

# Care service inspection report

Follow-up inspection

## Rainforest Nursery Day Care of Children

517 Windmillhill Street  
Motherwell



HAPPY TO TRANSLATE

Service provided by: Rainforest Nursery Ltd

Service provider number: SP2009010375

Care service number: CS2009216755

Inspection Visit Type: Unannounced

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Please get in touch with us if you would like more information or have any concerns about a care service.

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# 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 known as the Care Inspectorate), 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 Care Inspectorate.

Rainforest Nursery is registered to provide a daycare of children's service for a maximum of 64 children. A maximum of twelve children can be aged from birth to under two years, twenty children aged from two years to under three years, and thirty-two children aged from three years to those not yet attending primary school. The nursery operates between 8am and 6pm, 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 staff room, and an office that can be used for private meetings with parents or visiting agencies. There is a secure entry system in place at the main entrance to the nursery. 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.

## 2 How we inspected this service

This was a follow-up inspection. We carry these out these inspections when requirements and/or recommendations were made at a previous inspection so that we can report on how well these are being addressed. This report will only report on the requirements and recommendations made at the inspection carried out on 10 July 2015. Previous inspection reports are available on our website.

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

We spoke with:

- children present
- two members of staff
- the manager and depute manager

We looked at:

- staff training records
- staff appraisal records
- quality assurance systems
- children's personal plans
- room resources and layout

## **3 Taking the views of people using the service into account**

We saw that children attending the nursery were happy to be there. They were settled and actively engaged with activities provided.

## **4 Taking carers' views into account**

We did not speak to any parents/carers during this inspection.

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

### Previous requirements

**1. The provider must ensure that, at all times, persons employed in the provision of the care service receive training appropriate to the work they are to perform.**

**This is to comply with SSI/210/15 (b)(1)**

**This requirement was made on 10 July 2015**

The nursery manager sent us an action plan which stated the following:

"The Nursery Manager and Senior staff through staff appraisals and discussions with staff have developed a training plan which takes into account of staff's experience, interests and requests.

Nursery Manager and Nursery Deputy will be attending the Early Years Conference in Glasgow and then will continue this with In-Service training on Building the Ambition to all members of staff.

Child Protection will be arranged for October 2015.

Five Members of staff have attended Fire-training on Thursday 3 September 2015. Two members of staff will be attending Elementary Food Hygiene on Thursday 24 September 2015

The Nursery Manager will continue to discuss training requirements with the Nursery Owner to arrange on-going staff training."

At this visit we found the following action had been taken:

Staff appraisals had started and the plan to develop a training plan from these was well underway. The manager had included a section in the appraisal form to record training identified. The manager, depute and senior member of staff had also carried out initial room monitoring visits where they provided feedback to staff to help them

further develop their practice. This information was also being used to inform the training plan.

The manager had attended the early years conference, and had started in-service training on Building the Ambition for all staff. We signposted the manager to the Education Scotland website where they would be able to find additional resources to help staff understand and implement the Building the Ambition guidance.

The manager had prioritised child protection training for all staff. At the time of this visit, only two members of staff had not completed this child protection training. There were plans to support these staff through this using the online resources provided as part of the original child protection training.

Staff had completed fire safety and food safety training. The manager had expanded her networking links to identify trainers, and was in the process of carrying out a detailed audit of staff skills and how these could most effectively be developed. The nursery manager continued to seek an appropriate qualification for herself in order that she meets the condition set by the Scottish Social Services Council within their timescales. The Scottish Social Services Council (SSSC) is responsible for registering people who work in social services and regulating their training and education. It is a requirement that all staff working in this service are registered with the SSSC.

Conclusion - We discussed how the development of an annual monitoring calendar could support all areas of nursery development including staff training and appraisals, staff roles and responsibilities, and children's personal plans. We were confident that the action being taken by the manager would address concerns identified at the last inspection. We will check further action taken on this requirement and the impact this has had on the quality of provision at our next inspection.

### **Met - Within Timescales**

**2. In terms of Section 53, subsection 6 of the Public Services Reform (Scotland) Act 2010, a provider is required to notify the Care Inspectorate of any changes to the provider address.**

**This requirement was made on 10 July 2015**

The nursery manager sent us an action plan which stated the following:

"Nursery Manager informed Nursery Owner regarding this requirement.

Nursery Owner will e-mail Care Inspectorate to state that the address has not changed."

At this visit we found the following action had been taken:

Appropriate notifications had been sent to the Care Inspectorate.

Conclusion: The requirement is met at this time.

**Met - Within Timescales**

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

### Previous recommendations

**1. The service should review the format of children's personal plans to ensure that they are in line with required legislation, and that they accurately reflect how children's needs are to be met. Realistic review periods should be introduced based on children's stages of development. Plans should reflect discussions with families regarding any changes to be made to children's routines.**

**This recommendation was made on 10 July 2015**

The nursery manager sent us an action plan which stated the following:

"Staff Meeting on Thursday 27 August 2015 Staff had the opportunity to discuss all recommendations and put forward their suggestion.

Nursery Manager then discussed with staff within the playrooms regarding children's care plans for existing children and new children starting the nursery. Also discussed with parents their views at our parents committee meeting on Monday 31 August 2015. We will now evaluate all the information gathered and the required legislation, then devise a format for our children's personal care plans.

Children's personal care plans will be monitored regularly by Nursery Deputy and Nursery Senior and then discussed with the child's key worker and parents to review and update, where appropriate changes will be made as required."

At this visit we found the following action had been taken:

The room monitoring visits that had taken place had included feedback to staff about how effectively personal plans were helping staff plan for and meet individual children's needs. We found that very little action had been taken to change the format of the plans to date and gaps continued to be apparent. However, the manager discussed her plans for the development of children's personal plans with us and we were confident that if implemented, personal plans should improve. We provided additional advice about the personal plans and will check these at the next inspection.

**2. The manager and senior staff should monitor the use of materials and resources within the playrooms for younger children, and ensure that sufficient relevant resources are in place to support the development of all children. National Care Standards for Early Education and Childcare up to the age of 16, Standard 6: Support and Development.**

**This recommendation was made on 10 July 2015**

The nursery manager sent us an action plan which stated the following:

"The Nursery Manager has discussed the nursery garden with the Nursery Owner to provide a separate section for the younger children. Also to remove some of the larger equipment to enable more suitable equipment for all ages of the children.

Nursery Senior has a qualification in Level 4 Management and will be working alongside staff in our under 3's playrooms to support staff and children; also to assist with planning and relevant resources.

Nursery Manager and Nursery Deputy will continue to spend time within the playrooms on a regular basis to monitor and observe before meeting with room staff to discuss the children's developmental stages and requirements.

Nursery Manager will then organise an action plan to renew and update resources where appropriate for each of the playrooms, and put forward a payment plan for the Nursery Owner to review."

At this visit we found the following action had been taken:

The action to address this recommendation was well under way. The layout of playrooms had improved, and better use was being made of the resources available. New resources had been purchased and the room monitoring visits previously mentioned had included auditing resources and planning the purchase of new resources to support children's learning and development in nursery. The nursery senior had been working effectively with staff working with younger children, and training on the Pre Birth to Three document was planned to help support staff working with younger children to plan for and meet their needs. Staff we spoke with said they felt more confident in the workplace since this additional support had been available.

Discussions about the use of space outdoors continued although no action had been taken about this to date. We discussed looking at, for example, Grounds for Learning which supports outdoor learning and play for children by helping settings to enrich childhood by improving outdoor spaces, and we will check any improvements to outdoor play at our next inspection.

**3. As previously stated, some staff were new to the service, and not all had undergone a staff appraisal. When these are carried out, the manager should ensure that a training plan is put in place which details the training and professional development required by individual staff members, and how this is to be achieved.**

**This recommendation was made on 10 July 2015**

The nursery manager sent us an action plan which stated the following:

"A new member of staff has been appointed as Nursery Senior to work alongside our Nursery Deputy to ensure that our training plan is carried out for all members of staff. They will be organising outside agencies for training requirements, availability, timescale etc. The Nursery Manager will monitor this over the coming months and will also conduct one-to-ones with all members of staff to ensure all CPD is addressed. Once all information is gathered, this will be discussed with the Nursery Owner regarding costing, staffing and timescale."

At this visit we found the following action had been taken:

The new nursery senior has been appointed and was working well with staff working with younger children. Staff remits were being discussed to ensure roles and responsibilities were clear in order to help the nursery operate more effectively. External training agencies had been contacted and the nursery was in the process of identifying appropriate training for all staff. Staff appraisals had started and it was planned that these would continue in the next months to ensure all staff had been given the opportunity to discuss their training and development needs. As previously stated, the information gathered at these appraisals would inform the training plan. We spoke with the senior member of staff and one other member of staff. Both felt the team was working more effectively, the both felt supported and safe in the workplace. We will continue to monitor the action taken at our next inspection.

## **7 Complaints**

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

## **8 Enforcements**

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

## **9 Additional Information**

There is no additional information.

## 10 Inspection and grading history

Date	Type	Gradings	
10 Jul 2015	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
19 Jun 2013	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
6 Jun 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
29 Jul 2010	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate

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