

# Kelly Street Children's Centre Day Care of Children

2 Kelly Street  
Greenock  
PA16 8NF

Telephone: 01475 715620

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

**Service provided by:**  
Inverclyde Council

**Service provider number:**  
SP2003000212

**Care service number:**  
CS2003015998

## About the service

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 (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

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

Kelly Street Children's Centre is a daycare of children service provided by Inverclyde Council. We will refer to the 'centre' in the remainder of this report. The service had sole use of the premises and outdoor play areas during opening hours. The service had imminent plans to move to a newly built campus within walking distance of the current location. During the inspection visit it was clear that parents and children had been robustly and effectively consulted and engaged in the entire building and moving process.

The service was registered to provide a daycare service for 80 children from 3 years to those not yet attending primary school, over two campuses.

Included in the services aims was to provide a "safe, secure, welcoming and inclusive environment for children." A full copy of this statement can be obtained from the service. We found very good evidence that this service had fulfilled this aim.

## What people told us

The Care Inspectorate issued thirty two questionnaires to the Nursery to give out to parents. We received eighteen completed Care Standard Questionnaires during the inspection. All respondents agreed that they were happy with the quality of care provided.

Some of the comments within the responses included:

"My child went to another nursery and then moved to Kelly Street Children Centre. At the first nursery I didn't feel comfortable. As soon as my Child started at Kelly street I felt it was warm and welcoming and everyone was cheery and interested in myself and my children."

"I am extremely happy with the service Kelly Street children centre can provide in limited space they have available. The staff provide high-quality learning activities every day. I can see a vast improvement in my child's engagement in group activities and her confidence and comprehension has developed in all areas. The addition of the outdoor mud kitchen was a very clever use of the outdoor space."

"As a parent of a child with additional needs I was very anxious about handing over their care to the nursery. I needn't have been concerned. The nursery organise training with specialist nurses for all staff and ensured I was fully involved in making decisions regarding my child's care. I could not have wished for a smoother transition into nursery than we have received at Kelly's Street. My child has flourished since starting Kelly Street and I believe this is down to the hard work and nurture from staff. The regular, concise communications via a variety of channels ensure I am kept up-to-date with upcoming activities and events. I cannot fault Kelly Street Children Centre and see it as perfect starting point for my child's education."

"Kelly Street nursery is fantastic. There is a lovely welcoming feeling as soon as you walk through the door. The staff are professional and friendly. I feel comfortable with the staff and could talk to them or approach them about anything regarding my child and their needs. My child loves going to nursery because of the wonderful staff and the range of activities they provide. The management team run the nursery amazingly and you know that their main focus is the needs of each child."

"Kelly Street nursery provides my child with a safe and nurturing environment to grow and develop. The staff are friendly and take great care of my child. My child loves going and this alone speaks volumes. I have 100% confidence in my child's well-being, safety and that his development needs are being met. Fantastic service!!"

"I was very apprehensive about my child starting nursery as she is very timid, however Kelly Street staff supported her so well from our initial visits she had no problem settling in. She has thrived in their warm and welcoming atmosphere. Every morning when I drop her off every member of staff greets her with a welcoming smile and hello. She enjoys both the outdoor and indoor play every morning when I drop her off every member of staff greets her with a welcoming smile and hello. She enjoys both the outdoor and indoor play. Staff keep the parents updated very well."

"As a parent of five children I have experienced several nurseries over the years. I cannot express and praise the staff and leadership of Kelly Street enough. They all go above and beyond their working duties. The care and education is consistently run and provided to a very high standard. The ethos of the centre is excellent and myself and my child always feel welcome and comfortable. All staff are friendly, approachable and provide a great variety of educational experiences for each child."

"The Centre provides an excellent service for the children and their families. Children and their development and wellbeing are the priority. The team here worked so well together and even though your child has a designated key worker it is clear all staff have taken time to get to know my child and are available to speak to. They are always looking for ways to improve and provide more experiences. My child loves coming to nursery."

"I could not recommend Kelly Street enough. It is a fantastic place for my child to learn and play. The staff have helped my child's confidence. I can not speak highly enough of them."

"Kelly Street children centre is a very welcoming and friendly nursery. My child enjoys the time that he spends there and has a good rapport with staff. He is treated with kindness and respect at all times. Outdoor physical activity is limited at present due to current premises but this will change when the new children centre opens next year."

"The staff are all lovely. My child is very happy every day. I can talk to management about anything. When I needed help they got me it. They are lovely."

"A very committed staff team who create a secure and stimulating environment for the children. Kelly Street has a great open door policy where parents are included in their child's learning at every step. All staff are committed to ensuring my child is safe, healthy, achieving his potential, nurtured, active, respected, responsible and his learning and included."

"The centre is exceptionally welcoming. As new parents we have been kept well informed from the start and throughout. Staff are approachable and our child has settled extremely well."

"Kelly Street nursery is an excellent nursery. The staff are really friendly and approachable. My son was quite quiet and shy and would get upset about me leaving him, the staff have done an excellent job with integrating and boosting his confidence. Now he really enjoys nursery, has lots of friends and has learnt lots. Special praise for staff!"

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their comprehensive and well written improvement plan and quality assurance paperwork. These clearly 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:

<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

Staff have successfully established an inclusive learning environment. We observed children, parents and partner agencies being welcomed and included into the centre. Comprehensive parent participation questionnaires had been established with outcomes linked to newsletters information.

Communication between staff and management, parents and children was highly effective. We observed communication and involvement strategies that had aspects of excellent practice. (Twitter communication, evening stay and play sessions for working parents, informative newsletters, staff supervision, management discussions) Parents views had been actively sought, well considered and the end products showed evidence of this.

Children and their families had access to a nurturing approach, from managers who understood nurturing principles and supported staff to effectively delivered these. We saw evidence that a clear picture of each child was being built. Management and staff knew children and their families very well. Parents and partner agencies were actively engaged, when necessary, by the Nursery in order to ensure all children benefited from the right support at the right time. The nursery put children's, and their families, wellbeing at the heart of all they did.

The centre had established very good approaches to child protection. Safeguarding was an integral part of the self assessment processes. We saw that very good chronologies had been established and that children, and their families, were clearly being well supported.

Management were professional, enthusiastic and motivated. They communicated well together and showed respect for their colleagues' abilities. They had developed excellent transition arrangement between the nursery and the local schools. The local community, and it's residents, had been actively engaged by the centre. The staff team had experienced recent changes; the management team were supporting and developing skills within the new staff team.

Outcomes for children were being affected by training that staff had attended. The management team had identified children's needs and begun to link these to staff skills and interests and creatively engaged staff in training to ensure outcomes for children were being confidently affected.

Management were knowledgeable and freely engaged in professional dialogue throughout the inspection visit. Staff were being encouraged and supported by management to develop new skills and adopt innovative approaches to their practice.

During the inspection visit we heard about a number of occasions that outcomes for children, and their families, were clearly and effectively improving as a direct result of the management team engaging the family in the learning process. Management spoke to us about families who were previously struggling to cope and who were now working well with the centre.

## What the service could do better

The centre had personal plan information for individual children. During the inspection visit these were in the process of being developed and streamlined. The management team showed a clear vision for the future plans.. We suggested these would be further enhanced by linking the information gathered to the planning cycle, in order to ensure children's learning was effectively tracked to show progression, breadth and depth.

Management had established health and safety procedures. During the inspection visit we saw that the door security system afforded access to unknown persons. The management team reviewed this practice immediately; notices were posted and discussions had with all staff. The service had written and visual risk assessment in place that were reviewed to identify on-going risk and benefit, we requested that the door security be updated to reflect practice.

Management should continue to support all staff to deliver robust learning experiences to all children, ensuring that breadth, progression and extension to learning continues to be a key focus.

## 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	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

## 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 ਵਿਚ 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.