

The Tower Nursery Day Care of Children

1 Garngaber Avenue
Lenzie
Glasgow
G66 4LJ

Telephone: 01415 885 515

Type of inspection:
Unannounced

Completed on:
15 February 2023

Service provided by:
Tower House Nursery Ltd

Service provider number:
SP2015012450

Service no:
CS2012308197

About the service

The Tower Nursery is a daycare of children service, the nursery and out of school care services are located in the Lenzie area of East Dunbartonshire. The provider is Tower House Nursery Ltd.

The nursery service operates from a converted large, detached sandstone house with a secured door entry system. The accommodation is over two floors. The ground floor consists of a bright reception area with three playrooms for younger children up to three years of age. There is also an office, kitchen, dining room, staff room, toilet and nappy changing facilities. The upper floor has a playroom for children from three years old. Nappy changing and toilet facilities are also available on the upper floor. There is an extensive, enclosed garden area which also includes an outdoor classroom. This is available for children to use at all times. Parking facilities are available within the grounds.

The out of school care service for school-age children is located in Lenzie Old Parish Church. This building is situated directly across from the nursery. The service provides a breakfast club, school drop off and pick up service for children attending local primary schools. Children have the use of the main hall, toilets and kitchen facilities. Children have access to the outdoor play areas within the church grounds.

The service is registered to provide a care service to a maximum of 108 children at any one time:

- no more than 21 are aged under 2 years;
- no more than 15 are aged 2 years to under 3 years;
- no more than 42 are aged 3 years to those not yet attending primary school.
- provide an early learning and child care service to a maximum of 30 school age children from Lenzie Old Parish Church.

About the inspection

This was an unannounced inspection which took place over two days, Thursday 19 January 2023 when 82 children were in attendance and Friday 20 January 2023 when 59 children attended the service. The inspection was carried out by three inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings and information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with 11 parents
- spoke with staff and the manager
- observed practice and daily life
- reviewed documents.

Key messages

- The children loved coming to the service. They were very happy, relaxed and had lots of fun as they took part in a wide range of activities that challenged and excited them. Activities were linked to their current interests.
- Staff were loving, kind and caring towards the children. They were building caring, nurturing, and warm relationships with them. Staff listened to the children and supported, praised and encouraged them as they played.
- Parents valued the service and were really delighted with the care their children received.
- The management and staff ensured that children and families were meaningfully involved in and actively influenced ongoing service improvements.
- Staff told us they enjoyed working at the service and felt supported by the management team. They had participated in a range of training which had helped them develop their early learning and childcare practice.
- To further improve the environment, the provider should supply appropriate chairs for staff which reflect the height of lunch tables in the baby rooms.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

| | |
|--|---------------|
| How good is our care, play and learning? | 5 - Very Good |
| How good is our setting? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| How good is our staff team? | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

1.1 Nurturing care and support

We found staff had procedures in place to support children and families starting the service, this included settling visits, induction days and regular meetings. Families told us they felt extremely supported during the transition process from home to nursery. This approach helped children settle well and build positive, warm and secure relationships with staff. One parent said, "it is great, my child went to the nursery first. So the staff know them, so it makes it a nice transition. It's good that they are meeting children from different schools ... Really happy."

Across the nursery and out of school care settings, staff provided child-centred care which recognised and supported the individual needs and preferences of the children and their families. Children received care and support from staff who were caring, calm and nurturing. They knew the children extremely well and responded instinctively to meet their individual needs. We saw children who were very happy, relaxed and having fun with their friends. It was clear they enjoyed being at the service and had built loving relationships with staff.

Children's personal plans helped staff to promote consistency and continuity of care between home, nursery and out of school care; details included children's likes, dislikes and interests. Information was regularly reviewed and updated with families, this ensured staff were able to adapt their practice to meet any changes in children's lives or circumstances.

Daily updates through family apps and conversations at drop off and pick up meant families had insight into their children's nursery life. One parent said, "they treated the children as individuals, family app is updated as the day goes on and there is a messaging function between us and the staff, it works and we really like it."

Lunches were prepared by an external caterer who delivered to the nursery, menu planning ensured that food was nutritious and well-presented. Staff worked closely with the caterer to make sure all children's dietary and cultural preferences were met. Families told us they had the opportunity to contact the caterer directly to discuss their children's dietary requirements.

Staff ensured snack and lunchtime experiences were relaxed, unhurried and sociable. Children had some opportunities to develop their independence skills; serving themselves and clearing dishes away. We did highlight some small areas for improvement, including staff being task-focused and missing opportunities to promote children's independence skills. Further guidance can be found at the Care Inspectorate Hub: [Setting the Table](#), [Food Matters](#) and [Mealtime practice note](#).

Younger children had lunch in an environment which was more suited to their stage of development. Staff were attentive, encouraging and nurturing, they supported children to self-feed and develop their natural curiosity to be independent. We saw positive and caring interaction between staff and children, with lots of eye contact and smiles.

Sensitive arrangements around children's sleep routines aligned with national safe sleep guidance. Staff worked in partnership with families to establish and review routines which responded to children's individual needs and family wishes. Children slept in calm, relaxing and nurturing environments. Staff were available to quickly respond to children's smiles, tears or gestures. This supported children's safety, emotional security and wellbeing.

We reviewed the service's medication policy; we were satisfied that procedures were following Care Inspectorate guidance. Detailed plans were in place to support staff to administer medication safely, they included the name of medication, symptoms and expiry date. We found families had regularly reviewed and signed off on this information.

1.3 Play and learning

Staff listened to children and responded warmly to their requests and ideas. The planned and spontaneous activities available were child-centred and responsive to their interests and wishes. This meant that children were actively involved in leading their play. We observed staff interacting warmly with children as they played, giving them cuddles and encouragement and were on hand to support them as needed.

Throughout the service, we saw staff use skilled interactions to help promote children's creativity and curiosity. Staff engaged with children on a one-to-one basis. Sitting reading books, singing with them, playing chess and drawing. Children had built warm and caring friendships and helped and supported each other. Staff gave children time to enjoy their play and learning.

The outdoor environment was designed to offer wonderful opportunities for exploration and physical activities. Resources that stimulated curiosity, creativity and independence included large climbing apparatus, tepees and wooden pieces. One child said, "I love it. I built a bridge and it can transform into a tank." Younger children developed their play and learning with a range of resources which were suitable for their stage of development. Wooden blocks, treasure baskets and jigsaws were easily accessible and offered children stimulation and sensory experiences.

Children were very happy, confident and content. It was clear to us, as we listened to their chat and laughter, that they were having lots of fun. Children had access to a variety of resources including construction, arts/crafts and open-ended resources which supported imaginative play. We observed children having fun, developing their confidence, building friendships and celebrating their successes. One parent said, "we were happy with the service, my child goes to the after-school club, they really love it. They like building Lego, last week they made an airport."

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

2.2 Children experience high quality facilities

The playrooms, outdoor classroom and out of school care facilities were spacious and bright with natural light and good ventilation. The environment offered children the opportunity and freedom to safely enjoy physical play, use their imagination and take part in activities which reflected their current interests. Children could access outdoor areas within the nursery grounds, all children had opportunities to play outdoors. Where there was no direct access, staff took children outside daily.

Play spaces were set up to reflect children's stage of development and support learning. Creative arts, imaginative play with dinosaurs/small world and sensory materials offered children the opportunity to develop their explorative play. This approach enabled children to develop their imagination, gain confidence and develop numeracy and language skills.

We saw that the staff communicated and worked very well together to keep children safe and secure, children were accounted for at all times. Risk assessment procedures were in place which supported staff in identifying and minimising potential risks to children. Staff undertook daily checks of both indoor and outdoor environments and monitored who was entering and leaving the setting.

The nursery's out of school care offered children opportunities to relax and unwind after school. Children enjoyed a range of activities in a safe and secure environment. They told us they helped develop their play experiences. One parent said, "staff give you a really lengthy update, children are consulted in what they do and they do the planning with the children. Very well developed programme. Great facility and just across the road from the nursery. They take their duty of care very seriously, well-managed service."

Procedures to reduce the spread of infection and help keep children and staff safe were in place. Cleaning staff were employed and appropriate cleaning schedules were in place. Staff had undertaken training on infection prevention and control and food hygiene.

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

3.1 Quality assurance and improvement are led well

We found that the service had a strong management team which provided effective leadership and support to staff. The manager was enthusiastic, knowledgeable and motivated. Families spoke very highly of the whole staff team. They felt they were approachable, helpful and knew their children very well.

To meet the ongoing needs of children and families regular feedback was sought; discussions, meetings, emails and family app were used, which meant families could influence change and improvements to the service. Handbooks and key information were displayed on the service noticeboards, this provided details of the nursery and out of school care's aims and objectives. This approach helped share the vision management and staff had for the service and helped them to support children and families in line with company policies.

As part of their evaluation process, the service had an improvement plan in place. Staff sought and encouraged children to voice their opinions on the types of play and activities they took part in. This feedback helped the manager and staff plan future activities and ensured children were fully involved in directing and influencing their play and learning. This approach is highly meaningful and valuable as it gives children the freedom to choose activities they enjoy rather than being directed. Families told us they were very happy with the service. One parent said, "really happy with it, they come home happy and there seems to be a good range of activities for them to do. They mix well ... my child was at the nursery and it was a natural progression to go to the out-of-school care."

To ensure that children's personal information was kept safe, the service had procedures in place to comply with general data protection requirements. The company was registered with Information Commissioner's Office (ICO).

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

4.3 Staff deployment

We found that the service was appropriately staffed to meet the needs of the children and keep them safe while attending the service. The well-planned deployment of staff ensured children had continuity of care across the day. This approach benefited the children and helped them settle and enjoy their time at the nursery and out of school care.

Staff interacted positively with the children and were very supportive, kind, nurturing and caring. They enjoyed being with the children and ensured that activities and play experiences challenged and interested them. Families spoke highly of the staff team, one parent said, "how they use the space blew me away. There is so much thought put into child-centred play. I am so impressed at how much they think about the children and the needs of the children."

The manager and staff worked very well together. They supported each other which enabled them to provide effective and sensitive care for children. They were flexible and adapted their routines to ensure children's needs were being met and that they were having fun. We found staff had undertaken a good range of training to help them in their childcare roles.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

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| 1.3 Play and learning | 5 - Very Good |
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| 2.2 Children experience high quality facilities | 5 - Very Good |
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| 4.3 Staff deployment | 5 - Very Good |

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