

Hollytree Nursery Limited

Day Care of Children

2 Baywillow Court
Cambuslang
Glasgow
G72 7AD

Telephone: 0141 642 0094

Type of inspection:

Unannounced

Completed on:

16 October 2019

Service provided by:

Hollytree Nursery Ltd

Service provider number:

SP2009010756

Service no:

CS2009236791

About the service

The Care Inspectorate regulates care services in Scotland. Information about all 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.

Hollybush Nursery is operated by a private provider. The service is registered to provide early learning and childcare to 68 children divided as follows:

Two Storey Building

0 - 2 years: 9 children

3 years to those not yet attending primary school: 32 children

Bungalow

0 - 2 years: 12 children

2 - 3 years: 15 children.

The nursery is situated in the Cambuslang area of South Lanarkshire. Separate playrooms are provided for the different ages and stages of development of the children attending the nursery. It is located close to local amenities including parks, shops and primary schools. Children attending the service have access to a secure outdoor play area to enjoy active play, fresh air and outdoor learning.

The service works in partnership with South Lanarkshire Council to provide funded places for pre-school children.

Included in the service 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. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

On the day of the inspection visit there were 44 children present. We observed the children enjoying a variety of activities both indoors and outdoors. Many of the children were excited to talk to us to tell us about their time at nursery and the activities they enjoyed. Comments included:

"I like dressing up as a super hero."

"My favourtie is playing in the castle."

"My best thing is going to play in the garden."

"I like playing with all my friends."

"My favourtie is playing in the water."

"I draw nice pictures to take home.".

During the inspection process we seek feedback from parents who use the service via care standards questionnaires. We sent 22 questionnaires to the service to distribute to parents/carers of children who used the service, 13 of which were returned before the inspection. We had the opportunity to speak with a further two parents. Feedback was very positive with all parents telling us they were very happy with the quality of care their child received. Comments included:

"Hollytree creates a safe, stimulating environment for my child. I am aware of his progress via online journals, parents' evenings and reports."

"Staff and manager are very helpful and approachable."

"Quality of care is very good, good staff and nursery always seems well run. We are asked for our opinions through surveys and emails. They also make an effort with extra classes and parent play sessions."

"This is a fantastic nursery and I am over whelmed with the care my children receive."

"I really like the online learning journal - it is very good and updated regularly. It aslo has photos and images. We receive lots of feedback regarding progress."

"Both my children have attended Hollytree and both have thrived there, from trying new foods to learning Spanish and improving counting skills."

"Hollytree has exceeded our expectations of a nursery. It is well managed and the staff including the chef go well beyond what is expected. It provides a safe, nurturing and caring environment for our children which results in them being happy whilst at the same time learning many new skills, facts, knowledge and manners."

"Communication and feedback are a strength of the nursery. Mechanisms are in place to enable us to contribute to target setting. We receive lots of feedback regarding progress."

"As parents we have enjoyed the introduction of play and stay sessions with a key focus on specified curricular areas such as literacy. Our child has a medical condition and the staff have ensured our child has been cared for appropriately."

"My son told me today, "I love the big rooms", this tells me he is happy and secure. I have met with the manager and owner on request and they always make time for me."

"I find the online resource useful and I know the nursery has really helped my son to progress."

"We have used Hollytree for six years and I cannot fault the care my children have received. The staff are fantastic and obviously care for the children's wellbeing. They always have time to speak with us, keep us updated on their development and care."

"We have been really impressed with the knowledge, care and support offered by staff. Our child has settled really well and we are delighted with the range of experiences available. Our child particularly enjoys trips to the train station, playing in the outdoor garden and playing with the water."

"I was worried about leaving my baby and was not sure his needs would be met in a busy environment. The Foxes staff took time to work with me and get to know his routine. I was amazed by how quickly he settled and grew attached to his keyworker. A great relief to me."

"The staff are amazing at Hollytree. My child loves his keyworker."

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We discussed the improvement plan for the service which demonstrated clear priorities for improving outcomes as well as progress made.

From this inspection we graded this service as:

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

What the service does well

Working in partnership and developing strong relationships with the families was seen as a priority for the service. Such relationships allowed for continuity of care, open communication and information sharing.

Staff were responsive towards the children and their interactions were positive, warm, gentle and fun. This meant that children were happy and comfortable with the staff caring for them. Staff demonstrated and maintained a range of nurturing approaches, providing children with reassurances and cuddles when required.

Personal plans were in place for each child and contained a range of information including medical and dietary requirements. This helped the staff plan for children's care needs. Parents and staff worked together to identify learning targets for the children. Management and staff worked with parents and external agencies to support children attending the service with additional support needs. This collaborative working ensured that all children had the opportunity to reach their full potential and experience all aspects of nursery life.

Children's achievements in nursery and home were acknowledged through the use of an Achievement Wall and Proud Cloud. Photographs and certificates were used to share children's progress.

The nursery encouraged the children to adopt a healthy lifestyle. To support this children were offered a nutritional lunch and healthy snack, taught the importance of good hand hygiene and being active. All children had the choice to play outdoors, which helped their physical development. The resources and activities offered through outdoor learning including loose parts play provided opportunities for children to develop skills such as problem solving, risk taking and team work. This also helped support their independence and decision making skills.

All staff employed within the service either had or were working towards a childcare qualification. This ensured they could meet the children's health and wellbeing needs. The staff appraisal procedure allowed staff to discuss with the manager training which would enhance their professional development. Staff confirmed that they had accessed a wide range of training opportunities which they felt had improved their knowledge and skills.

Staff worked very well together which was evident during the inspection. Staff were committed to the service and its ongoing development. All the feedback from parents was extremely positive about the staff who they felt were very approachable and child focused.

All staff were registered with the Scottish Social Service Council (SSSC). This is the regulatory body responsible for registering people within the social services workforce. They provide public protection by registering social service workers, setting standards for their practice, conduct, training and education and by supporting their professional development.

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 the staff are well placed to make further progress on the areas they have 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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
17 Oct 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
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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