

Care service inspection report

Rainforest Nursery

Day Care of Children

517 Windmillhill Street
Motherwell
ML1 2UD

Inspected by: Ann Dornan

Type of inspection: Unannounced

Inspection completed on: 19 June 2013



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	21
5 Summary of grades	22
6 Inspection and grading history	22

Service provided by:

Rainforest Nursery Ltd

Service provider number:

SP2009010375

Care service number:

CS2009216755

Contact details for the inspector who inspected this service:

Ann Dornan

Telephone 01698 897800

Email enquiries@careinspectorate.com

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

The manager and her staff work well as a team to provide a service that meets the needs of children and their families. They know the children well, and consult regularly with parents and carers about children's development and progress.

What the service could do better

The service should ensure that outdoor buggies and shoes are not used in the playrooms. They should continue to develop their personal plans for children.

What the service has done since the last inspection

Since the previous inspection, improvements have been made to the nursery environment, including re-decoration of the playrooms and foyer. The nursery has made good efforts to involve parents and children more fully in the development of the service. Improvements have been made to the way families are informed of outcomes to evaluations and questionnaires.

Plans have been made to develop the outdoor area. Children and their families have been fully involved in this process.

Conclusion

The manager and staff were working hard to provide a service that was relevant to the needs of children. Although the service was not in partnership with the local authority, the manager had ensured that staff had access to training, and that the service used relevant documents such as 'birth to three' and 'Curriculum for Excellence', when planning programmes for children.

Children were happy and relaxed in the nursery environment, and had developed positive relationships with staff.

Who did this inspection

Ann Dornan

1 About the service we inspected

"Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS."

Rainforest Nursery is registered to provide a daycare of children's service for up to 12 children aged from birth to under two years, 20 children aged from two years to under three years, and 32 children aged from three years to those not yet attending primary school. The nursery operates between 8.00am and 6.00pm, Mondays to Fridays during term time and holidays.

The nursery is located in the town of Motherwell, North Lanarkshire. There are three playrooms available to children, with direct access to the outdoor play area from each of the rooms. Each playroom also has its own toilets and changing area. There is a staffroom, and an office that can be used for private meetings with parents or visiting agencies. There is also access to an additional room for staff training purposes. There is a secure entry system in place, and disabled access to the building. Children have programmed use of the adjacent soft play area.

The nursery aims to create 'a fun, safe, and caring environment, which offers challenges for all children to be happy, safe, and respected'. The nursery also aims to 'work in partnership with parents, enabling us to provide the most effective supplementary care to their children'. Parents and carers have access to the full statement of aims and objectives.

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

This report was written following an unannounced inspection by Ann Dornan, Inspector. The inspection took place on 22 May 2013, and 27 May 2013. Final feedback was given by telephone following receipt of Care Standards Questionnaires.

As requested by the Care Commission, the service sent us an annual return. The service also sent us a self assessment form.

We issued fifteen questionnaires to parents and carers who used the service. Four completed questionnaires were returned following the inspection.

In this inspection, we gathered information from various sources, including the relevant sections of policies, procedures and records. Some of these are detailed below.

- *certificate of registration
- *certificate of insurance
- *partnership with parents policy
- *parental questionnaires
- *enrolment forms
- *staff meeting records
- *monitoring records
- *children's folders
- *policy on infection control
- *policy on child protection
- *health and safety records
- *risk assessments
- *maintenance records.

We spoke to the manager, deputy manager and staff. We examined the nursery environment and some of the equipment and resources. We spoke to children informally during the inspection process.

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 two recommendations recorded in the previous inspection report. One related to the ways in which families were able to be involved in assessing and improving the service. The other related to how the manager monitored the development of the service. Both of these recommendations had been addressed.

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 they had completed this and with the relevant information they had given us for each of the headings that we use to grade the service.

The service identified what they thought they did well, some areas for development and any changes they 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 content and relaxed in the nursery environment and related well to staff. Older children told us that they enjoyed playing outdoors and were able to decide what they wanted to learn at nursery.

Taking carers' views into account

Four parents and carers returned our Care Standards Questionnaires. This gave them the opportunity to comment on the quality of the service offered. Parents said that they had been given clear information about the service, and were able to visit before

their child started in the service.

All respondents agreed that staff shared information about children's learning and development, and that children could choose from a balanced range of activities.

Respondents agreed that staff regularly assessed children's learning and development, and used this information to plan their next steps of learning. They said that they were kept informed about what was happening in the service. All respondents agreed that the service involved children and parents in developing the service. Parents told us:

"I am more than happy with this nursery. I feel that they have greatly contributed to my child's development".

"My child enjoys a full range of activities within this service".

"The strongest compliment I could give the Rainforest Nursery is that I would recommend it to friends and family without hesitation".

"My daughter seems to be a much more confident individual around people since beginning nursery".

Additionally, respondents told us that children regularly enjoyed fresh air and physical energetic play, and that they were provided with healthy, well-balanced diets that met their dietary and cultural needs.

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

Based on the evidence we sampled at this inspection, we have awarded a grade of 5 - Very Good, in relation to this quality statement.

We awarded this grade after we reviewed questionnaires issued to parents and carers and looked at how these had been evaluated. We spoke to the manager, deputy manager and staff, and asked parents for their views. We observed children in the nursery, and saw how staff involved them in making decisions about their play and learning. We looked at how the nursery involved parents and children in assessing and improving the quality of care and support within the service.

The service had developed a participation strategy which provided families with information about how their views would be sought and acted on. Children were encouraged to be fully involved in their own learning, and we saw how this helped them to be confident about contributing their views and ideas, and about seeking further information about the subjects they were interested in. Some of the methods of involving children included mind maps, small group discussions, and floor books. Both children and their parents were encouraged to comment on the floor books, and the information was used to decide on additional learning experiences for children. We saw how floor books had been used effectively in planning changes to the outdoor area. Children had also helped to decide on menus for meals and snacks, and to choose new resources for the playrooms.

Since the previous inspection, the manager and staff had continued to encourage parents in the development of the service by, for example, offering their own skills and areas of expertise in the playroom. The nursery also gave them questionnaires to complete on a variety of subjects, and used texts, email, and the nursery's website to

ascertain their views. Information evenings had been held every six months, giving families opportunities to discuss their children's development on a one to one basis with their key worker. E newsletters were issued monthly, and parents' responses invited. A comments and suggestions box was available. Good use had been made of a 'tree of achievement' which reflected children's ideas and encouraged feedback from parents.

The nursery evaluated all questionnaires and suggestions made by parents. Feedback was given through newsletters, the information board, and through conversations with families. Relevant suggestions were acted on, and reasons given why other suggestions could not be implemented at that time.

We felt that the procedures implemented by the service in relation to this quality statement resulted in positive outcomes for children.

Areas for improvement

The manager told us that she would continue to ensure that parents were consulted about all aspects of the nursery over the course of a year. She said that this would include the areas of care and support, the nursery environment, staffing, and management and leadership. She said that children would continue to be consulted in ways that were appropriate to their ages and stages of development.

In their self-assessment document, the service had identified the following area for further development:

'We would like to see more parental/carer involvement to plan resources, activities and to contribute to our nursery improvement development plan'.

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

We spoke to the manager and staff, and asked them how they met the individual needs of children. We looked at the information recorded about children, and how this was used. We asked parents and carers about how well the service was meeting the needs of their children. We talked to staff about the training they had undertaken, and looked at some staff training records. We reviewed how the training and professional development undertaken by staff met the needs of the children they were looking after. We observed how staff interacted with children.

We made visits to all three playrooms, and observed how staff interacted with children. We found staff to be knowledgeable about the individual needs of the children in their care. They spoke confidently about children's stages of development,

how they recorded their progress, and how they planned for children's next steps of learning and development. There were clear links between the information recorded in floor books and the plans devised for each child. For younger children, staff used information recorded in 'all about me' forms. This was updated regularly with information provided by parents verbally or through the two way communication diaries. We observed staff providing care that met the needs of individual children.

We reviewed a number of policies employed by the nursery and spoke to staff about how they were implemented. These included policies on outdoor play, nutrition and first aid. Staff described good procedures for recording and acting on any areas of concern they might have about the welfare of children in their care. They had all been trained in child protection, and information was updated annually by the manager, who was the child protection co-ordinator. A written child protection policy was in place. Staff were required to familiarise themselves with this and other policies as part of the induction process.

The manager and deputy manager had been trained in first aid, with four other staff members having undertaken pediatric first aid training. Most staff had been trained in food hygiene, and plans were in place for the remainder of staff to undertake the training. Some staff had been recently trained in fire safety. Two staff had undertaken infection control training at SVQ level 2. Staff were observed to follow safe procedures in relation to food preparation and nappy changing. Written policies were in place in relation to infection control and health and safety. Written records were in place to show that the service ensured procedures in relation to the administration and storage of medication met best practice.

Staff ensured that children had access to regular physical and outdoor play. We saw children playing outdoors, and planning records and photographs showed children taking part in trips outwith the nursery. Children said that they enjoyed playing in the garden and going out for walks. The nursery provided varied and nutritious meals and snacks for children. Menus had been recently updated following consultation with families. Children had access to milk and water throughout the day. They had also been involved in shopping for snack ingredients.

The nursery took part in the 'child smile' project, and ensured that children learned about the importance of taking care of their teeth. Planning records showed that health and wellbeing was an important part of the curriculum. Children were also encouraged to take care of their environment.

Staff recorded information about children's needs in relation to health, culture, diet, likes and dislikes, and favourite activities. They used this information when planning children's care, and recorded the information in children's personal plans.

Ongoing discussion with families and observation by staff assisted the service in determining where they felt children would benefit from support from outside

agencies such as speech and language and learning support. Good procedures were in place for accessing these services, and the staff worked closely with parents and support agencies in these circumstances.

We felt that the procedures put in place by the nursery in relation to health and well-being resulted in positive outcomes for the children attending the service.

Areas for improvement

The service had made good progress in developing personal plans for children. They agreed to amend the format of the written records to allow more space to record specific details of each child's 'next steps' and how these were to be achieved. The snack menu devised by the nursery was nutritious and varied, with fruit available each day. However, the service should ensure that fruit is available at both morning and afternoon snacks to ensure that fruit is available to every child, regardless of whether they attend all day or on a sessional basis.

The service audited accidents and incidents on a regular basis, and agreed that action plans would be put in place should there be any consistent factors identified.

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

The procedures used by the service to ensure that children and their families were able to participate in assessing and improving the quality of the environment, were similar to those described at quality statement 1.1.

Areas for improvement

Please refer to quality statement 1.1.

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

Based on the evidence we sampled as part of this inspection, we have awarded a grade of 5 - very good, in relation to this quality statement. We awarded this grade after we had checked the nursery environment and observed how it was used by children. We looked at the nursery's records on health and safety, infection control and risk assessments. We spoke to the owner, manager, deputy manager and staff about the safety measures they had put in place to ensure children's safety. We asked parents for their views of the nursery environment.

The nursery operated from premises that also encompassed a soft play centre, but which had a separate entrance. The car park was safely fenced off from the nursery's outdoor play areas. There was a secure entry system in place, with CCTV. Visitors were required to sign the visitors' book, and to be accompanied at all times.

The nursery was located on the ground floor of the building. Children were accommodated in three playrooms, depending on their ages. Playrooms were well

organised, with space for children to play together or on their own. The playroom for children aged under two provided ample space for babies and toddlers to explore their environment. Playrooms were bright and airy. Each room had direct access to its own toilets and changing area, as well as direct access to the outdoor garden and play area. The building was well maintained and decorated to a high standard. There were good standards of hygiene apparent throughout the nursery. Equipment and resources were clean, well maintained and safe. Restrictions were in place in relation to computer access. Staff were deployed to ensure that children were well supervised at all times. The playrooms and outdoor area were well maintained. A system was in place for identifying and addressing maintenance issues, and these had been addressed timeously. Risk assessments had been carried out in relation to both the indoor and outdoor areas. Outdoor areas were checked for safety before being used by children. The accommodation was suitably heated, and had appropriate lighting and ventilation.

The service had developed policies on infection control. Staff members had been trained in Elementary Food Hygiene and first aid.

Parents who returned care standards questionnaires told us that they strongly agreed that the service provided a safe, secure, pleasant and stimulating environment for children, and that there was sufficient space for children to be involved in a variety of activities.

We felt that the nursery environment provided very good opportunities for children to play and learn safely.

Areas for improvement

One child was asleep in a buggy that had been used outdoors. (See recommendation 1)

Due to the stages of development of some children aged under three, they would benefit from some more challenging physical play equipment, including sit and ride toys and climbing equipment. Staff had already identified this need, and the owner and manager agreed to purchase further resources.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Recommendations

1. The service should review procedures in relation to the use of indoor/outdoor buggies, and should amend their written infection control policy and procedure to reflect good practice.

National Care Standards for Early Education and Childcare up to the age of 16,
Standard 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 procedures used by the service to ensure that children and their families were able to participate in assessing and improving the quality of the staffing within the service, were similar to those described at quality statement 1.1.

Areas for improvement

Please refer to quality statement 1.1.

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

Based on the evidence we sampled as part of this inspection, we have awarded a grade of 5 - Very Good, in relation to this quality statement. We awarded this grade after talking to staff and reviewing planning records and children's profiles. We saw how staff interacted with parents and children. We asked them about their roles and responsibilities, and looked at training files and continuous professional development records. We spoke to parents and reviewed questionnaires.

We noted that staff had developed positive relationships with parents and children. Parents told us that they found staff to be approachable and friendly, and said that they were very comfortable chatting to them about their children's development and welfare.

Staff had been able to access some training relevant to their roles. All staff members were registered with their relevant professional body, the Scottish Social Services Council (SSSC). They kept detailed training records, which included information about

how they would implement their learning within the playrooms. Staff told us they would confidently report poor practice by registered workers to the SSSC, and discussions indicated that they were familiar with the codes of conduct and practice governing their registration. The service had developed policies on whistle blowing and confidentiality. Staff were familiar with the content of these policies, and how they should be implemented.

Staff meetings were held regularly, and staff told us that they were encouraged to contribute items to the agenda for discussion. They said that they received feedback from the manager, and a copy of the minutes. Staff who had attended training were encouraged to share and disseminate information to their colleagues. Staff advised us that they could approach management if they wanted to attend training for their own personal development.

We felt that the approach and conduct of staff towards families resulted in positive outcomes for children.

Areas for improvement

The manager told us that she would continue to seek opportunities for staff to attend training, and would encourage them to seek information that would assist them in carrying out their roles and responsibilities.

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 information recorded at quality statement 1.1 was used by the service to update their development plan and to identify the ways in which the service was to be taken forward.

Areas for improvement

The service had identified the following area for further development:
"To encourage parents/carers in the return of questionnaires to take the nursery forward."

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

Based on the evidence we samples as part of this inspection, we have awarded a grade of 5 - very good, in relation to this quality statement.

We awarded this grade after speaking to children, parents and carers about how they were involved in evaluating the service. We asked the managers and staff how the nursery evaluated the information provided by families, and how they used it to improve the service. We discussed the improvement plan for the service and how priorities were identified. We discussed how staff were involved in this process. We reviewed minutes of staff meetings and planning records, and assessed how the nursery took account of the ideas and suggestions made by children, parents and staff. We looked at the aims and objectives of the service, and asked staff about the documents they used when evaluating the nursery's performance.

From our discussions with staff and a review of documentation, it was clear that the ideas and suggestions made by children were considered when play and learning experiences were being planned. Staff encouraged children to contribute their views and ideas, to decide how they wanted to spend their time in nursery, and to tell staff about what they wanted to learn. Some priorities within the improvement plan had been decided after consultation with families. The manager and staff considered suggestions made by families when the development of the plan was being reviewed.

Staff told us that they met regularly to plan programmes and evaluate children's progress. They used relevant documents such as 'Child at the Centre 2' to evaluate their progress.

Since the previous inspection, the manager had further developed her monitoring procedures. This assisted her in evaluating all areas of the nursery, including progress made in relation to the identified priorities in the improvement plan. Her observations also assisted her in carrying out staff's continuous professional development reviews, and in identifying training priorities. She was aware of the legislation governing the registration of the service, and the notifications required by the Care Inspectorate and the Scottish Social Services Council.

We felt that, since the previous inspection, the manager had taken positive steps to improve the ways in which she monitored the development of the service. She had involved staff in this process. Staff told us that they felt supported by the manager, and felt that they worked well as a team.

We felt that the service was making good progress in achieving their identified priorities through regular evaluation, resulting in improved outcomes for children using the service.

Areas for improvement

The manager said that the service would continue to assess the way in which it could improve, and was looking at further ways in which the needs of children could best be met.

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
6 Jun 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
29 Jul 2010	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

-هه بابايتسد ىم وونابز رگىد روا دولکش رگىد رپ شرازگ تعاشا هى

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تاقيسن تب بلطلا دن ع رفاوتم روشنملا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com