

Tree House Early Care and Education Centre Day Care of Children

Bright Horizons at Robert Gordon's University
Garthdee Road
Aberdeen
AB10 7AQ

Telephone: 01224 861840

Type of inspection: Unannounced
Inspection completed on: 13 January 2017

Service provided by:
Bright Horizons Family Solutions Ltd

Service provider number:
SP2003000319

Care service number:
CS2004057803

About the service

Tree House Early Care and Education Centre has been registered with the Care Inspectorate since 2004. The service is registered to provide a care service to a maximum of 99 children at any one time. The age range of children will be from 0 to those not yet attending primary school as follows: A maximum of 34 children aged 0 to under 3 years may be cared for in rooms one and two on the right hand side of the nursery. A maximum of 65 children aged 2 years to those not attending primary school may be cared for in rooms 1 and 2 on the left side of the nursery. The service will operate from 7:30am and 6:00pm, Monday to Friday.

The service is provided from a modern, purpose-built nursery in the Garthdee area. There are two large enclosed garden areas with a good off-road parking area for parents. The children have access to four playrooms and a large communal area used by all ages. The service is within easy access to the local schools and amenities such as the library, community centre and various parks.

We compiled this report following an unannounced inspection which took place between 8:10am and 5:10pm on 11 January 2017 and between 8:30am and 4:00pm on 12 January 2017 with feedback to the service between 1:30pm and 3:00pm on 13 January 2017. The inspection was carried out by two Care Inspectorate Early Years Inspectors.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

There were 93 children present during the inspection. The children were confident and chatty with staff and they told us they enjoyed coming to nursery. The children were offered a range of activities and enjoyed playing with their friends.

Children in the 2's room included us in their play at the playdough table. They were enjoying rolling and squishing the dough. Two children asked us to help make a pig. Comments included:
"It needs legs. It's got eyes. I'm putting on a tail."

A group of approximately 6 children in the 3-5 room told us they were learning about the weather and showed us their pictures:

- "This is me in the sun."
- "This is me and my brother. It's snowing."
- "It's raining and the suns out."

Children in the 3-5 room enjoyed playing in the water tray and showed us the men in the boats. The children liked to play with the interactive smart table:

- "You squish the bubbles."

Eleven parents responded to the Care Standards Questionnaires (CSQs) which had been sent. They were all positive about most aspects of the service and happy with the quality of care their child received. They all

commented on the opportunities for active play outside and the variety of activities and crafts that were available. Some comments from CSQ's were:

- "The nursery staff identified my child's support needs."
- "I am delighted with the care my child has received at the Tree house nursery. They have always been well cared for by an excellent team of staff and my child has very much enjoyed their time at the nursery. I am concerned about the recent level of staff turnover."
- "The only complaint I have is that the nursery has had an extremely high turnover of staff in the last 12 months."
- "The Tree house nursery has been a wonderful support to my child and I. The staff are very engaged with the children and parents and it's a very friendly and caring nursery."
- "Our children have really enjoyed coming to the nursery and the staff are all very friendly, pleasant and helpful. We feel the staff know my children well and take an interest in their welfare."
- "My child is very happy at nursery and the planning done for different activities is great."
- "This is an excellent nursery. Staff are well-trained and deliver a very high standard of care. My child's individual needs are recognised and cared for. It's a very well-run and managed nursery."

We talked with six parents during the inspection and they expressed their satisfaction with the service which was offered. They liked the environment and activities and felt their child was having a good experience while at the nursery. Parents made the following comments:

- "I am very happy with the service. The extended hours work well for my family. I like the home cooked lunches and healthy snacks."
- "My child has specific needs which staff highlighted to me. When my child became frustrated, staff intervened and met my child's needs."
- "I have a very polite relationship with the nursery. There is a really warm feeling. Transition to school was good for my child and my child was encouraged to be independent."
- "There have been lots of changes of staff, but I haven't noticed any negative effects on my child's care."

Self assessment

The Care Inspectorate received a fully completed self assessment from the service. The service had identified what they thought the service did well and gave examples of improvements they had made to their home and garden areas. The self assessment clearly identified some key areas they believed could be improved and showed how the service intended to do this.

From this inspection we graded this service as:

Quality of care and support

2 - Weak

Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children were supported and cared for by staff in a compassionate manner which promoted opportunities for children to interact with one another. Personal care like nappy changing and sleep time was very nurturing. During nappy changes staff sang and spoke with children to make nappy changing as relaxing as possible.

Staff respected children's wishes and needs. When a child who was due a sleep did not settle, staff recognised the child's needs and let the child go play with their friends. Lunch time was a lovely experience for children with staff sitting with them and encouraging them to socialise with others and to feel comfortable in the nursery environment.

Planning for children's activities was carried out using observations of children during activities. Staff offered a variety of activities for children based on their individual needs. However, next steps for children were not always completed meaning planned activities were not being developed to support children to achieve their potential.

(See recommendation 1.)

Care plans and Individual Education Plans (IEP's) were in place for children with any additional support needs. They were laid out in a workable and easy to understand format and staff were able to confidently describe the needs of children in their care. However, areas like the indicators for achievement sections were not always completed. This meant at times there was no log of children's development since resources had been put in place to support the child. This was important to track children's development needs to ensure children were achieving and receiving the correct support. **(See requirement 1.)**

Staff were aware that the medication of a child who may require immediate lifesaving treatment had recently expired. On further investigation we noted that the allergy information for this child was inconsistent and the review date had not been met. This could have had serious implications to the welfare of the child.

<https://www.gov.uk/drug-safety-update/adrenaline-auto-injector-advice-for-patients> **(See requirement 2.)**

Requirements

Number of requirements: 2

1. To ensure children have their care and support needs met, all care and education plans must be fully completed and reviewed at a minimum of six monthly intervals.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirement for care services) Regulation 2011, Scottish Statutory Instruments No. 210. Regulation 5, (3)(a)(iii) - Personal Plans - The provider must, after consultation with each service user and, where it appears to the provider to be appropriate, any representative of the service user. Within one month on the date which the service user first received the service prepare in writing a plan which confirms the intended outcome for that service user.

National Care Standards, Early Education and Childcare up to the age 16. Standard 6: Support and Development.

Timescale: 2 weeks from the date of inspection.

2. To ensure children with allergies and medical conditions are safe the provider must ensure that staff are knowledgeable and competent and procedures are effectively implemented.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirement for care services) Regulation 2011, Scottish Statutory Instruments No. 210. Regulation 4, (1)(a) – Welfare of users – A Provide must make proper provision for the health, welfare and safety of service users.

National Care Standards, Early Education and Childcare up to the age 16. Standard 3: Health and Wellbeing.

Timescale: 1 week from the date of inspection.

Recommendations

Number of recommendations: 1

1. To ensure children have depth and breadth to their learning staff should ensure that activities are developed based on the evaluation of children's next steps and needs.

National Care Standards, Early Education and Childcare up to the Age of 16. Standard 5: Quality of Experience.

Grade: 2 – weak

Quality of environment

Findings from the inspection

Children were provided with a bright environment to socialise and play with their friends. Staff made use of the large outdoor space available. Children were able to explore the outdoor area with physical activities and more relaxed activities like reading and drawing. Staff had set the outdoor area up to be available to children in all weathers, allowing children to explore the environment in various scenarios.

At times during the inspection activity areas indoors were not fully resourced meaning children showed little interest in exploring their learning in certain areas. The environment in the service has the potential to provide an exciting learning environment for children if resources were developed and learning opportunities for children were extended. **(See recommendation 1.)**

Staff were encouraging children to follow good personal hygiene. For example staff ensured children washed their hands before and after meal times and after they had used the toilet. Staff also carried out tooth brushing with children after lunch. However, However due to the lack of guidance whilst brushing teeth, children had the opportunity to put brushes down causing cross contamination. **(See recommendation 2.)**

Hand operated bins were used in most rooms which meant after children and staff cleaned their hands they had to touch the bin to dispose of paper towels. We suggested that the service have bins with no lids for children to use for paper towels and staff have pedal bins for rubbish.

The service employed a cook who prepared fresh meals for children on site. The cook was very passionate about the health and wellbeing of children and spent time in the playrooms with children and staff. The cook maintained a clean and safe environment for preparing food, allowing children to have access to healthy and nutritious meals. Staff also followed good hygiene practice when handling food and carrying out personal care with children promoting a safe and healthy environment for children.

The service had begun to develop links with the local community, for example making contact with the local nursing home. This gave children the opportunity to feel included and to be part of their local community.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To enhance opportunities for children to achieve their full potential, staff should ensure the environment, activities and resources challenge and extend their learning.

National Care Standards, Early Education and Childcare up to the age 16. Standard 11: Access to Resources.

2. To ensure children understand good hygiene staff should guide and support children during tooth-brushing.

National Care Standards, Early Education and Childcare up to the age 16. Standard 2: A Safe Environment.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff in the service were very caring and kind, showing compassion and interest in the children they care for. Staff were for the most part confident in the basic needs of children in their care. However, as some children's care plans were not effectively completed they were unable to identify and plan for children's learning and development needs. **(See recommendation 1.)**

Staff communicated well with one another especially during transitions from room to room. Staff ensured that if they were in the child's new room they were aware of each child's needs and interests. Staff built a good relationship with parents and children to try and meet the needs of not just children but their families. Parents commented on the positive interactions and support from staff.

New staff to the service undertook an extensive induction which allowed them to become familiar with the company's procedures and how to use these to support children and their families. During discussions with new staff we noted that they were confident in the care and developmental needs of children in their care. New staff were also confident in working with other staff and professionals involved in the service. This ensured the staff team were confident and working together to meet the developmental needs of children in their care.

Staff were undertaking regular training provided by Bright Horizons and external agencies.. Some of the training attended was child protection, allergy training and interactions with children. Staff appeared confident implementing what they had learned on the child protection training, keeping children safe. However, as stated in the Care and Support section of this report, staff were not following the information given during allergy training.

Staff commented that they did not evaluate training attended and the impact training would have on children's learning and development. If training was evaluated this would have allowed staff to develop learning opportunities for children through the enhancement of the environment and use of resources. Reflecting on training could also highlight further areas of development for staff to develop, for example areas like additional support. This may also highlight staff with particular strengths and interests allowing them to focus on specific areas to develop and enhance learning for children. **(See recommendation 2.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff need to develop their use of observation to best provide activities and resources that will enhance children's opportunities for learning. Staff should also develop observations to be meaningful to children's development.

National Care Standards, Early Education and Childcare up to the age 16. Standards 6: Support and Development.

2. To ensure staff use training to further develop positive outcomes and opportunities for children they should evaluate their learning and how they intend to put this into practice.

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

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The management team are relatively new to the service, and have worked well as a team. They have taken time to work together to get to know the staff and have managed to significantly develop staff morale. The management team have developed plans to gain feedback and input from parents and have been working hard to build strong relationships with parents. Parents and staff commented on the positive support given from the management team. The managers had introduced new recruitment checklists which quality assured the recruitment of staff. While there were audits in place for recruitment, the management team should develop methods of auditing areas like care and education plans and allergy requirements. This would ensure the correct support for children was in place and understood by all staff. **(See recommendation 1.)**

Questionnaires and stay and play sessions were used to gain feedback from parents. The service also had an

open door policy where parents or staff could approach the managers at any time. During the inspection one parent brought up an idea to develop the routine in their child's room. Staff acted on the parent's suggestion and feedback progress to them. This encouraged parents to suggest ideas as they could see that the service took suggestions on board and acted on them to benefit outcomes for children.

The management team was using the How Good Is Our Early Learning and Childcare (HGIOELAC) document to audit the practice in the service. They involved staff in the completion of the audits, ensuring all staff were confident in the developments needed in the service to promote opportunities for children. The management team had identified areas for development and had set up a realistic improvement plan. Many of the issues were similar to those identified during the inspection and highlighted in this report. However, the management team had not as yet recorded evidence of the progress made on their improvement plan **(See recommendation 2.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support the staff to meet children's care and support needs, the management team should implement an effective monitoring and audit system. This should include staff knowledge and competence in relation to the following:

a) The purpose, completion and review of children's care plans;

b) Children's care and support needs in relation to medication, allergies and care plans. ,

National Care Standards, Early Education and Childcare up to the age 16. Standard 14: Well-Managed Service.

2. To further develop the service the management team should ensure that improvement plans are regularly reviewed and used as a working document to record progress and improve outcomes for children and families.

<https://education.gov.scot/improvement/Pages/frwk1hgioearlyyears.aspx>

National Care Standards, Early Education and Childcare up to the age 16. Standard 13: Improving the Service.

Grade: 3 - adequate

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

Recommendation 1

Staff should ensure that the playroom is properly set up for play at the start of each session. This should include dolls being dressed and ready to play with.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 5: Quality of Experience.

This recommendation was made on 3 December 2014.

Action taken on previous recommendation

Staff had dolls dressed ready for children to play with

Recommendation 2

Staff should ensure that all toys are clean and in good condition. Where this is not the case they should take immediate steps to deal with this.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment.

This recommendation was made on 3 December 2014.

Action taken on previous recommendation

Not met as the some playdough cutters were covered in dry and hard pieces of playdough, this has been reissued in quality of environment.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
3 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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