

Care service inspection report

Hollytree Nursery Limited

Day Care of Children

2 Baywillow Court
Cambuslang
Glasgow
G72 7AD

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 3 July 2012



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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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

We found that the service provided very good support to children and families. Staff and management had developed very positive relationships with children, parents, local community and external agencies. Parents and children were provided with a wide range of opportunities to participate in developing the service.

What the service could do better

To further involve parents in assessing and improving the service, the management could provide parents with the opportunity to grade the service through the quality themes and statements.

What the service has done since the last inspection

The nursery had developed new community links since gaining partnership with South Lanarkshire Council.

The nursery had set up, with parents, an eco committee. The nursery had further developed its website to provide parents with a wide range of information.

Conclusion

We found that the service was performing very well in the areas which we inspected. Management and staff were receptive to ideas from parents. Parents were actively encouraged to participate in the life of the nursery. The service should implement the recommendations made in this report to further improve the quality of the service offered.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Hollytree Nursery registered with the Care Commission on 5 July 2010 and transferred registration to the Care Inspectorate on 1 April 2011. In May 2012 a variation was granted to increase the number of children accommodated due to the purchase of a new building. The service now operates from two detached properties adjacent to each other in the Cambuslang area of South Lanarkshire. The nursery cares for 60 children aged from 6 weeks to those not yet attending primary school.

The service opening hours are Monday - Friday from 08:00 - 18:00, 52 weeks per year. There are currently 86 children accessing the service. The nursery works in partnership with South Lanarkshire Council to provide pre school education.

It was noted through viewing the statement of aims and objectives 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 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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

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2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection which took place on 3 July 2012 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 20 questionnaires to parents and carers of people using the service. Twelve of these were completed and returned prior to inspection visit.

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

- Discussion with service provider, manager, staff and children
- Viewing a range of policies and procedures including complaints, admission, healthy eating, whistle blowing, open door, participation and aims
- 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

Three recommendations were made at the last inspection and have been fully addressed by the service.

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 detailed information they had given us for each of the headings that we grade them under.

The service identified the strengths of the nursery and highlighted the areas for future development.

Taking the views of people using the care service into account

On the day of the inspection we observed younger children to be settled and happy within the childcare setting. They interacted well with staff and took part in a wide range of learning experiences. 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:

"I like playing games."

"Playing in the garden is my favourite."

"I like going outside to play games."

"Playing on the computer is my favourite thing."

Taking carers' views into account

Twelve parental questionnaires were returned prior to the inspection visit. Feedback was of a very positive nature. Of the 12 parents who returned our questionnaire eight "strongly agreed" and four "agreed" that overall they are happy with the quality of care their child receives. Comments included:

"I am very happy with the service provided by the nursery."

"My child has attended for over a year now and I'm happy that we made the right choice."

"My husband and I are extremely satisfied with the care and attention our daughter receives."

"My child has benefited from the activities and friendships and the nursery staff have helped with her development."

"Our daughter always comes home from nursery full of enthusiasm about her day."

"Staff are always helpful and caring."

"We are happy with the level of service."

"My child has settled very well into Hollytree and has made many friends."

"The staff are all very friendly and have helped my child feel comfortable and happy with her surroundings."

"My child is learning new skills and I feel the nursery is helping her develop into a confident child."

"The nursery facilities and staff are excellent. Everyone is really nice and we often see the owner in the nursery which is nice to see."

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

Grade awarded for this theme: 5 - Very 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

Management and staff were committed to involving parents, carers and children in the ongoing evaluation and development of the care and support provided. A wide range of methods was used to achieve this including:

- Daily diary/sheet
- Website
- Children's questionnaires
- Suggestion box
- Parental questionnaires
- Wallboards
- Progress reports
- Achievement wall
- We Are All Successful wall
- Parents' evenings
- Home links
- Open door
- E-mail
- Circle time
- Floor books
- Mind maps.

The inspector viewed evidence that confirmed that both children's and parents' ideas and suggestions were taken on board.

The open door policy was promoted to parents with a range of media used to remind parents how they could participate in nursery life and make suggestions.

The service complaints procedure was displayed and provided a formal means for parents to comment on the quality of the service.

Children's profiles were readily accessible to parents. They were encouraged to view them regularly and add their comments. Transition records were in place for children moving rooms within the centre and onto primary school.

Parents were actively encouraged to become involved in nursery activities and outings.

The service regularly used questionnaires, evaluation forms and a comments wall for parents to share their views. All feedback was collated and shared with parents including any action to be taken.

Children were consulted through informal consultation including floor books, circle time, visual prompts and mind mapping.

Through the use of a wallboard displayed during a recent parents' night, and progress reports issued, parents were invited to comment on the care and support offered to their child. Feedback was very positive with comments including:

"I feel that the nursery has helped bring my child on and he enjoys his time here."
"I am delighted with my child's progress, the way the staff have listened and taken my concerns into account."

"We are really happy with our child's care and attention at nursery."
"We feel our child's learning and progression is enhanced by the teaching at the nursery."

"We are really pleased with the care our child gets at nursery."
"It has helped my child being at nursery."
"My child is so happy when she knows it's nursery day."
"My child has settled very well since starting nursery."

Of the 12 parents who responded to our questionnaire ten "strongly agreed" and two "agreed" that they were kept informed about what is happening in the nursery. One parent commented "they keep us up to date verbally and through written notes." Another stated, "they are always happy to discuss his {son's} progress/development with us."

Areas for improvement

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

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 aware of the importance of good communication between home and nursery. They were caring and committed to the health and wellbeing of the children attending the service.

Children's individual care needs were discussed between parents and staff prior to the service commencing. Information relating to a child's medical, dietary and cultural requirements was discussed and recorded. A further two documents entitled "Settling In" and "All About Me" were used to record children's like, dislikes, family members, friends, favourite toys and activities. A written daily routine was requested for young children and recorded in their daily diary.

Through observations and discussion, staff demonstrated that they knew the children well and were meeting their individual needs.

Individual profiles were kept for all children which parents had access to on a regular basis. Parents had the opportunity to comment on children's progress.

When children progressed through the nursery information was shared between staff.

Parents were actively encouraged to become involved in nursery activities and outings. Travelling Ted was used to promote a link between nursery and home.

Of the 12 parents who responded to our questionnaire three "strongly agreed", eight "agreed" and one "didn't know" that staff regularly assess their child's learning and development and use this to plan next steps. One parent commented "my child's social and language skills have improved and this can only be down to the encouragement of staff." Another parent stated "my son has been exposed to many activities suited to his age."

The service had developed and implemented a wide range of policies and procedures which promoted the health and wellbeing of the children attending the nursery. These included nappy changing, toilet training and outdoor play.

The service promoted a daily routine which encouraged children to learn about relationships, healthy lifestyles, personal hygiene and safety. Children attending had the opportunity to brush their teeth after lunch.

A satisfactory emergency procedure was in place with some staff trained in food hygiene and first aid.

Children's dietary, medical and cultural requirements were taken into account when planning lunch and snack menus. Food was prepared and cooked on the premises. Children and parents took part in evaluating the lunch and snack menus. One parent commented "the nursery have catered to our child's eating habits as she can be quite fussy but will always be offered something else if she doesn't like it."

The service had accessed the best practice documents Nutritional Guidance for Early Years and Infection Prevention and Control in Childcare Settings.

Areas for improvement

The service should develop a system to record and evidence that children's profiles/ care plans are reviewed every six months in line with new regulations for care plans. (See Recommendation 1)

On the day of the inspection we found that some of the children's registration forms had information missing include contact details for the child's doctor. (See Recommendation 2)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Develop a system to evidence the frequency that care plans are updated.

National Care Standards for Early Education and Childcare up to the age of 16.
Standard 6:2: Support and Development.

2. Children's registration forms should be fully completed by parents.

National Care Standards for Early Education and Childcare up to the age of 16.
Standard 3:7: Health and Wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very 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 Quality Theme 1, Statement 1, remain relevant for this statement.

The nursery invited parents to join an eco committee to share their views and ideas. The service had recently introduced a recycling book scheme which was proving popular.

Children were participating in the Eco-School Awards Scheme and the Greenhouse Project.

Through the wall boards, parents had the opportunity to share their views on the environment offered. Feedback was very positive with comments such as:

"It's bright, spacious and welcoming."

"Such a wide range of topic and projects provided."

"It's a really nice environment for kids to learn and play in."

"Activities and development of children are great."

"We are really happy with the atmosphere in the nursery."

Of the parents who returned our questionnaire nine "strongly agreed" and three "agreed" that the service is a safe, secure hygienic, smoke free, pleasant and stimulating environment. One parent stated "I am very happy with the environment" with another commenting "it's comforting knowing I can go to work and my child is safe."

Areas for improvement

Through the self assessment document the service highlighted that they were looking at setting up a garden committee.

Grade awarded for this statement: 5 - Very 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

On the day of the inspection it was noted that the children were cared for in an environment which was safe, secure and clean. The buildings were found to be in a very good state of decoration and repair. Children had access to an enclosed outdoor area which provided opportunities for physical play and fresh air.

A secure entry system was in operation and monitored by staff at all times. Visitors to the service must sign in and out. This was evidenced on the day with the inspector following this procedure.

Parents were responsible for signing their children in/out of the nursery. Staff also maintained a fire register which noted when children arrived and left the premises.

The service had developed and implemented a range of policies and procedures to ensure children's safety. Nappy changing and toilet training procedures were displayed in changing and toilet areas for all staff to follow.

Daily risk assessments and cleaning sheets were completed which included the outside area. Risk assessments were carried out prior to outings taking place.

A system was in place to report maintenance issues which were addressed satisfactorily.

The accommodation was divided into separate playrooms according to children's ages and stages of development. The layout of the playrooms provided children with the opportunity to play independently and participate in activities with their peers. This was confirmed by the parents who returned our questionnaire. Nine "strongly agreed" and three "agreed" that there was enough space for children to play and get involved in a range of activities. One parent commented "the new playrooms are well equipped with good access to the garden."

Resources were found to be age and stage appropriate, clean and well maintained. A satisfactory system was in place for reporting maintenance issues to management.

Children's achievements and interests were recognised and acknowledged through the displaying of their artwork and photographs.

Areas for improvement

The service should audit the accident and medication reports to monitor and inform their practice. (See Recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Recommendations

1. The service should monitor their accident and medication reports.

National Care Standards for Early Education and Childcare up to the age of 16.
Standard 2:2: A Safe Environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very 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 Quality Theme 1, Statement 1, remain relevant for this statement.

The service provided parents with the opportunity to share their written comments regarding the quality of staffing within the nursery. Parental feedback was very positive including the following:

"Staff are clearly well trained."

"All staff are really friendly and helpful."

"Staff are friendly and work with parents to enhance children's development."

"All staff are really friendly and care really well for our boy."

"The staff have made my child feel very welcome."

Children had the opportunity to say why they liked the staff with one child commenting "the ladies have happy faces which make me happy". Another child stated "the ladies have big hearts to give us lots of love."

Eleven parents who responded to our questionnaire "strongly agreed" and one "agreed" that their child appeared happy and confident with staff. One parent commented "my son stays happily with the staff."

Areas for improvement

In the self assessment document, the service highlighted that an area they hoped to develop was inviting parents to attend workshops with staff.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 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 nursery had a range of qualifications, skills and experience which ensured that children's individual needs were being met.

Staff were motivated and worked well as a team supporting each other and sharing good practice.

Staff confirmed that they had access to a wide range of training opportunities including Pre Birth to Three, Curriculum for Excellence, first aid, food hygiene and child protection.

Most staff were registered with the Scottish Social Services Council and were aware of their responsibility in relation to the Codes of Practice.

An induction programme was in place for new staff which included copies of the nursery policies and procedures. This was confirmed to the inspector by a new member of staff.

Monthly staff and room meetings allowed staff the opportunity to reflect on their practice and discuss any issues or concerns they had.

Staff took part in a yearly appraisal which identified and monitored their training needs. They confirmed that the management operated an open door policy. Each staff member had an individual record of their training.

Areas for improvement

The service provider should continue to provide staff with training opportunities to extend their knowledge and skills.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very 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 Quality Theme 1, Statement 1, remain relevant for this statement.

Written feedback received by the service, and viewed by the inspector, indicated that parents were happy with the quality of management and leadership. One parent commented "very well managed and committed" with another stating "very easy to access the manager."

Six parents who returned our questionnaire "strongly agreed" and six "agreed" that the service had involved them and their child in developing the nursery.

Areas for improvement

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

Grade awarded for this statement: 5 - Very 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

The service provider and manager were committed to improving and developing the service provided. They involved staff, parents, children and stakeholders in the process. They were receptive to feedback from all parties.

The service utilised the "Child at the Centre" document and the inspection process to reflect and evaluate its service and implement any recommendations for improvement.

Staff confirmed that the management was approachable and supportive encouraging them to share their ideas and views.

Management and staff had worked together to develop an improvement plan which detailed the areas they would focus on.

Staff had the opportunity to complete a questionnaire on the management and leadership of the service. They were also involved in reviewing and updating policies and procedures.

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 develop her monitoring calendar to evaluate the quality of the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

N/A

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

6 Inspection and grading history

Date	Type	Gradings
22 Jun 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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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