

# Rainforest Nursery Day Care of Children

517 Windmillhill Street  
Motherwell  
ML1 2UD

Telephone: 01698 262594

Type of inspection: Unannounced  
Inspection completed on: 14 December 2016

**Service provided by:**  
Rainforest Nursery Ltd

**Service provider number:**  
SP2009010375

**Care service number:**  
CS2009216755

## About the service

This service was registered with the Care Inspectorate on 1 April 2011. It is registered to provide care and education for a maximum of 64 children. Of these, twelve children can be aged under two years, twenty children aged between two and three years, and thirty-two children aged three years up to primary school age. At the time of inspection a total of forty-seven children were attending the nursery on various days of the week.

The nursery is provided by Rainforest Nursery Ltd. A manager, senior worker and early years staff provide the day-to-day care for all children. The nursery is available Monday to Friday throughout the year from 8am until 6pm.

The nursery is provided from a large commercial building housing a soft play centre and is close to Motherwell town centre. The nursery has its own secure entry system and parking for parents/carers and staff. There are three playrooms each with direct access to a secure outdoor play area. The nursery has programmed use of the soft play centre. The service aims include that they, "Create a fun, safe and caring environment which offers challenges for all children to be happy, safe and respected", and "Promote Staff Training and Continued Professional Development using outside professionals."

We check services are 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 parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

## What people told us

We sent twenty care standards questionnaires to the service in June of this year. We received five completed questionnaires before the inspection took place. All of these included additional comments about parents' experiences of the nursery. As it had been some time since we sent the questionnaires, we emailed three of the parents who completed questionnaires to ask them if there had been any changes in the service since June this year. One of these parents replied to us before we wrote this report. They remained happy with the service provided.

Comments from parents from the questionnaires included:

"My child enjoys her days at nursery and I feel this is beneficial to her in developing her and learning new things."

"Been really happy with the service we got/get from Rainforest Nursery. All staff are approachable and professional always. Our children love coming to nursery."

"My child is very happy at nursery and looks forward to going each day. He has a lovely group of friends and enjoys time in the soft play, garden and ring games. He has a great relationships with his nursery ladies in his room along with the girls who are in the other rooms. The nursery provides lots of information and always asks for parents' views, with regards to the room set up, lunch and snack menus, outdoor play equipment, trips and general activities. The management always listen to my opinions and are always on hand should I need any advice. Five plus service."

"General tidy up and improvements required to the car park area. Hedgerow trimmed and litter cleared. Wall damage repairs. First area to be seen on entering the nursery."

The parent who responded to our email after the inspection wrote, "I am still very happy with the service and care my daughter receives from Rainforest nursery, she has come on amazingly well. She really enjoys her time

there and has learnt a lot since starting there. I am happy with the change of manager and don't have any issues there at present."

We spoke with most children during the inspection. Older children were very excited as Christmas was approaching and their party was taking place on the second day of our inspection. Staff had also planned an outing with older children to visit a local care home for older people, and children were practising singing Christmas songs they would perform for the older people. Children talked to us about this and said, "We're going on the bus. We're going to sing Rudolph the Red Nose Reindeer. We have to look and stay beside the teachers when we're out." Children told us nursery was fun. Comments included, "It's good fun. The best fun is going into the home corner", "I like playing on the trampoline in the soft play", "I like lunch, Soup is my favourite, and pasta and Bolognese", "The ladies help me if I hurt myself", "I like playing with the Lego" and "I help my friends." One child sat with us while we looked at their personal plan folder. They said, "Look that's me when I was a baby playing with foam. Look that's me now. I'm four." We observed children arriving happily to nursery and saw that they had close relationships with staff.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the manager on 14 July 2016. The manager identified what they thought they did well and gave examples of some improvements that had been implemented since the last inspection. For example, children's personal plans and developing working relationships with outside professionals. They also identified what they still needed to develop. For example, developing a new nursery handbook and monitoring procedures. Through discussion with the manager and senior member of staff, it was clear that they were taking a practical approach to these planned improvements to ensure all staff were included and fully involved in driving forward improvements as a team.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Children were happy and confident in the nursery. They were being supported by caring and nurturing staff who recognised the importance of building attachments and being consistent in their approach. Staff training remained an area for improvement, and the manager was actively seeking further training for all staff. Training on GIRFEC, Child Protection, First Aid and Infection Control was booked for early to mid next year, and management had attended training on How Good is Our Early Learning and Childcare and planned to share this with the staff team early next year. The manager had identified a training provider who could provide training on Autistic Spectrum Disorders, and we discussed contacting a Speech and Language Therapist for training on communication. This training would help staff effectively plan strategies to support all children in the nursery.

Since the last inspection, management had developed a "Busy Bee" club for children in their last year of nursery. Management were working more closely with this group of children giving them more responsibilities and more opportunities to have their say about how the service was provided. An achievement tree had also been developed to recognise children's achievements and we observed staff encouraging and praising children appropriately.

Planning and tracking children's progress in the nursery needed to be developed. Staff and management were aware of this and were seeking help through training and visiting other nurseries in the area. We spoke with the manager and staff and advised them to use Building the Ambition to help them evaluate their work in each of the playrooms, and they had printed information off to help them do this before the inspection was completed. All staff were eager for support in meeting children's needs through good planning and tracking systems.

Staff had a good understanding of the wellbeing indicators and used these when recording in children's personal plans. This helped them identify how effectively they were supporting children. Personal plans for children needed some adjustments. There were some gaps in information, for example there were very few next steps or information about how a child would be supported, and we discussed how these gaps could be addressed. (see recommendation 1) Staff were recording better information about individual children, including sleep routines and we saw that parents/carers were involved in agreeing how care and support would be provided.

Floorbooks had been introduced and staff were using these to include children when planning topics and activities. These reflected that children's learning was being measured and that staff were taking account of children's views. There were samples of children's writing and it was clear that staff were moving towards a more responsive approach to planning.

Although we saw clear improvements since the last inspection, these were at an early stage and we have continued to assess care and support as adequate.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Staff needed support to plan for children's learning, evaluate their progress and identify next steps. Observations should include next steps and these should be clear and not state that staff would "continue to.." as this did not set out the plans to help a child achieve their next steps.  
National Care Standards Early Education and Childcare up to the age of 16, standard 5: Quality of experience.

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

We found the environment was welcoming and that staff were friendly and nurturing in their approach. Children arrived happily and immediately accessed toys and activities. We saw that children enjoyed playing indoors and

outdoors, and children going on a visit to the care home for older people discussed risk before leaving. Children were able to take part in play that encouraged inquiry using interesting objects such as dough, sand and paint and their overall experiences were good.

Health and safety in the nursery was good. A secure entry system at the main entrance was carefully monitored, and the manager's office was well placed so that she could see all visitors approaching. Risk was discussed with children, and management had put several measures in place to address risk. For example, staff and children's registers recorded times in and out of the service, nappy changing was recorded, children's sleep times were monitored, fridge temperatures were recorded and within the safe limits required, and daily safety checklists were completed. However, there was no full risk assessment that would set out what should be checked on the daily safety checks for the whole building including the use of outdoors. (see recommendation 1) Accident records we checked had been completed appropriately and we discussed that any action taken to reduce risks after an accident took place should link to a review in the risk assessment. Management had taken action to make each playroom safer by raising the door handles out of reach of children.

Three playrooms were available for children in each age group and these were equipped appropriately. Each room had direct access to outdoors and we saw the outdoor area being used during our inspection. Toilets in each room were also appropriate. However, although there were sinks in the baby room, there was no hand wash sink beside the baby changing area. This meant that young children could not establish the practice of washing their hands after being changed and that staff had to cross the room before they could wash their hands. This increased the risk of cross contamination. The manager discussed this with the provider before our inspection was complete and advised us that the provider had agreed to install a small wash hand sink beside the baby changing area. We also found that toilet brushes could be easily accessed by children using the toilets and asked the manager to remove these. A supply of disposable gloves and aprons was available for staff preparing food and carrying out personal care. We asked the manager to ensure all staff were regularly reminded about safe nappy changing procedures, especially around removing gloves and aprons before lifting a child back into the playroom.

Transition information was well used to support children moving between playrooms. Records reflected that several visits took place and that staff shared information with the new key worker. Parents were also involved in the process of agreeing when it was appropriate for their child to move rooms. Overall, we found the environment was good.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. A full risk assessment should be developed that set out the measures identified to keep children safe in each area of the building. This should include specific activities where these were riskier, for example outdoor play and energetic play. A risk benefit approach should be used to ensure children could safely learn about risk while playing. We discussed the benefit of including all staff and older children while developing this risk assessment. National Care Standards Early Education and Childcare up to the age of 16, standard 2: A safe environment.

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff morale had improved since the last inspection. Team work was more positive, and staff were happy at their work. This impacted positively on how staff interacted with each other and in how they approached their own learning and development. We saw that staff interacted well with parents as they arrived with their children, and that they provided good feedback on their child's day as parents collected their child. Staff were working more closely with parents through the personal plans and floorbooks, and newsletters and displays about activities were helping parents gain a better understanding about what their child was learning at nursery.

All staff were registered with the Scottish Social Services Council (SSSC who regulate staff training and qualifications), and there was a mix of staff qualifications and skills. Appraisals had taken place, and training identified for individual staff as well as the whole staff team. Staff told us they felt valued in the workplace and that they found the manager supportive and approachable. All of this meant that the staff team were in a good place to learn and put their learning into practice. Child protection training had been identified as a priority and this was planned for early in 2017. Staff felt able to seek support from the manager when issues arose they were unsure of, and they recognised that they needed more training and support to plan for and evaluate children's learning.

There was a lack of knowledge among staff around legislation and national guidance. The manager and staff were aware of this and training was planned. (see recommendation 1) The improvements in the staff team were visible and staff had positively changed the ethos of the nursery. However, as these improvements had not yet been supported by training and then embedded into practice, at this time we have assessed staffing as adequate. We were confident that if the manager was able to fulfil the training plans in place, the staff team would continue to develop and improve and that this would impact positively on outcomes of children attending.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. Staff training around legislation and national guidance such as GIRFEC, Building the Ambition, and How Good is Our Early Learning and Childcare should continue as planned early in 2017 and management should monitor its success and impact on children's experiences.

National Care Standards Early Education and Childcare up to the age of 16, standard 12: Confidence in staff.

**Grade:** 3 - adequate

## Quality of management and leadership

## Findings from the inspection

A new manager had been in post since September of this year. She had taken a practical approach to developing the service. Monitoring visits to each playroom were regular and a senior member of staff had been given additional responsibilities to support this monitoring. This meant that the management team could meet regularly and discuss priorities for improvement. Staff told us that they felt fully supported by the manager and that they felt motivated to help develop and improve the service provided. One issue raised by staff at meetings held with the new manager had been the lack of training and this was being addressed through training plans in place. As well as the training previously mentioned in this report, the manager hoped to access training on Managing Challenging Behaviour and the Curriculum for Excellence in 2017. Management were also in the process of developing a calendar to help them plan for the year. This included regular meetings between the manager and senior staff to share any concerns and evaluate the effectiveness of any new procedures and training.

Questionnaires had been given to families to help management identify areas for improvement. Questionnaires had also been issued to new families to help management evaluate the settling-in process. Feedback to date was good although responses had been received recently and no action had been taken yet to address any suggestions for improvement. Wall displays now invited parents to make suggestions about specific policies and procedures at any time, and the most recent consultation was around menus. As a result of feedback from parents and children menus had been changed.

The manager had increased her networking group and hoped to use this to allow staff to visit other nurseries in the area. Appraisals had been carried out by the previous manager and the new manager was using the monitoring visits to support the next appraisals.

We identified some areas for improvement at this inspection. We found that there was no record of medicines stored on the premises. We also found that some consents for medication did not include any details to support an "as required" dose, for example any symptoms that would alert staff and inform them to administer medication. (see recommendation 1) Although it is a requirement that a provider notifies us of a change of manager, this was not done until three weeks after the new manager came into post. The new manager and the previous manager alerted us to this change. The provider needs to comply with the notification process. The manager was aware of the need to develop other areas of the service, for example staff training and personal plans and she was currently supporting these. We found the management team and staff to be very receptive to any developments we suggested and they engaged well with the inspection process. Although there were good plans in place that should lead to improvements in outcomes for children, as these were at an early stage and not yet embedded into practice we have assessed leadership and management as adequate.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. A record of any medicines stored on the premises should be in place. This should include the date the medicine was left by the parent, that the pharmacy label was checked against the consent to administer, and the reason for the medicine. There should also be a date to review the medication and a record of when it was returned to the parent. The manager devised a form for this during our inspection. For medicines recorded as

"when required", staff should ensure parents provide enough details to support their decision to administer. For example, there should be symptoms for staff to look out for so that they can safely administer the medication. National Care Standards Early Education and Childcare up to the age of 16, standard 14: Well-managed service.

**Grade:** 3 - adequate

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

### Previous requirements

#### Requirement 1

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must support staff to:

- undertake training in relation to working with children who display challenging behaviour.
- build a competent picture of events by recording observations to inform decision-making.
- complete care plans which details how children will be supported.
- provide clear guidance to management and staff on the referral process should this be required.

This is to comply with SSI 2011/210 Regulation 4(1)(a)- welfare of service users.

Timescale: Eight weeks from receipt of this letter.

**This requirement was made on 9 September 2016.**

#### Action taken on previous requirement

This requirement was made as a result of a complaint. The manager advised us that she had not received a copy of the letter including the above requirement, although she had been involved in the discussions with the complaints inspector. As part of the priorities for improvement identified by the new manager, action had started on meeting this requirement. Training was planned but not until the middle of next year and not for all staff. Where children displayed behaviour that specific strategies could support, staff had started to record observations to help them build a clear picture of any antecedents that led to behaviours which would help them support a child more effectively. Children's personal plans continued to be developed and we discussed how these could flow better and link to observations more clearly. Management had identified external agencies they could contact for advice and we discussed further options and contacts to help them build relationships and access training for staff. Although at this time the requirement has not been met, we assessed that appropriate action had been taken that should lead to better outcomes for all children attending. We have not repeated the requirement in this report and will follow this up at the next inspection.

**Met - within timescales**



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

### Previous recommendations

#### Recommendation 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.**

#### Action taken on previous recommendation

The action taken on this recommendation was recorded in the follow-up inspection report dated 22 February 2016. Since then, management had taken further action to improve the format of personal plans. We provided advice again at this inspection as some adjustments to the layout and content of the plans would be of benefit.

#### Recommendation 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.**

#### Action taken on previous recommendation

The action taken on this recommendation was recorded in the follow-up inspection report dated 22 February 2016. At this inspection we found that resources in all rooms had improved and that staff had used their initiative to develop more natural resources especially in the rooms for younger children. Staff were using their own time to develop the outdoor area but with limited success. The outdoor area remained safe and secure and provided fresh air and some physical play experiences. Management saw the development of the outdoor area as a priority and hoped that its development would be supported by the provider.

#### Recommendation 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.**

#### Action taken on previous recommendation

The action taken on this recommendation was recorded in the follow-up inspection report dated 22 February 2016. A training plan was now in place and some training dates had been secured for all staff. Staff motivation was much improved since the last inspection and they were eager to gain further skills that would help them develop the service.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
22 Feb 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Jul 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
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

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