being fair and caring at all times.

The centre is led by a manager along with a teacher and senior early years practitioners. They have developed close and effective working relationships with families, local social workers and health professionals.

What people told us

In advance of the inspection we received ten completed questionnaires from parents. They all agreed or strongly agreed that they were happy with the quality of care received by their child while in the service.

One parent told us that they disagreed that there were always enough staff in the service. During the inspection we spoke to three parents. All of the responses from parents were positive. They told us:

"My child has made friends and settled exceptionally well, this is due to the staff being very caring, loving and understanding and just being their wonderful selves. I can't thank them enough."

"My child loves nursery and learning. Thanks to COPEC is more than ready to start school in August."

"I am highly impressed with my child's learning and I am very happy with the nursery and all the staff there."

"I couldn't be happier with the staff at the nursery. They do an amazing job."

"My child's teacher has done a brilliant job with her and myself. She has always been there for us as a family."

"Steve runs a fantastic centre. He is always on hand to discuss any issues in a friendly and knowledgeable way."

"The whole team are fantastic, keep up all the great work."

"I don't know what I would do without the staff support. They are always ready to talk."

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 of the quality of the provision within the service.

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

The centre offered a very good service to the children and families they worked with. The manager, teacher and early years officers worked together as a strong team. They were skilled and knowledgeable. They were reflective and continually evaluated their work and the quality of the experiences for the children who attended. They were committed to their own professional development and made very good use of current education and early years research to promote improvement. Their development plan was focussed on nursery improvement and made use of feedback from staff, parents and children. All of the parents we spoke to confirmed that the staff were professional and approachable. They had a strong ethos of supporting families.

The service had a very robust approach to safeguarding and protecting children. Staff had regular training in child protection. They were able to explain clearly their responsibilities and the clear lines of communication which had been established where information could be shared. Effective relationships had been established with social workers and health professionals who were all working together to support children and families. Where children did not attend sessions as expected this was immediately followed up by staff.

The very good range of resources offered a highly stimulating and rich environment for the children. They effectively captured children's ongoing interests, inspiring them to explore, investigate and become active learners. We saw staff listening to children and encouraging them to follow their interests. The staff involved children in some aspects of planning. They also planned activities and experiences which promoted children's achievements in language and numeracy. This had been identified as an ongoing area of development for the service.

Children had free access to a large outdoor area where they were free to explore and experience active and imaginative play. The children benefitted from having outings in their local area. The service was proactive in promoting positive behaviour. Staff supported children and parents by having clear and realistic expectations. Children were praised for making good choices and a restorative approach was taken when issues arose.

What the service could do better

During the inspection we identified areas where we considered that the service could improve.

We asked that they review their procedures in administering medication to children while in the service. They should refer to Care Inspectorate Health Guidance, 'Management of medication in daycare of children and childminding services - HCR -0514-087'. This will support them to carry this review out effectively and to protect the health and wellbeing of children.

We discussed the importance of staff improving and developing their skills in observing children during the nursery sessions. We saw that there were inconsistencies in the observations recorded in the children's learning folders. They should continue to work on improving skills in evaluating children's learning and identifying meaningful next steps rather than simply describing the children's activity. The manager was aware that this was an area of development. The recording of children's learning was under review. Changes were being trialled for the youngest children who attended.

We saw that the service was working on developing quality interactions between staff and children. They were promoting staff skills in asking quality questions which would extend children's learning. We would encourage the service to continue with this work.

The centre had a very good approach to involving all stakeholders in the self evaluation and improvement agenda. We would encourage the further involvement of the children's voices in the evaluation of areas of the centre improvement.

From our discussions with the manager and staff we were confident that the service had a great capacity to continue to improve and develop.

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	
9 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Apr 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
14 Nov 2011	Unannounced	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Jun 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Aug 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Sep 2008		Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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