

Rainforest Nursery Day Care of Children

517 Windmillhill Street
Motherwell
ML1 2UD

Telephone: 01698 262594

Type of inspection: Unannounced
Inspection completed on: 7 November 2017

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.

The nursery is provided by Rainforest Nursery Ltd. A manager, depute manager 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.

We inspected this service on an unannounced basis on Monday 6 November 2017 between 8.20am and 5.30pm. We finished the inspection and provided feedback to the manager and depute manager on 7 November 2017 as arranged with the manager on the previous day. At this inspection, we looked at how well staff were implementing current guidance in relation to caring for young children, in particular Building the Ambition and using a nurture approach. We also looked at the improvements made since the last inspection.

What people told us

We sent 15 care standards questionnaires to the service before the inspection and asked the manager to give these to parents. We received 10 completed care questionnaires before we visited the service. Eight questionnaires included additional comments and we contacted five of the parents by email to give them another opportunity to comment on the service. Three parents responded to our emails. We also spoke with one parent during our visit. Overall, all parents were happy with the service. Parents indicated that staff worked with them to develop a plan for their child and that staff shared information with them. All parents also indicated that they were confident that staff would protect their child from harm. Comments included:

"I'm extremely happy with my choice of nursery. My daughter goes in happy each session and I feel she's very well loved and cared for by the staff. We are thrilled with the care my child receives. She settled quickly and loves the staff. There is always a lovely, calm feel about the nursery."

"I am very happy with the service as is my child who is always eager to fill me in on the things she has been doing. Over the last year as new management have taken over there has been lots of extra curricular activities included in my child's day. The overall atmosphere of the place is very positive and all staff work well together. I have had great support from them."

"Staff are very attentive, helpful and motivated to care for my child. Staff are always encouraging my child to become involved in various activities. I am extremely happy and satisfied with the level of care provided within the nursery."

"I was very impressed that staff had a care plan written (for specific aspects) of my child's care."

"All members of the Rainforest Nursery staff are fantastic. The equipment and rooms are always clean and well-maintained. There is always plenty for the children to play and learn with and activities are varied."

"Happy with the nursery and so is my child. Staff are very friendly and caring. There are always loads of new challenges and activities."

"Staff are very, very approachable. The nursery manager is much more visible. I'm happy with the care and I know staff will phone me if needed. The online journals are great especially for my husband as he's rarely in the nursery. My child has been on nature walks and outside in the garden often. They've visited a local care home for older people and my child really enjoyed that. I'm happy with the nursery."

"On the whole I am happy with Rainforest Nursery. The staff are warm and welcoming and have built good relationships with my children. Sadly I feel that the nursery lacks an educational focus and I worry that my preschooler could be learning more. Their room is always full of fun but activities and topics need to be much more focused. I don't always receive feedback on what my children are doing or learning and I find that classes are joined together to accommodate staff leaves which I don't think is appropriate."

"Could inform parents more on child's development or specific areas a parent feels their child needs."

This parent responded to our email and we spoke to them by telephone before the inspection. They said, "My child is doing well. However, I don't feel that staff tell me how he's getting on. I fill out a personal plan then don't hear anything about his progress. I feel the plan is filled out for the sake of it. I'm not always introduced to new staff and there have been some staff changes recently. That said, my child is settled and happy with staff and does love the nursery."

One parent whose children had moved onto school responded to our email. They wrote: "I cannot fault the staff in attending to my children's needs and was always included in any discussion about their progress with regular chats with staff over the course of the week when dropping them off or picking them up, and twice a year parents night where we were shown their personal development folder that was regularly updated by their key worker. I felt I could approach any member of staff at any point regarding either of my children's progress or any concerns I may have about them and they would be treated with respect by that staff member. I feel that both my children left nursery with a good standard of learning and in a great position to be starting school. I have never found a member of staff that I have not got along with or felt unable to approach about any of my children. The manager and her staff at the moment have a very friendly approach making you feel very comfortable around them and including me when asking for feedback/ideas etc."

We spoke with most children and around five children in more detail. We saw that children were happy and settled at nursery and that older children had made friends. Four children talked to us about their nursery. Their comments included,

"The construction area is the best fun. You play with the blocks and cars. If you want a drink you just ask for one and say please. We went outside playing today. I'm doing hard work."

"I think it will be oranges for snack. I like oranges. You need to use walking feet in this nursery."

"I ate all of my lunch (chicken curry) it was so yummy. In this nursery we have to tidy up. We play with everything but I've not played with construction today. We get some fresh air. We go to the garden and play. I picked up leaves today. We've been learning about letters. (Then spelled out her name). The ladies play with you and read stories. We have good fun."

"I have a best friend. When she sees me she just smiles. We play in the home corner. We play together and make things together."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's own Improvement Plan and saw that this included an action plan of how management and staff could achieve their priorities for the year.

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 in all areas of the nursery were happy with staff and activities and enjoyed their time at the service. All children approached staff for cuddles and reassurance if needed, and we saw that staff responded to children in a caring and loving way. Older children were particularly confident and spoke to us about their learning. There was some evidence that learning opportunities were varied and appropriate. Since the last inspection, staff had developed their planning processes and developed floorbooks. We could see that older children were included in the planning process. However, the purpose of the floorbooks was unclear as there was no aim at the start. This meant that it was difficult for staff to evaluate any learning at the end of a topic. Management agreed to review these. Personal plans continued to be reviewed and these clearly reflected that parents had been included in making decisions about next steps.

We were concerned that one very young child had recently started nursery without any written information for staff. This meant that staff were dependent on verbal instructions from the parent which they told us could be hurried at times. This was resolved before the end of our inspection. However, staff and management needed to be aware that it is a requirement that in order to meet the health, welfare and safety needs of each child, clear, written care routines and instructions needed to be in place before a child started nursery. This would have allowed staff to plan care, organise resources, and consider the environment using the guidance, "Building the Ambition". On the first day of our inspection, we found that the Scottish Cot Death Trust's safe sleep guidance was not being followed for one child. Again, this was resolved during our inspection. As management resolved these concerns during our inspection we have not made a requirement in this report and we will follow these issues up at the next inspection.

We looked at how staff were using Building the Ambition and if they had audited nurture approaches in the nursery. We found that there was a lack of natural resources for all children, and especially younger children. The baby room in particular would benefit from the development of cosy areas and creative thinking from staff. We provided some staff development to help them with this during our inspection. (see recommendation 1)

Although we saw that there was a water container for children to use, this was not filled during our inspection. The manager told us she would monitor this more closely to ensure children could independently access water throughout the day. We also suggested placing the water container within sight of very young children so that they could point if thirsty.

We checked medication records and found that these could be improved. Records did not reflect the frequency of each dose, and there were three forms in use. We asked management and staff to review these to ensure they could be easily used and that they recorded all necessary information. We also found a cream with pharmacy instructions that had not been followed by staff, although they had followed the parent's instructions. We asked staff to ensure they checked the pharmacy label and we also explained to the parent why this was necessary. (see recommendation 2) Overall, although we saw some good practice, because of the areas for development noted, we assessed care and support as adequate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff should use Building the Ambition to review the environment and resources in each room. They should consider how babies learn, and provide more opportunities for babies to develop their enquiry skills as this is a key motivator to learning more. Building the Ambition provides excellent guidance which will aid staff when reviewing the environment and their practice. National Care Standards Early Education and Childcare up to the age of 16, standard 5: Quality of experience.

2. Medication recorded should include the frequency of each dose of medicine. The medication forms would benefit from review to ensure it was clear that consent was in place before medicine was administered. Staff need to ensure they check that pharmacy labels were consistent with instructions from parents. National Care Standards Early Education and Childcare up to the age of 16, standard 3: Health and wellbeing.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The nursery provided good space for children. Three separate playrooms allowed children to play safely and with a good range of equipment and toys. In particular, there was very good access to outdoor areas, and staff were working to improve these so that children could benefit from more regular outdoor play. We suggested that management purchase some waterproof suits for children, including very young children, so that they could

enjoy outdoor play in all weather. Since the last inspection, staff and management were making better use of the local community. They regularly took children on visits to a care home for older people, local shops, and nearby wooded areas for nature walks. The library bus also visited the service every two weeks, and staff and children used these opportunities to gather books that linked to current topics. There had also been visitors to the service, providing planned physical activities which staff and parents said children had enjoyed. Older children played confidently with toys and equipment, transporting resources around the room to support their imaginative play.

Rooms were brightly decorated with displays of children's work, although some of this looked unfinished because of the way it had been displayed. We suggested that staff combine some displays to help make the rooms and corridors reflect the work that was taking place and encourage parents to read and look at information provided. Wipe clean boards were fitted in the hallway and outside rooms to display menus and children's roles, but these were not being updated each day which meant that parents could not view current information.

Overall health and safety in the premises was good. Fire alarm systems were being updated, and risk assessments were continually under review. Staff had included children when carrying out risk assessments, especially when planning outdoor developments in the garden. Since the last inspection, a hand wash sink had been fitted near the baby changing area which helped reduce the risk of cross contamination. Senior staff had completed fire warden training, and first aid training was planned for all staff at the end of this month. Overall, we assessed the environment as good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The staff team was working well. They were caring in their interactions with children and had built good relationships with parents. Staff supported each other and felt valued in the service. As a result, staff were happy to work flexibly and sickness levels had significantly reduced. Staff we spoke with were happy working in the service. They felt that training opportunities had increased and they were eager to make improvements in the service. Team building had included working to support charity events, and staff and management told us this had helped relationships in the team.

Staff were meeting regularly to discuss planning and their practice. Management had completed some training on Building the Ambition and hoped to share this with staff. Management was also actively seeking external training that would help give staff a better understanding of attachment, schemas and resources in the environment. This would have a positive impact on outcomes for children attending. The new planning and tracking processes in place were being well-managed by staff and should help them to identify gaps in learning

and plan appropriate challenges and support for each child. These had been well received by parents who were starting to comment on their child's development through online journals.

Minutes of staff meetings reflected that staff were happy to take lead roles and to be part of specific nursery development, such as outdoor learning. New staff we spoke with had felt supported by staff and management and welcomed into the team. We asked the manager to consider the record of induction for new staff so that it reflected the time the induction period took, rather than focusing on policies and procedures covered during induction. Although we saw some good practice in the service, the lack of knowledge around Building the Ambition had stifled staff practice to a degree. In grading this theme, we have taken account of staff involvement in areas needing to be improved in the Care and Support theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We found that management continued to seek ways to improve the service. Since the last inspection, appropriate action had been taken on the recommendations made. The manager had also ensured that the service had joined a national support organisation for nurseries, which had given them access to further training. They had registered with training agencies to support their health and safety training. Networking opportunities had increased with management visiting other nurseries and having regular contact with other nursery managers for support. All staff had completed training on GIRFEC, and the majority of staff had completed child protection training. The manager continued to support staff and create an ethos of inclusion in the nursery. All staff had been formally appraised, and recently the manager had introduced a self-appraisal section to this process. In order to evaluate the success of these, we asked the manager to formally monitor staff practice and the impact of staff training so that feedback from this could be included in appraisals and inform future training. Although monitoring procedures had started, with senior management observing room practice, these observations were not being formally recorded or used with staff to help and support their development or to monitor the impact of training. An improvement plan had been put in place, although we asked the manager to include the aims of the priorities set so that progress could be effectively monitored.

We looked at staff recruitment procedures and asked the manager to develop a front cover sheet for any new staff. This could include dates of all fitness checks sent and received so that there was evidence of safe recruitment practice. We also asked the manager to record where any sensitive decisions were made when employing someone new so that it was clear that safe decision-making had taken place.

We found the management team were open to our suggestions and that they engaged with the inspection process. The management team had developed good relationships with the provider, families and children and were regularly in playrooms meeting families and getting to know children. Although there were good aspects

to this theme, because the impact of the work being carried out was not clearly evident yet we assessed the theme as adequate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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 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.

This recommendation was made on 11 January 2017.

Action taken on previous recommendation

Online journals had been developed and staff were confidently completing these. The manager had set up an alert system so that she could track that staff were completing these regularly and all staff and management felt these were working well. These were a work in progress and we will continue to check their impact at future inspections. The recommendation is met.

Recommendation 2

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.

This recommendation was made on 11 January 2017.

Action taken on previous recommendation

A full risk assessment had been developed and a recent fire risk assessment had identified areas for development which were being progressed. Risk assessments were still under review and children had been included in developing a risk assessment for outdoor play. The recommendation is met.

Recommendation 3

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.

This recommendation was made on 11 January 2017.

Action taken on previous recommendation

Staff training had started. All staff had completed training on GIRFEC, most had completed child protection training, and first aid training was planned in the next two weeks. The manager planned to work with staff on Building the Ambition and nurture approaches and we have noted these areas for development in this report.

Recommendation 4

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.

This recommendation was made on 11 January 2017.

Action taken on previous recommendation

Most of this recommendation had been met. The manager no longer stored medicine on the premises and new forms were being used. However, these could be simplified while still including more details. For example, the frequency of medication was not recorded and there was no record that the pharmacy label had been checked. We have recorded these issues in this report and made another recommendation.

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	
14 Dec 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
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

Date	Type	Gradings	
29 Jul 2010	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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