

Care service inspection report

The Treehouse Nursery (Scotland) Limited

Day Care of Children

2 Baywillow Court
Cambuslang
Glasgow
G72 7AD

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 22 June 2011



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Service provided by:

The Treehouse Nursery (Scotland) Limited

Service provider number:

SP2009010756

Care service number:

CS2009236791

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

We found that the manager and staff had developed very positive relationships with both parents and children. Staff were responsive to the needs of the individual children attending the service. Children had access to a wide range of resources and activities.

What the service could do better

To further develop the involvement of parents and children in assessing and improving the quality of the nursery, the management could provide them with the opportunity to grade the service through the quality themes and statements.

What the service has done since the last inspection

This was the first inspection since registration.

Conclusion

We found that the service was performing well in the areas which we inspected. The staff worked well as a team and were enthusiastic and committed to providing good quality childcare. Parents and children were given many opportunities to be involved in evaluating the service on a regular basis. The service should implement the recommendations made in this report to further improve the quality of care provided.

Who did this inspection

Jacqueline Clark

Lay assessor:

1 About the service we inspected

The Treehouse Nursery operates from a detached property in the Cambuslang area of South Lanarkshire. The service was registered with the Care Commission on 5 July 2010, and then transferred to Social Care Social Work Improvement Scotland on 1 April 2011. The nursery can accommodate 30 children aged from birth to those not yet attending primary school. The service works in partnership with South Lanarkshire Council to provide pre-school education.

Through viewing the aims and objectives of the service it was noted that the nursery aimed to provide "high quality care and education to meet the needs of individual children encouraging them to learn, explore and investigate."

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report following an unannounced inspection which took place on 22 June 2011 and was undertaken by one Inspector.

As requested by us the care service completed an annual return. A self assessment was also submitted by the service.

We issued twenty questionnaires to parents and carers of people using the service. Seventeen were completed and returned prior to inspection visit.

During the inspection evidence was gathered from a number of sources including:

Discussion with manager, service provider, staff and children

Viewing a range of policies and procedures including aims & objectives, health & safety, healthy eating, medication, safer recruitment, child protection and risk assessments

Observation of practice

Observation of the environment and resources

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

This was the first inspection since registration.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well and highlighted the areas for future development.

Taking the views of people using the care service into account

On the day of the inspection visit the Inspector observed younger children to be settled and happy within the nursery setting. They interacted well to staff and took part in a variety of activities. Many of the older children attending the service were spoken with by the Inspector. They were happy to discuss their favourite activities. Children's comments included:

"Dressing up is my favourite."

"I like to feed the fish".

"Painting pictures to take home."

"I like playing with the playdough best."

Taking carers' views into account

Seventeen parental questionnaires were returned prior to inspection. Feedback was of a very positive nature. Thirteen "strongly agreed" and four "agreed" that they were kept informed about what was happening in the service. Parental comments included:

"My child settled immediately with the help and support of the staff."

"Excellent nursery."

"As a new mum returning to work, I had some nerves about leaving my child with new people but with a good amount of gradual settling in my daughter was soon thriving from her time at the Treehouse."

"I'm glad to choose this nursery I feel happy and confident that she is being well looked after and receiving an excellent pre-school education."

"Fantastic service."

"The staff are great and my daughter looks forward to going each day."

"My child has only been attending for 5 mths and is well settled."

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service regularly and actively provided parents and children with the opportunity to participate in assessing and improving the quality of care and support offered. This was accomplished through a variety of methods including:

- Daily sheets
- Verbal feedback
- Suggestion box
- Speech bubble
- Mind mapping
- Floor books
- E-Mail
- Progress reports
- Thinking tree
- Website

Parents were encouraged to share in their children's learning through a range of home link strategies. Many parents had spent time in the nursery talking to the children about their work. All children attending the service had individual profiles which were shared with parents on a regular basis. Progress reports were provided to parents to allow them to comment on their child's learning.

The Inspector viewed evidence that confirmed that the service had taken onboard parents suggestions and ideas.

Parents had the opportunity to comment on their child experience at nursery through a questionnaire issued by the service. Feedback was positive with comments including:

"I am very happy with my child's nursery experience so far."

"It's been really good and encouraging."

"My child has become more confident with all aspects of the nursery."

"I can't thank the staff enough for all they have done for my child."

"My child loves nursery and we are looking forward to seeing more progress in coming months."

"My child is extremely happy when going to nursery and talks about it a lot at home."

"Delighted we choose this nursery I love the way my child plays with older children."

Children took part in planning meetings through the use of mind mapping, floor books and thinking tree. Children's comments were recorded through speech bubbles.

Through the open door policy promoted by the management parents were encouraged to share ideas and suggestions and discuss any concerns they had regarding their child's care or the service provided.

The service policies and procedures were readily available for staff, parents and visitors to access. A copy of the National Care Standards for Early Education and Childcare up to age 16 was displayed for parents to view.

Of the parents who responded to our questionnaire sixteen "strongly agreed" and one "agreed" that they were happy with the quality of care their child received.

Areas for improvement

Through the self assessment form the service stated that they were looking at setting up a parent's committee.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

Management and staff were caring and committed to the health and wellbeing of the children attending the nursery. They provided a daily routine which encouraged children to learn about healthy lifestyles, personal safety and hygiene. Staff worked in conjunction with parents to make sure individual children's needs were being met.

The service had recently reviewed their lunch and snack menu with the help of a nutritionist. Children and parents suggestions were incorporated into the new menu. A cook provided a home cooked lunch for the children and a range of healthy snacks. Menus were displayed for parents to view. Children's medical, dietary and cultural requirements had been taken into account.

Of the parents who returned our questionnaire nine "strongly agreed" and eight "agreed" that the service provided a healthy well-balanced diet." Parents and children's suggestions were incorporated into the nursery menus.

Staff evidenced through discussion with the Inspector that they knew the children well and were responsive to their individual needs. A keyworker system was in operation.

The nursery had developed and implemented a wide range of policies and procedures which promoted the health and wellbeing of the children in attendance. These included nappy changing, hand washing and healthy eating.

Children took part in the national tooth brushing scheme. Satisfactory procedures were in place for the administration and storage of medication.

Children had the opportunity to sleep or rest during their session at nursery. Staff encouraged children to take account of each others feeling and share resources.

Some staff employed within the service had accessed training in relation to food hygiene.

Areas for improvement

Within the baby room children's outdoor shoes were kept in their own bags which also have their nappies stored. Discussion took place regarding the unsuitability of this due to cross infection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Review how children's outdoor shoes are stored in the baby room to prevent cross infection.
National Care Standards for Early Education and Childcare up to age 16. Standard 2:4 A Safe Environment

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service strengths

The service had developed and implemented a variety of methods to ensure effective communication between parents and the nursery.

Written feedback received through our questionnaire confirmed this with one parent commenting "staff informs me of everything that happens to my son and whets going on in and around the nursery."

A notice board was used to provide parents with a range of information regarding events, activities, health & safety, first aid details, policies and procedures. Newsletters were provided to keep parents updated on nursery life.

Consultation with parents was carried out through the use of questionnaires, informal and formal parent's meetings.

Children were involved in the planning process through the use of floor books and mind mapping.

Prior to young children starting at the service a written care routine was requested from the parents which was used as a starting point for staff.

A complaints procedure was in place and was displayed for parents to view.

Through our questionnaire eleven parents "strongly agreed", five "agreed" and one "disagreed" that the staff shared information about their child's learning and development with them.

Parents had the opportunity to view their child's personal profile on a regular basis and comment on their progress.

Of the parents who responded to our questionnaire eleven "strongly agreed", five "agreed" and one "didn't know" that the service had involved them and their child in developing the service.

Areas for improvement

The service should continue to develop communication systems between nursery and home.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

The service issued a questionnaire to parents to find out what they liked about the premises. Feedback was of a positive nature with comments such as:

"I like the entrance and all the rooms are big for the children to move around."

"It is very nice, clean and warm."

"I like the 2-3 room and the garden."

"I enjoy the pictures and events on the boards."

"Baby room is great."

"It feels really homely."

"The garden and seeing all the pictures/activities on the walls."

Children had the opportunity to share their thoughts and feelings on the nursery playrooms.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment provided.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

Children were cared for in an environment which was safe, secure and clean. The accommodation was found to be in a good state of decoration and repair. Children had access to an enclosed outdoor area which allowed them to access fresh air and enjoy energetic play.

The service had a secure entry system which was monitored by staff at all times. Visitors were signed in and out of the nursery. Students were supported and supervised.

The service had developed and implemented a range of policies and procedures to ensure children's safety. These included risk assessments, cleaning schedules and nappy changing. Procedures were in place to report maintenance issues which were addressed satisfactorily.

Through our questionnaire fifteen parents "strongly agreed" and two "agreed" that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment. One parent commented "the nursery is a lovely, safe and secure environment where my child feels happy."

Areas for improvement

The service should ensure that room registers are always accurate and reflect the number of children present.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

The accommodation and resources are suitable for the needs of the service users.

Service strengths

Children's photographs and artwork were displayed throughout the service to encourage their interests and acknowledge their achievements.

The accommodation was divided into several playrooms to ensure that children's development needs were being met. Children had regular access to fresh air and physical development.

Management and staff had created a welcoming atmosphere for both children and parents. Resources were clean, well maintained and age and stage appropriate for the children attending the service. Some resources were displayed to allow children to self select and promote independent learning.

Layout of the playrooms allowed children to move freely, play independently and in small groups. Of the parents who returned our questionnaire fourteen "strongly agreed" and three "agreed" that the service had a suitable range of equipment, toys and materials.

The service carried out regular risk assessments for the premises, gardens and any outings undertaken.

Areas for improvement

Discussion took place at the inspection visit on how children could become independent learners.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should continue to promote independent learning by offering children the opportunity to self select resources.
National Care Standards for Early Education and Childcare up to age 16. Standard 5:4 Quality of Experience

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Parents had the opportunity through a service questionnaire to share their views on staff employed within the service. Feedback was very positive with comments including:

"They are lovely, happy and easy to talk to and my child likes them."

"All the girls are friendly and seem to know my child very well."

"Staff always welcome my child."

"Staff are welcoming, friendly and well presented."

"Always help my child to settle on arrival and keep me informed of her progress."

"My child's eyes light up when she goes in so I know staff are good to her."

"They take good care of my child."

"Very friendly and personal towards my child."

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the staff.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0

Number of requirements: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

The service had developed and implemented satisfactory recruitment procedures which included disclosure checks, medical reference, cross referencing with SSSC and two references. Staff qualifications and experience were checked and recorded prior to employment.

An induction programme was in place for new staff and students which included copies of policies and procedures. This was confirmed by students on the day of the inspection visit.

All staff employed within the service had or were working towards a childcare qualification. Staff had access to a copy of the Scottish Social Service Council Codes of Conduct. Staff were registered with the Scottish Social Services Council. A whistle blowing policy had been developed and was available for staff to access.

On the day of the inspection visit satisfactory adult: child ratios were in place as detailed in Annex A of the National Care Standards for Early Education and Childcare. Through our questionnaire thirteen parents "strongly agreed" and four "agreed" that they were confident that there are always enough staff in the service to provide a good quality of care.

Areas for improvement

The service should ensure that they record the date Disclosure Checks are sent and received.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

Staff employed within the childcare setting had a range of qualification, skills and experience which ensured that children's individual needs were being met.

Staff confirmed that they had access to a range of training opportunities including in house and external.

The management encouraged staff to keep a training record of all courses attended as part of their registration for the Scottish Social Services Council.

Staff adhered to the Codes of Conduct as described by the Scottish Social Services Council.

Management encourage staff to keep themselves updated regarding nursery policies and procedures.

Areas for improvement

Through their self assessment the service identified that they intended to set up an annual training plan.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

A questionnaire was utilised by the service to provide parents with the opportunity to share their views regarding the management. Parental comments included:

"Always find manager professional and punctual with any requests."

"Always approachable, friendly and professional".

"Manager has always dealt with any issues I have had."

"Manager has been great anytime I've needed anything."

"Very professional, friendly and informative."

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the management.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We involve our workforce in determining the direction and future objectives of the service.

Service strengths

Through discussion staff confirmed that the management was supportive and provided them with opportunities to discuss any issues or concerns. They also agreed that their ideas and suggestions were welcomed and taken into account regarding policies, procedures and current development plan.

Staff meetings and room meetings offered staff the opportunity to discuss their work, share ideas and promote good practice.

An annual staff appraisal system was in place which enabled staff and management to identify and assess training needs and plan training accordingly. A staff/management communication book was used to record any ideas or concerns.

The service had written a learning and development statement.

Areas for improvement

The management should continue to involve staff in the improvement plan and the reviewing and development of policies and procedures

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

Management and staff were committed to improving the service provided. They were responsive to feedback from staff, parents and children.

Management structure was clearly defined and communicated to staff and parents.

The manager had started to involve staff in assessing the quality of the service through the Child at the Centre document. Staff took part in regular meetings which enabled them to discuss and evaluate their work and children's development and progress.

Staff and parents had recently completed a service questionnaire. Feedback from these documents was in the process of being feedback to everyone with an action plan developed.

Staff appraisals were used to identify and monitor staff development with training planned accordingly.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

Areas for improvement

The manager should continue to formalise the quality assurance systems and ensure all stakeholders are involved.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Formalise quality assurance systems to include all stakeholders.
National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Statement 4	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	5 - Very Good
Statement 5	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 2	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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

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

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本出版品有其他格式和其他語言備索。

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