

# Govan Family Learning Centre Day Care of Children

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Glasgow  
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Telephone: 0141 445 1817

Type of inspection: Unannounced  
Inspection completed on: 13 January 2017

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Care service number:**  
CS2003014826

## About the service

Govan Family Learning Centre is registered to provide a day care of children service to 56 children aged from birth to those not yet attending primary school. The service operates from 8am to 6pm, Monday to Friday, 51 weeks of the year. The service is located in Govan, Glasgow. The provider is Glasgow City Council.

The purpose-built accommodation has three playrooms, appropriate toilet facilities, kitchen, office, staff accommodation, parents' room and outdoor areas. The service also has access to the adjoining primary school's dining and gym halls.

The service aims to:

- Create and maintain a positive ethos which supports children and families encouraging them to become successful learners.
- Create opportunities which support and encourage children and families to become responsible citizens.
- Support and create opportunities for children and families to be effective contributors.
- Support and create opportunities for children and families to become confident individuals.

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 42 children present in the morning session on 11 January 2017 and 39 present in the afternoon session we spent time observing and talking to them as they played. Children were happy and relaxed in their nursery environment. Some of their comments included:

'The ladies keep us safe, they make sure we wear helmets when we are on the bikes.'

'I am in the green group, we do PATHS.'

'I like my lunch, you have to eat your vegetables to stay healthy.'

'We just choose what we want to do, some children have a chart to help them choose.'

'We talk about our feelings and tell the ladies how we are feeling.'

For this inspection we received questionnaire responses from 10 parents/carers whose children attended the service. Nine respondents strongly agreed and the other agreed that they were happy with the overall quality of the service. Some had written additional comments about the positive impact the service had on their child and particularly about the quality of the staff interactions, these included:

'Govan Family Learning Centre is a great nursery and has fantastic staff and I'm 100% happy with the whole service.'

'Govan FLC have made myself and my two girls feel very comfortable and I would not hesitate to recommend them to anyone. 10/10 service.'

'The nursery is well ran and my son enjoys it. The staff are caring and look after him well.'

'I have no problems with my childcare, staff always accommodate hours you need for work or other children. They always keep me up to date with my child daily. Plus they are always updating the toys.'

'Staff are great, nursery always clean.'

'I have two children who use the service. My youngest used to be a very nervous baby and very unsettled around anyone but her parents. Since starting at nursery she has come on leaps and bounds. She now has confidence, engages with others and is developing more and more. I believe this change is purely down to the patience of staff and the care they provide.'

'I am extremely happy with the service ourselves and my child receive. The nursery is a very friendly and happy nursery who are always looking for ways to develop. Never had any problems but know if I had they would be dealt with.'

'I enjoy bringing my son to the nursery. The staff are always friendly and very helpful. The head of centre, depute and the clerical assistant always makes me feel very welcome as I need some extra support as I live alone in this area.'

'I would like to take this opportunity to say how grateful we all are as a family to say how wonderful Karen and all her team are. Our daughter has developed so well since starting nursery, if anyone in this world deserved an M.B.E. it would be each and everyone of the staff at Govan Family Learning Centre.'

We received one less positive comment 'Staff could communicate better with each other', we could not see any evidence to support that there was an issue around staff communication within the service.'

## Self assessment

We received a fully completed self-assessment document from the service. We were satisfied with the way the service completed this and with the relevant information included for each heading that we grade services under. The service identified what it thought it did well, some areas for development and any changes it had planned. The service told us how families were involved in the self-assessment process and how their feedback influenced their plans for improving the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

The staff at Govan Family Learning Centre knew the children they looked after very well. Very good systems were in place to ensure that relevant information was gathered from parents/ carers prior to children starting at the service to ensure that staff were aware of children's individual needs.

During our inspection, we observed staff welcoming children and families into the service and sharing information. We also observed a child and parent who were settling into the service. Staff were caring and respectful to the parent and child. They spent time listening and recording information such as the child's interests and medical and health requirements.

Having sampled children's learning journeys and personal plans, we could see that staff recorded observations of children's progress and development. Children benefited from the consistency of a key worker. We observed positive and nurturing relationships between the children and their keyworkers.

Although the key worker was responsible for monitoring and planning children's progress and development, we saw very good evidence that all staff were aware of the needs and stages of development of children and could support them in their development.

We received questionnaire responses from 10 parents/carers whose children attended the service. All parents/carers strongly agreed or agreed that staff had worked with them and their child to develop an individual education and support programme and that staff regularly assessed their child's learning and development. Working in partnership with families was in keeping with GIRFEC's joined up approach and helped ensure that children were supported to reach their potential.

The staff were very committed to supporting children and families and embraced the opportunity to extend their own personal skills and knowledge through training and their own personal research. Staff we spoke to told us that the management team worked with them in a respectful and professional way to identify their training and development needs.

Staff spoke to us very confidently about the range of training activity they had undertaken and how this had influenced their personal development and how children had benefited from it. Staff gave very good examples of how children had benefited as a result of training.

Children's physical development had been a focus of staff training. Staff had undertaken training on outdoor play 'risky play', 'play on pedals' and 'wee play'. All of these training opportunities had given staff additional skills and confidence to further develop and extend opportunities for children to play, learn and develop outdoors.

In addition to this staff working with children under three years had undertaken a variety of training opportunities to support them to care for babies and young children. Staff we spoke to were motivated and keen to progress and implement new strategies and frameworks to support young children.

## What the service could do better

The management team should implement a more robust system of monitoring and auditing of children's learning journals and personal plans to ensure consistency throughout the service. Having sampled the different elements of children's personal plans we could see that there was not a consistent approach between the playrooms.

The management team should continue to support and encourage staff to participate in training activity to support their motivation for personal development and enhance their skills and expertise.

## 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).

## Inspection and grading history

Date	Type	Gradings	
8 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
16 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Apr 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
23 Apr 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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