

# Milngavie Nursery Day Care of Children

Hillhead Street  
Milngavie  
Glasgow  
G62 8AG

Telephone: 0141 955 2251

**Type of inspection:**

Unannounced

**Completed on:**

28 November 2019

**Service provided by:**

East Dunbartonshire Council

**Service provider number:**

SP2003003380

**Service no:**

CS2003014706

## About the service

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

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

Milngavie Nursery is provided by East Dunbartonshire Council. The service is located in a modular building adjacent to Milngavie Primary School in Milngavie and provides sessional day care for a maximum of 40 children. Children have access to two large playrooms and various outdoor play areas.

The service is managed by the Headteacher of Milngavie Primary School. A deputy head of centre, qualified senior and early learning and childcare practitioners and a teacher specialising in early education are employed.

The nursery aims include: "To build a caring school and ELCC ethos based on inclusion, fairness and respect for ourselves and others, promoting the health and wellbeing of the whole nursery and school community.

- To provide stimulating, challenging and meaningful learning experiences, meeting the needs and aspirations of all our children enabling them to face the challenges of the future.
- To foster interest and enjoyment in learning, motivating children to think creatively and independently to become successful and confident lifelong learners.
- To develop positive, productive partnerships that are valued and recognised by our children, staff, parents and the wider community.
- To encourage responsible attitudes towards the environment and instil an awareness of our role as global citizens.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI'.

## What people told us

We issued 20 care standards questionnaires to the service to distribute to parents prior to the inspection taking place. We received 10 completed questionnaires. All responses from parents were very positive. Two parents commented on the quality and range of food provided to children.

Written comments included:

"My child thoroughly enjoys their time at Milngavie ELCC. They are flourishing under the care of the staff there and are making friends and enjoying wonderful learning experiences. I feel confident that the staff are providing my child with the best of starts to their education".

"Milngavie is the most wonderful nursery. I am a mother of 3 children and this nursery is the best. The staff make it so welcoming for parents, children and grandparents. They go way beyond to make the experience nurturing and of the highest standard. The staff made such an effort to individualise my son's care to meet his needs. Every nursery should be as welcoming as Milngavie. It's fun, adaptable, consistently high quality".

"The staff are all very experienced to deal with any situation offering appropriate support and advice. I feel they work with me to raise my child to be happy, confident and reach his full potential".

"Warm, caring and respectful environment which my child feels safe in. Staff value individual differences. Could do with a bigger reception area".

"The staff are incredible and my child is happy there. My only complaint is the food - it has improved this year but I would love to see much less junk and far more fruit and veg".

"I am extremely impressed in the service offered. The children have a great space both indoors and out, and staff are dedicated to make this as good and interesting as possible. I feel extremely fortunate that my child attends this nursery. It has a really warm, inviting 'family' feel and staff clearly see it as more than a job - they show great interest and care in the development of my child".

"The recent changes to menus within East Dunbartonshire have led to my child struggling to find foods they can enjoy at lunchtimes".

"My child absolutely loves nursery and every morning is very excited to go and see his friends and the staff. He stays for lunch a few days of the week and thoroughly enjoys the meals and eating with his friends. As a parent I am very happy with the nursery and the staff are very friendly and always happy to help in any way".

"The nursery always gives lots of information about what's happening around the nursery in general. I love they get to play outside as much as possible. The staff are so positive and enthusiastic with the kids. I'm impressed with the range of activities they offer the kids and the way the nursery links with the school".

## 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 the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The quality of care and support and quality of environment provided by the service was excellent.

Care was provided by well trained staff who were passionate, skilled and experienced practitioners. They created a very positive inclusive ethos where children and families contributions were valued and encouraged. Partnership with parents and parental engagement was a key strength of the service. Parents were very much key partners in their children's learning. The nursery facilitated and supported this in a variety of ways, for example, parent focus group, stay and play sessions, care plan reviews and planning for your child's learning journey, extensive nursery blog, 'supporting families' worker offering bespoke parenting advice, parents engaging in 'five to thrive' sessions led by staff (reinforcing positive connections and relationships), tea and talk and families connect programme promoting emotional wellbeing. Parents were also involved in garden work, shed building, establishing 'twinning' with a French nursery and school.

There was robust evidence of child centred, responsive play and learning with staff carefully supporting and scaffolding children's learning. We observed very caring, warm and nurturing interactions between staff and children. Staff implemented a holistic approach to practice, encouraging children to fully initiate, lead and develop their play. They promoted resilience in children through initiatives like 'children's voice' and promotion of children's rights. They worked collaboratively with the primary school to support planning and progression across the early level. Nursery staff engaged in peer observations and the learning network with P1 staff. Plans were in place to work in partnership with childminders using a blended care model to promote shared language and share children's interest and needs. These practises significantly enhanced the already strong individualised care provided to children and supported transitions for children and families.

Personal plans for children were very well documented and demonstrated that staff had very good knowledge of children and their families and a focus on positive transitions and health and wellbeing. Plans showed that staff were very respectful of home routines. The service used online learning journals to share information with parents about children's learning and development. We saw that parents contributed very positively to the learning journals.

Children benefitted from a freeflow approach to play and learning. Their independence was promoted, for example, during lunchtime when they helped to set up, self serve and tidy away. The resources and environments available to children offered choice and challenge. There were opportunities to develop fine and gross motor skills, use analytical skills and engage in co-operative play. There were also quiet, nurturing spaces to relax in.

Children thoroughly enjoyed the outdoor woodland area which was rich in resources for exploration, curiosity and investigation. There was a strong focus on outdoor learning and STEM; Science, Technology, Engineering and Mathematics using natural, transient materials and resources. We saw children chatting with staff at the pond, identifying pond life. They examined plants and foliage, newts and their eggs and compared them to previously examined life cycle of tadpoles. Children took responsibility for their environment, helping staff to clear up and prepare an area for a new sand pit.

Children also regularly participated in woodland play at a nearby site, Barloch Moor. Staff promoted a risk benefit approach, supporting children to safely manage risk. Children excitedly told us about and showed us pictures of their recent visit to the moor where they built shelters, slid on mud slides, examined spider's webs and searched for sticks of similar size to build their own web using mathematical concepts such as over and under and threading.

We saw a child, supported by a staff member in the nursery playground area, achieving success riding a two wheeler bicycle. The child had been making progress over the previous few days from riding a balance bike to a two wheeler bike, sharing video footage of this with her parents each day. She was excitedly waiting to share her success and achievement with her parents at the end of the day.

Staff had a sound understanding of how to protect and safeguard children. A robust child protection policy and procedure was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection. The service policy and procedure on medication was satisfactory.

Overall, children experienced very positive outcomes within a nurturing and stimulating play and learning environment, supported by caring and responsive staff.

## What the service could do better

The provider and staff should continue to drive forward the priorities identified in the service improvement plan in relation to outdoors, literacy and numeracy.

## 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
3 Nov 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
5 Nov 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Oct 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
6 Feb 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.