

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: 29 November 2013



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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 had developed very good relationships with parents, children and external agencies. The management and staff were very good at meeting the children's health and wellbeing needs. The manager continually sought the views of parents and children. Their feedback was welcomed and used to make improvements to the nursery provision.

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 nursery through the quality themes and statements.

What the service has done since the last inspection

Since the last inspection the service had developed new care plans for children. They had implemented a new system to record and update them in line with new legislation.

Conclusion

We found that the service was performing very well in the areas which we inspected. Staff involved the children in the weekly planning of activities and resources. The management continually sought ways to improve and develop the service involving parents, children and staff in the process.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

The care Inspectorate regulates care services in Scotland. Information about care services is available on our website at www.careinspectorate.com

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (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 Care Inspectorate.

The service operates from two detached properties adjacent to each other in the Cambuslang area of South Lanarkshire. The nursery is registered to accommodate 68 children aged from 6 weeks to those not yet attending primary school.

The service opening hours are Monday - Friday from 08:00 - 18:00hrs, 52 weeks per year. There are currently 170 children accessing the service on a mixture of full-time and part-time places. 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 "work in partnership with parents recognising and valuing that they are the prime educators in their children's lives."

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.

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.careinspectorate.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 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. This was carried out by Inspector Jackie Clark. The inspection took place on 29 October 2013.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent twenty care standard questionnaires to the manager to distribute to parents. Thirteen were completed and returned before the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- * the manager
- * fourteen staff
- * eleven children
- * six parents

We looked at:

- * participation strategy
- * minutes of staff meetings
- * newsletters
- * parental questionnaires
- * accidents/incident reports
- * policies and procedures
- * medication policy
- * the environment and equipment
- * staff training
- * risk assessments
- * children's care plans/profiles

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

There were three recommendations

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.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The service identified what it thought the nursery did well, some areas for development and any changes it had planned. The service told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

Children were observed to be happy, settled and engaged in a wide range of activities throughout the inspection. Staff were observed to interact in a kind and caring manner towards the children. Staff listened to and acted upon views of the children.

The Inspector spoke with many of the children attending the service. They were happy to tell her what their favourite thing to do at nursery was. Children's comments included:

"I like playing outside and we have lots of toys."

"I like singing songs."

"I like to play with everything."

"My favourite is playing with the building blocks."

Taking carers' views into account

Thirteen parents returned our questionnaire and we had the opportunity to speak with a further eight parents during the inspection. Both written and verbal feedback evidenced that parents were very happy with the quality of service they received. We received comments such as:

"My daughter is always excited on her way to nursery, she looks forward to going and seeing her friends and the staff."

"My son has attended Hollytree for many years and has progressed through each room with ease."

"The staff are fantastic with my son and he can tell me about activities done daily."

"As a parent it is easy to let your child go where he is happy, content and his learning nurtured."

"The management team and staff at Hollytree provide an excellent service."

"I am extremely happy that my daughter attends this nursery."

"Children enjoy lots of varied activities and get out into the garden whenever possible."

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

At this inspection, we found that the performance of the service was very good for this statement.

We found the service involved children and parents and asked for their views, about the quality of care and support, in several ways including questionnaires, daily sheets and newly formed parent council.

The Inspector viewed evidence that confirmed that the service had taken parent's suggestions into account. This included the introduction of a nursery uniform as requested by parents.

The service had worked hard to involve children in the planning process. This had a positive outcome for children's individual learning.

Children's individual profiles were available for parents to view. The nursery produced two written reports regarding a child's progress. Parents had the opportunity to comment on their child's development.

The service provided a questionnaire to parents to encourage them to share their views on the care and support given to their child. Feedback was positive with one parent commenting "the level of care is to a very high standard" with another stating "I have been extremely happy with the care and experiences my child has been provided with."

Of the thirteen parents who replied to our questionnaire eleven "strongly agreed" and two "agreed" that overall they were happy with the quality of care their child received in the service. One parent commented "they continually strive for any possible improvements and offer the children the very best care and education."

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 provided.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service met the children's health and wellbeing needs very effectively.

We sampled children's personal profiles that provided clear information about their personal care needs and preferences. Children's "all about me" forms provided meaningful information about their families, friends, medical needs and favourite things. Staff used these forms effectively to promote positive outcomes for the children.

Every six months a "time to time " statement was given to parents which detailed their child's progress in the key areas. This document provided a section for parents to comment and suggest next steps. Parents also had regular access to their child's profile. Many parents had taken the opportunity to comment on their child's progress. One parent stated "we can see the progression through our child's profile" with another commenting "our child is coming on great and we are very happy with his progress."

The service accessed external agencies involved in children's lives and worked in partnership with them to ensure that children developed to their full potential.

Some staff had recently undertaken specialist training to allow them to meet the medical needs of a child attending.

Of the thirteen parents who returned our questionnaire eleven "strongly agreed" and two "agreed" that staff shared information about their child's learning and development with them. One parent commented "the feedback from staff is always informative and positive."

Through observations and discussion with staff they demonstrated that they knew the children very well and were meeting their individual needs. This was confirmed by a parent who responded to our questionnaire and stated " staff have been really attentive to my son's needs."

After speaking with staff and reviewing medication records and policy we concluded that the nursery had effective systems in place to store and administer medication.

To further promote health and wellbeing children had daily access to fresh air by accessing an enclosed garden area.

Areas for improvement

Through the self- assessment document the service highlighted that they would encourage parents to be more familiar with the nursery policies.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

At this inspection, we found that the performance of the service was very good for this statement.

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

Written feedback received by the nursery from parents indicated that they were happy with the quality of the environment offered. Comments included:

"It's a safe and fun environment."

"I feel my child is in safe hand".

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

"It is bright, spacious and welcoming."

"My child feels happy and secure at nursery."

Children were encouraged by staff to care for their environment and took part in recycling projects.

Areas for improvement

Through their self assessment document it was noted that the nursery would continue to invite more parents to participate in topics and help out.

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

At this inspection, we found that the performance of the service was very good for this statement.

A very warm and caring ethos was evident during the inspection visit. The Inspector observed that the premises were in a very good state of decoration and repair. This provided children with a stimulating and pleasant learning environment.

The nursery had implemented many systems to ensure children were cared for in a safe and secure environment. New safety gates and CCTV had recently been installed to further protect children.

All visitors to the service must report to reception and are asked to sign in/out. This was evidenced by the Inspector who followed this procedure. This ensured that staff knew who was in the building and purpose of their visit.

Of the thirteen parents who returned our questionnaire twelve "strongly agreed" and one "agreed" that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment. One parent commented "I feel confident that my child is well looked after and totally recommend this nursery as a caring and nurturing environment."

Regular risk assessments were carried out for the premises, outdoor area and outings which ensured children's safety.

Parents were responsible for signing their children in/out of the nursery. Staff maintained a fire register also which noted when children arrived and left the premises. An effective system was in place to report maintenance issues which were addressed satisfactorily.

The layout of the accommodation allowed children to play independently and participate in activities with their peers. The service had worked hard at providing children with an extensive range of resources and activities to extend their learning and skills.

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

Areas for improvement

During the inspection visit it was noted that some of the children's nappies were not stored appropriately to prevent cross infection. (See recommendation 1)

The service should review how high they stack high chairs in the baby room for safety reasons. (See recommendation 2)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Review how all nappies are stored to prevent cross infection.
National Care Standards for Early Education and Childcare up to age 16.
Standard 2:4 A Safe Environment.
2. Review how high chairs are stacked in baby room.
National Care Standards for Early Education and Childcare up to age 16.
Standard 2:4 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

At this inspection, we found that the performance of the service was very good for this statement.

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

Very positive written feedback was given to the nursery from parents regarding the quality of staffing. Comments received included:

"Management and all staff are caring and positive towards our son which supports his emotional growth."

"Excellent staff "

"Staff give excellent feedback."

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

"Staff are really nice, friendly and helpful".

"Thanks to the hard work and commitment of all the team, my child is learning so much and developing well."

"Staff are always very informative about what my child has been doing."

Children drew pictures of some staff and then had the opportunity to comment on what they were good at. Comments included:

"She makes yummy cakes."

"Is good at tidying up."

"She is good at stories."

"She is good at making me laugh."

"She looks after all the boys and girls."

"She is good at puppet shows."

Areas for improvement

Through the self assessment the service indicated that they would continue to ensure that parents can be involved in the nursery.

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

At this inspection, we found that the performance of the service was very good for this statement.

Staff employed within the service either held or were working towards a childcare qualification. Staff worked well as a team and complimented each others skills and experiences.

Staff who were eligible had registered with the Scottish Social Services Council which is the body that regulates the care workforce in Scotland and sets standards for training and qualifications.

All thirteen parents who returned our questionnaire "strongly agreed" that their child appeared happy and confident with the staff. One parent commented "my daughter loves going to nursery and has a great relationship with all staff" with another stating "few changes to staff creates a stable environment and allows the children to build strong relationships with staff."

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

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

Staff had extended their knowledge and skills by accessing a range of training courses including, children's behaviour, together we can, makaton, first aid and child protection.

Areas for improvement

Through the self assessment document the manager highlighted that she would continue to encourage and support staff with further training.

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

At this inspection, we found that the performance of the service was good for this statement.

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

Of the thirteen parents who completed our questionnaire nine "strongly agreed", three "agreed" and one "not applicable". One parent stated "the nursery has recently started a parent council to involve parents in decisions on various aspects of nursery life"

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

At this inspection, we found that the performance of the service was good for this statement.

The manager had a clear vision for the future development of the service. She worked positively with staff, parents, children and other professionals to achieve this.

Staff confirmed to the Inspector that the manager was very supportive and operated an open door policy. They confirmed that they were encouraged to share their views and felt that these were valued.

The management had developed a variety of methods to involve children, staff, parents and stakeholders in evaluating the nursery. This included formal and informal consultation with children and parents, staff meetings, self-evaluation and quality assurance visits from local authority

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

The manager spends time in the playrooms to observe practice and provides verbal feedback to staff on her findings.

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

Areas for improvement

The service should continue to develop their quality assurance systems and ensure that all stakeholders are involved in the process.

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

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme 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
3 Jul 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
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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Translations and alternative formats

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