

Hollytree Nursery Limited

Day Care of Children

2 Baywillow Court
Cambuslang
Glasgow
G72 7AD

Telephone: 0141 642 0094

Type of inspection: Unannounced
Inspection completed on: 17 October 2017

Service provided by:
Hollytree Nursery Ltd

Service provider number:
SP2009010756

Care service number:
CS2009236791

About the service

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

Hollytree Nursery is operated by a private provider. The service is delivered from two adjacent detached properties in the Cambuslang area of South Lanarkshire. The service is registered to provide early education and childcare to a maximum of 68 children divided as follows:

Two Storey Building:

0 - 2 years: 9 children

3 years to those not yet attending primary school - 15 children

Bungalow:

0-2 years: 12 children

2-3 years: 15 children

The service operates Monday - Friday from 8am - 6pm, 52 weeks per year. There are currently 134 children attending the service on a mixture of full-time and part-time places.

Included in the services aims and objectives is to "work in partnership with parents recognising and valuing that they are the prime educators in their children's lives."

We checked the service was meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parents to work with the services that help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

We are carrying out a pilot using the Short Observational Framework for Inspection (SOFI) tool. The tool supports inspectors to carry out focused observations of children's experiences while at nursery. We carried out a SOFI observation as part of this inspection which has informed our findings. The findings are threaded throughout the report.

What people told us

On the day of the inspection visit there were 47 children present. The nursery children were relaxed, confident around the staff team, and familiar with the environment and routines. They talked with us during the inspection about their favourite activities and their time spent at the service. Comments included:

"I like to play with the toys."

"I like playing with my friends."

"Playing with the cars is my favourite thing to do at nursery."

"I like to dress up."

"I like to write my own name."

"I do paintings and take them home for my mummy."

We sent 14 care standard questionnaires to the service to distribute to parents/carers of children who used the nursery. Eleven were returned before the inspection. We had the opportunity to speak to one parent during the

inspection process. Both verbal and written comments were positive and confirmed that parents were very happy with the quality of care their child received. Comments included:

"We like the online journals, healthy snacks, good staff and management. Our child has the chance to take part in Spanish and French classes."

"Hollytree is a safe, friendly environment for children. All staff are fantastic with encouraging and supporting your child's development and needs."

"My children have made loads of progress and thoroughly enjoy their time there developing new skills and becoming more independent."

"My child has quickly developed a broad range of skills such as communication and literacy under the guidance of staff."

"My child only started a few months ago and has settled well. The staff go beyond to ensure me my child will have a fun packed day making me relaxed."

"Very happy with the service as the staff follow our routines as much as possible."

"I feel my children are in a safe and supportive environment. Staff are always willing to discuss my children's progress and make time to keep me informed. They have a written care plan which I input into and is updated as appropriate."

"Hollytree is a home from home environment. The learning that takes place is excellent and the online journals not only record my child's learning but the quality of experiences."

"The manager is always available and keen to take on my suggestions and ideas."

"My child has acquired many new skills. We are glad his educational needs as well as his emotional needs are being met."

"Our child is nurtured and cared for in an environment which makes him feel secure. Regular feedback allows us to monitor his achievements and development needs. We can contribute to his target setting and review."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed their improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We found the nursery provided a very good standard of early learning and childcare that supported children and their families. Their child centred approach meant children were very well supported, nurtured and encouraged to achieve their potential in an inclusive environment. Management and staff had developed very positive relationships with children and parents which helped create a welcoming ethos within the nursery.

The service had developed effective approaches to support children's transition from home to nursery, within the nursery setting and onto their respective primary schools. The parent spoken with during the inspection talked positively about staff's support and understanding of their child's needs and experiences during this time. This included flexible settling in arrangements that were tailored to meet the individual needs of children. This helped everyone to feel included, respected and safe.

Successful planned programmes to support the children moving onto school incorporated parents meetings, visits from Primary 1 Teachers and written reports. The nursery had developed really positive relationships with one of their feeder schools which resulted in nursery staff being invited to their Primary 1 Tea Party. This enabled nursery staff to see the progress the children had made and acknowledge their achievements.

The service had embedded the wellbeing indicators from Getting it Right for Every Child into their everyday practice. Children's personal plans detailed how the service would ensure they were meeting the health and wellbeing indicators. Parents, children and staff worked together to identify individual targets for each child which they were supported and encouraged to achieve. This approach ensured that everyone felt included, responsible and respected.

The service has systems in place to review aspects of practice and identify future developments. For example: through their improvement plan they highlighted that they would like to develop further the outdoor learning opportunities for the children. This was achieved by developing an Outdoor Adventure Programme. This included children visiting local woods where they learned new skills such as den making, tree climbing and building fires. Parents provided feedback regarding these trips stating how much their children had enjoyed and learned from the experience. The Inspector asked some of the children about their trip to the woods and what they did. Comments included:

"It was good fun and we made a fire but you have to be careful and stay in the safety square."

"We climbed the trees - I went really high."

"We went looking for water."

This programme offered children the opportunity to learn new skills, work as part of a team, explore and investigate their local outdoor environment. The outcome of this was that the children had a better knowledge of the natural world and increased confidence in their own abilities.

The service also consulted with parents, staff and children on how to further develop the nursery outdoor area. Suggestions included a buggy shed, bikes, waterproof suits, planting area and undercover area. The Inspector observed that all these suggestions had been implemented.

What the service could do better

There were no significant areas for improvement identified during this inspection visit. Through our discussions with management, we feel they and staff are well placed to make further progress on the areas they had identified in their improvement plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
20 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
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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