

Smiley Stars Nursery Day Care of Children

38 Ibrox Terrace
Ibrox
Glasgow
G51 2TB

Telephone: 0141 427 0122

Type of inspection:

Unannounced

Completed on:

11 October 2018

Service provided by:

Nerlana Ltd

Service provider number:

SP2010010892

Service no:

CS2010249059

About the service

Smiley Stars is registered to provide a care service for a maximum of 39 children from birth to those not yet attending school. The service is provided by Nerlana Ltd. The service operates from a terraced property in the Ibrox area of Glasgow. Aims of the service include "To ensure the needs of the children are met in a safe, secure, clean, comfortable, pleasant, stimulating and well resourced environment which is as close as possible to a home from home."

What people told us

There were 23 children present at the time of the inspection. We observed the children enjoying their play. We talked to four of the older children and all of them told us that they enjoyed coming to the nursery. Children who were going out told us about the activities they were looking forward to. We sat with a group of older children during "Show and Tell" when they spoke confidently to their friends about a favourite toy they had brought to nursery.

Parents/carers returned 18 completed Care Standard Questionnaires to us, 17 strongly agreed and one agreed with the statement. "Overall, I am happy with the quality of care my children receives in this service."

They gave the following comments;

"I am extremely happy with the service provided by Smiley Stars that the nursery is an extension of our family and I cannot recommend them highly enough."

"I am very happy with the service in the nursery. Super kind and nice towards parents and building to communication as well."

"Great team we as parents have always been confident in sending our wee one to the nursery."

"I am extremely happy with the care and attention my children receive in Smiley Stars nursery."

"My daughter's knowledge and confidence has grown in leaps and bounds since joining and I'm excited to see my son grow in the same way."

"Communication on a personal level could be improved I notified the nursery of pending holidays and have asked for invoices but haven't received replies."

"I could not ask for a better nursery, staff have always been fantastic helpful and courteous at all times my children and I would recommend smiley stars to anyone big thank you to all the staff."

"We are extremely pleased with care and support been receiving for daughter. She grows to be a confident and happy individual and she learns new things every day. The girls keep her senses stimulated constantly on all different levels. Overall, we think that we found a gem of a nursery and really consider them as our extended family."

"Very caring environment. Nursery is part of our family."

"The staff are extremely helpful. They are amazing at getting to know your kids on a personal level."

"We have watched our son blossom from the baby room at nine months all the way through to the 3 to 5 room. He is always positive about nursery and cares very much for his ladies and friends where they have developed great relationships. We enjoy hearing about the many activities they get up to on a daily basis."

"Smiley Stars nursery has been an excellent nursery for my child. The staff are incredibly professional, caring and are great teachers in all aspects of the curriculum and play."

"Smiley Stars is a wonderful place ; well run and managed and providing a great start for our child. The attention to detail by the staff is exceptional, as both my wife and I noticed regularly. Challenges in the past year have been down to staff turnover which placed a real challenge for the management team as well as the staff in each room. A challenge however that seems to have been won now, after the loss of several of the long term staff.

"Smiley Stars nursery and staff are very professional and welcoming. My child goes to nursery with such confidence and treats it like home to home. One hundred percent recommend to any family looking for childcare well done Smiley Stars."

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	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The small nursery environment fostered a family ethos and sense of belonging amongst parents and children. This was reflected in the engagement we observed between staff, parents and children, also feedback we received. The management team and established staff team knew children well. They spoke fondly of the children, describing each of their individual needs in detail. Throughout the nursery, almost all of the children were happy and settled. A few were moving to a new room and were being supported by the nursery staff during visits. Staff confirmed that they shared valuable information during time, regarding individual routines, personalities and needs.

At the time of our visit, the manager was introducing a new online system which would compliment existing electronic journals by enabling them to record all meaningful information on individual children. The electronic journal also included records of observations made by staff. The manager was actively monitoring the content of the documents to ensure they were effective in capturing children's progress. Once the manager had completed merging all of the information, the plans would provide detailed online information that parents and staff could access. We found that in the meantime, there were effective systems in place to record and share important information amongst the staff team.

Children were given nutritious meals at lunchtime and late afternoon, which were prepared on the nursery premises. Children had the opportunity to play outdoors in either of the nursery gardens. They also visited facilities in the local community which offered children additional valuable experiences. We spoke with some of the older children who were excited about going to a nearby library and community centre where they could play basketball.

The manager told us of plans they had in place to refurbish the nursery garden to create a richer outdoor learning environment. In the meantime, they had begun to introduce some natural resources and loose parts to enhance children's experiences. They were waiting for further resources to be delivered that would further enrich children's experiences.

What the service could do better

We found that opportunities for children to engage in exploratory or creative play were limited on the day of the inspection. The manager shared photographs which showed children of all ages enjoying these types of experiences. She explained that they were routinely available for children, but agreed that all children would benefit from more frequent, if not daily access to sensory experiences.

We also asked the provider and management team to review the resources for younger children as many of those were plastic and offered limited value to children. They were in the process of introducing more natural materials and agreed that this would have a positive impact on outcomes for 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
20 Jul 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
8 Jul 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Sep 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
9 Aug 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
14 Apr 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

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