

# Care service inspection report

Full inspection

## Hollytree Nursery Limited Day Care of Children

2 Baywillow Court  
Cambuslang  
Glasgow



HAPPY TO TRANSLATE

Service provided by: The Treehouse Nursery (Scotland) Limited

Service provider number: SP2009010756

Care service number: CS2009236791

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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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	4	Good
Quality of management and leadership	5	Very Good

### What the service does well

Staff displayed a sensitive and respectful approach to supporting children attending the service. Management and staff were warm and friendly in their interaction with parents and children which helped create a welcoming environment. Children were observed to be engaged in a range of activities to extend their learning opportunities.

### What the service could do better

We made suggestions for improved practice in relation to safer recruitment. The service should continue to self evaluate and make further improvements as identified within their self assessment.

### What the service has done since the last inspection

Since the last inspection the service have included the Getting it Right for Every Child (GIRFEC) well-being indicators into each child's personal care plan. The service has also developed a closed Facebook page to further develop their communication with parents.

## **Conclusion**

We found that the service was performing very well in most of the areas which we inspected. Management were receptive to ideas from parents, staff and children. The service provided a safe and stimulating environment for children. We observed children to have access to a wide range of resources and they co-operated well with staff and each other. Parents who returned our questionnaire and those spoken with on the day of the visit confirmed that they had opportunities to be involved in the service.

# 1 About the service we inspected

Hollytree Nursery is a service operated by a private provider who works in partnership with South Lanarkshire Council to provide pre-school education. The service operates from two detached properties adjacent to each other in the Cambuslang area.

The nursery is registered to accommodate in the two storey building a maximum of 41 children divided as follows:

0 - 2 years: 9 children

3 to those not yet attending primary school: 32

The nursery is registered to accommodate in the bungalow a maximum of 27 children divided as follows:

0 - 2 years: 12 children

2 - 3 years: 15 children

There are currently 178 children attending the service between the two building on a mixture of full-time and part-time placements.

Through viewing the aims and objectives of the service it was noted that the nursery aimed to "work in partnership with parents recognising and valuing that they are the prime educators in their children's lives."

## Recommendations

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

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 4 - 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](http://www.careinspectorate.com) or by calling us on 0345 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 one Inspector and a Volunteer Inspector. The inspection took place on Monday 16 November between 8:30 - 5pm.

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 service to distribute to parents. Nineteen were completed and returned before the inspection. We had the opportunity to speak with a further six parents during the inspection.

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

We spoke with:

- fifteen children
- Manager
- fifteen staff
- six parents
- service provider

We looked at:

- minutes of staff meetings
- newsletters
- policies and procedures

- the environment and equipment
- children's personal plans
- partnership with parents
- staff training
- Staff recruitment

## **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.firescotland.gov.uk](http://www.firescotland.gov.uk)

## 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 completed self-assessment document from the provider. We were very satisfied with the way the service had completed this as it provided very detailed and 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, areas for development and any changes they planned.

## Taking the views of people using the care service into account

During the inspection we found that the children were very happy and settled within the service. Children were confident and enthusiastic in their play and their interaction with staff and each other. Children were happy to chat with the Inspectors and include them in their play. Some of the children told the Inspectors what they enjoyed best about nursery.

## Taking carers' views into account

We sent out twenty questionnaire, nineteen of which were returned before the inspection and we had the opportunity to speak with a further six parents during the inspection. Parents felt that they had the opportunity to be involved in the service and that their ideas were listened to. Parental comments included:

"If I am concerned about anything I e-mail the manager and she responds immediately."

"Great nursery with excellent continuity of care."

"My child was with a family member for the first two years and even they have admitted that she has come on leaps and bounds since coming to nursery."

"Overall Hollytree is a great nursery."

"We have been delighted with the way our child has settled into the nursery."

"Staff are excellent and we are always kept informed about our child's progress."

"Our feedback is regularly taken."

"Wonderful teachers and great management."

"Hollytree nursery and staff are fantastic and professional and I cannot rate them highly enough."

"They care for my son to the highest standard and give encouragement and support when needed."

"Going to nursery has really enhanced my child's development and social skills."

### 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 excellent for this statement.

We found the service provided excellent opportunities for parents to share their ideas and views about the quality of care and support offered. This was achieved through the use of questionnaires, question of the month, suggestion box, verbal feedback, parent meetings, parents committee, parent focus group and newsletters. The service promoted an open door policy which encouraged parents to discuss any concerns and ideas for improvement. The Inspector viewed evidenced that confirmed that parental requests were acted on. Recently the service asked parents if they would like to be kept informed about the nursery through social media. Parents wanted a closed Facebook page. This has been developed and is very closely monitored by the manager who views all comments made prior to them being published.

The service found that due to parents work commitments it was difficult for them to participate in or help at events during the day. With this in mind they decided to offer workshops and training in the evenings. This included creative play and first aid.

Parents and staff undertook the workshops together which gave them the opportunity to share their experiences and ideas. One parent told us "I have enjoyed the workshops and focus groups as you get to know each other and it's a great partnership." To ensure that all family members were included in nursery events a Fun Day was organised for a Saturday and included a visit from the Pet Zoo. This event proved very popular with parents, children and staff. One parent commented "staff give their time on Fun Days to benefit the children."

The nursery set up a Parent Focus Group which discussed the Scottish Government initiative Getting it Right for Every Child (GIRFEC) and the eight wellbeing SHANARRI indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included.) Parents were asked to evaluate how they felt the nursery implemented these indicators.

Older children were also offered the opportunity to share their understanding of the indicators. The children's responses are detailed below under each heading:

Nurtured: If you are sad at nursery the teachers give you a cuddle and that makes me happy.

Active: We climb on the climbing frame when we are in the garden.

Achieving: When you do something good at nursery we get a Smiley Face

Respected: I get to choose which toys I play with at nursery.

Healthy: We brush our teeth at nursery.

Responsible: I spread my own toast with butter and cheese and I use a knife so I need to be very careful.

Safe: We keep the front door, back door and gate locked to keep us safe.

Included: We build together and work together. I work with my friends and teachers.

These answers evidence that staff had spent time discussing these health and well-being indicators with the children and that they had a good understanding of their importance in their lives.

Children's views were gathered through discussions, floor books and mind mapping. Children were involved in deciding what they wanted to learn about. This helped children to feel included in decision making and that their ideas were valued and respected. During the inspection visit the children were happy to discuss their learning with the Inspector.

The service issued a questionnaire to parents which confirmed parents were very happy with the quality of care their child received. One parent wrote "quality of care and support that has been given in the last year has been outstanding" with another commenting "my child feels very comfortable with staff and when she is upset they are good at soothing her."

### Areas for improvement

The service should continue to maintain the current excellent standard of this Quality Statement

### Grade

6 - Excellent

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

### Service Strengths

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

We undertook observations within the playroom during the visit. These observations highlighted that there were very good opportunities for the children to play with their friends, independently or be part of a large group. We noted that children could make choices in their play. Resources were displayed at children's level to help facilitate this. Play was child led with staff inviting and encouraging children to take part in activities. Staff extended children's learning to maximise their experiences. An example of this was that during lunchtime a discussion on favourite foods and cutting up pizza provided staff with the opportunity to teach the children about numeracy.

Children were observed to be settled and happy within the nursery environment. The Inspectors observed that the children were fully engaged in their learning. Staff were very respectful of the children's feelings and always asked permission before undertaking any personal care.

Staff worked in partnership with other agencies involved in children's lives to ensure that their individual needs were being met. Individual Education Plans were available for children requiring additional support for learning. This enabled staff to provide activities and resources to assist children to reach their full potential. Children with dietary or medical requirements had these recorded in their personal plan with all staff made aware of them.

Parents who returned our questionnaire and those spoken with on the day confirmed that they were very happy with the quality of care and support their child received.

One parent told us "the nursery is perfect, they cater for my child's special needs and his keyworker has produced visual prompts to help his communication" with another stating "my child had difficulty in settling in and the staff were wonderfully encouraging working 1:1 until he settled."

Each child attending the service had an individual profile which recorded observations of children's learning, next steps, artwork and photographs. Parents had access to these and the opportunity to comment on their child's progress. Of the files viewed by the Inspector no parental comments were recorded.

Through discussion with staff we found that they knew the children very well including their likes, interests, achievements and families. Staff had also attended specialist training in relation to Flo Care Feeding, Makaton Signing, Autism and Cochlear Implants. This ensured that they were able to meet the individual needs of each child attending the service.

Effective procedures were in place to assist staff to understand their responsibility in relation to protecting children. Staff confirmed that they had accessed child protection training. Management and staff had a good understanding of the document "Getting it Right for Every Child" (GIRFEC). As a result of this, they focused on what made a positive difference to children and their families and how they could implement improvements.

To help keep the children active they had the use of an outdoor play area. This provided the opportunity for them to participate in energetic play and enjoy fresh air.

We found that the service had good systems in place to store and administer medication. We concluded this after we reviewed the medication policy, records of medication that had been administered and spoke with staff.

## Areas for improvement

The management and staff should continue to build on the very good practice observed for this statement.

## Grade

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.

There was a secure entry system at the entrance to the service. This was monitored by staff. This prevented any unauthorised people entering the nursery. Visitors were required to sign in/out of the service which provided a clear record of who was in the building and the reason for their visit. This resulted in the children being protected in relation to security.

We observed children being dropped off at the service and collected. Staff were available to greet children and parents. This not only made the children and parents feel welcome it also provided the opportunity to communicate anything important relating to the child's care needs. Relationships were observed to be positive between staff, parents and children. This contributed to children feeling safe and secure, which in turn helped them to be relaxed and comfortable within the nursery. One parent told us "staff are approachable and give me a daily update."

Of the nineteen parents who completed our questionnaire eighteen "strongly agreed" and one "agreed" that the service was a safe, secure, hygienic, pleasant environment. One parent told us "Hollytree have an inclusive environment which we really like" with another parent writing "my child loves Hollytree and looks forward to going; this makes me feel confident that she is in safe hands when I leave her there."

The accommodation is bright with staff making very good use of the space available. Children can freely explore their environment both inside and out. Risk assessment and safety checks were in place and we observed no issues around safety during the inspection visit.

Throughout the visit children were observed to fully engage in a wide range of activities and they interacted very positively with the staff and each other. Staff listened to the children and supported them in their learning.

Children's artwork was displayed attractively throughout the setting. This recognised children's interests and acknowledged their achievements.

To help the children to take responsibility for their environment and learn about recycling an Eco committee was in place. Parents and children took part in an Eco Fashion Show with parents making the children's outfits from recycled materials. Photographic evidenced indicated that all who took part in this project had good fun with children learning an important message.

An appropriate system was now in place for recording accidents and incidents. We confirmed that staff discussed completed forms with parents and asked them to sign them. The completed forms sampled by the Inspector were fully completed and signed. The manager carried out monthly audits of these forms to ensure that any issues were identified and dealt with.

A high percentage of staff had undertaken a first aid course which would assist them to deal with minor medical emergencies.

## Areas for improvement

Through their self-assessment the service highlighted that they would access more local resources and facilities. The Inspector agrees that this would further extend the children's learning opportunities.

## Grade

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

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

Children's needs were being met and they were able to thrive because there was a wide range of activities suited to each stage of development and each child's interests. We observed that the equipment was easily accessible to children within each of the rooms. This meant that the children could freely choose activities to meet their changing needs and interests. Children experienced comfort as furniture was at low-level and designed to their individual needs and to promote independence. The baby room layout enabled young children's mobility. Each room was very well resourced with play materials and natural resources to extend children's learning and support exploration and investigation.

Younger children had the opportunity to participate in activities that developed their sensory and tactile functions. Older children had fun while experimenting with sand, water, technology and construction. They could express themselves through the mediums of art, drama and dance.

During the inspection visit the children were happy to tell us what they enjoyed about nursery. Comments included:

"I like painting and cutting out shapes for pictures."

"I like books and the Gruffalo corner."

"We get apples, oranges and toast for snack."

"We are going to see Cinderella at Christmas."

"I like pasta and cheese, especially with tomato sauce."

"I like playing on the toys outside."

"I like going for walks and seeing the diggers."

To encourage the children to be active they had regular access to an outdoor area. This provided opportunities for the children to take part in gardening, physical and educational activities.

Parents who completed our questionnaire confirmed that they were happy with the range of resources, activities and equipment their child had access to. One parent told us "my child is encouraged to try new things" with another commenting "my child is stimulated all day."

Children benefitted from resources within the community such as the local library and park. This helped children's understanding about road safety when walking to library and community services.

### Areas for improvement

The management and staff should continue to build on the very good practice observed for this statement.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### 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

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

A recruitment and selection policy was in place to ensure that the fitness of staff was checked prior to employment commencing. We checked the file of three staff members who had been employed since the last inspection. Appropriate checks had been carried out to ensure the new staff members were 'fit' to work with children. These checks including obtaining two references and ensuring they were members of the Protection of Vulnerable Groups Scheme (PVG) Scheme. Management also cross referenced their registration with the Scottish Social Services Council (SSSC).

An induction programme had been developed and implemented for new staff which included copies of nursery policies and procedures.

All staff employed within the service had or were working towards a childcare qualification. Most staff were aware of the Scottish Social Councils Codes of Conduct. Most staff were registered with the Scottish Social Services Council. The service had a whistle blowing procedure in place with staff encouraged to report poor practice.

Of the parents who responded to our questionnaire sixteen "strongly agreed" and three "agreed" that they were confident that staff had the skills and experience to care for their child and support their learning and development.

One parent told us "my child has come on leaps and bounds since starting at Hollytree" with another stating "in the time my child has attended nursery I am confident that Hollytree has contributed to his development and confidence building".

### **Areas for improvement**

While sampling the recruitment files of three staff it was noted by the Inspector that one member of staff was not registered with the SSSC within the allocated timescale. In discussion with the manager and service provider it became apparent that this had been an oversight on their part due to the staff member's hours of employment and duties undertaken. This was rectified within twenty four hours with the staff member submitting her registration form. At the time of the inspection the service was in the process of changing their staff information and filing system from a paper system to a new electronic system which would be monitored by an administrator. The Inspector was confident that this new system would improve the monitoring of this process.

The service should further develop the recruitment paperwork used for trainee staff to further extend the information recorded.

In discussion with staff and management it was noted that although a record of staff training was in place, it did not detail what staff had learned and how they were implementing it into their practice. The Inspector sign posted both management and staff to the SSSC pro forma. (See recommendation 1)

## Grade

4 - Good

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 1**

1. Staff should ensure they record the impact training has had on the practice and the outcomes for children.

National Care Standards for Early Education and Childcare up to age 16.  
Standard 13: Improving the Service

## Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

### Service Strengths

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

Throughout the inspection visit we observed staff encouraging and supporting children in their play and learning. Staff had developed very good bonds with the children which enabled them to know the children's capabilities. This in turn provided them with the skills and knowledge of when to step in to support, encourage and challenge the children in their learning.

Staff were observed to speak to children in a caring and respectful manner. They took the time to listen to children and respond to their requests. This demonstrated that they were providing a nurturing, inclusive and respectful environment for the children to thrive in.

Children were given the chance to comment on the staff working with them. Their comments were positive and displayed in hallway.

The Inspector witnessed very good interaction between the staff and parents. Parents were welcomed warmly into the nursery and had the opportunity to discuss their child's care with staff. As detailed in the statement of aims and objectives, staff were observed to respect parents as their child's prime carers and took their views and requests into account to ensure children's individual care needs were addressed.

Staff were respectful in their professional interactions with each other. Staff told the Inspector how they felt supported, valued and respected by the peers and management.

Staff had a shared understanding of the service aims and the vision of the nursery. Staff achievements were recognised and celebrated which supported the overall ethos of respect within the nursery.

### Areas for improvement

The management and staff should continue to build on the very good practice observed for this statement.

### Grade

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 2

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

### Service Strengths

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

Six staff questionnaires were returned to the Care Inspectorate before the inspection visit. The questionnaires provided very positive feedback from the staff. Staff told us they felt valued and believed they had been included in decision making and determining the future objectives of the nursery.

Staff confirmed in discussion with the Inspector that they felt the management were supportive and approachable. They stated that they were encouraged to share their ideas and suggestions which they felt were valued.

Weekly senior staff meetings, monthly staff meeting and room meetings provided opportunities for discussion and consultation in setting future objectives of the service. We viewed minutes of staff meetings, which provided a record of communication methods used to formally and informally monitor nursery improvements. Staff had the opportunity to influence the agenda prior to meetings taking place. Staff therefore had opportunity to clarify changes to practice and any nursery issues.

Staff took part in a yearly appraisal. This process encouraged staff to review their current performance, reflect on what they could do better and request training which would benefit them and the nursery.

An improvement plan was in place which detailed priorities, standards and outcomes within the service. Staff were familiar with this document and were involved in developing, reviewing and implementing it. Staff were involved in the self-evaluation process and use Child at the Centre 2 and the National Care Standards as tools to help them in this task.

### Areas for improvement

The management should continue to involve staff in the development of the service.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

"To encourage good quality care, we promote leadership values throughout the workforce."

#### Service Strengths

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

Both management and staff told us that staff had the opportunity to take on leadership roles within the nursery. This included being champions for health and well-being, outdoor, child protection, Eco, literacy and art. There was an expectation that staff would carry out research and access best practice guidance to support these roles. These added responsibilities encouraged staff to take ownership of these remits and develop their leadership skills. Through our staff questionnaire one team member told us "I feel I have been offered opportunities to progress my individual learning."

Management and staff kept a written record of any training undertaken. One staff member told us "recently I achieved a further qualification and took part in training which I have been able to put into practice." Staff were expected to cascade any training to the staff team to share best practice and discuss how it could be used in their childcare setting.

Staff were actively encouraged and supported to access further training and professional development. We found that they had access a range of training opportunities both in-house and through South Lanarkshire Council.

Individual staff were involved in the day to day management of the service and worked effectively and supportively as a team to ensure the smooth operation of the service. Senior staff had added responsibilities which were clearly defined. This helped to ensure that everyone was aware of their roles and responsibilities. An overview of this information was displayed for parents to access.

The staff team had the opportunity to evaluate the management and leadership of the service through written and verbal feedback. This allowed the manager to reflect on her own leadership skills.

### Areas for improvement

The management team should continue to encourage staff to take on extra responsibilities in relation to leadership.

### Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

## 4 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

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

### Previous 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.

This recommendation was made on 29 November 2013

This recommendation has been addressed by the service.

## 2. Review how high chairs are stored in the baby room.

**National Care Standards for Early Education and Childcare up to age 16.  
Standard 2:4 A Safe Environment.**

**This recommendation was made on 29 November 2013**

This recommendation has been addressed by the service.

## 6 Complaints

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

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 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

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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