

# Butterfly Nursery Scotland Day Care of Children

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**Type of inspection:**

Unannounced

**Completed on:**

4 April 2019

**Service provided by:**

Butterfly Nursery Scotland

**Service provider number:**

SP2015012581

**Service no:**

CS2015341171

## About the service

Butterfly Nursery Scotland has been registered with the Care Inspectorate since February 2016 to provide a care service to a maximum of 70 children: 15 children 0 to under 2 years old; 15 children 2 years to under 3 years old; 40 children aged from 3 years to those not yet attending Primary School. The service works in partnership with Glasgow City Council to provide early learning and childcare. The nursery is located in the Arden area of Glasgow. The accommodation is comprised of three main playrooms with access to a large, secure enclosed garden. The service's aims include: "To deliver childcare services in the broader local area which will provide affordable and quality care for young children and provide learning and vocational opportunities for their parents as well as contributing to sustainability of employment. To ensure that, not only is each child cared for in a comfortable, safe and nurturing environment, but that they also have the best start possible on their learning journey that will potentially allow them to fulfil their own aims and ambitions of working or accessing further/higher education."

We check services are meeting the principles of Getting It Right for Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

## What people told us

Children attending on the day of inspection were observed as happy, busy and engaged. Positive, nurturing relationships had developed between staff and the children as well as with the children themselves. We found the whole staff team were very kind and caring with respectful approaches observed.

We issued 25 questionnaires for parents and carers, 11 were completed and returned before the inspection. Feedback from parents and carers was very positive. All 'strongly agreed' that they were happy with the overall service provided by staff and management. Comments included the following:

"All the staff at Butterfly are incredible. I do not have any concerns. Everything about the nursery is just amazing."

"This nursery is excellent and the staff are even better. I now have my son attending Butterfly Nursery. So did my eldest two. My daughter now 7 years still visits and wishes she could return not only for the nursery but to visit her favourite staff also."

"This is the best nursery I could ever wish for my daughter to attend. Every single member of staff goes above and beyond and every child receives an outstandingly personable experience every day at nursery. I love the fact the children get fresh eggs from the chickens in the garden, not only that but my daughter adores the chickens. I also love the new waterplay area in the garden which the staff helped to design. My daughter also loves the tree swing!"

"My child enjoys her nursery very much. I am more than happy with how they provide care for my daughter. Staff are great and I've saw how well my child is developing here."

"Since 2010, all my children have attended Butterfly Nursery, and I can honestly say that I have had the best experience with them. I am comfortable leaving my children in their care."

"I feel that my children are very happy and safe at nursery and I'm very content with the care and support that is provided to them."

"Great nursery. Very happy with all they do for my child. Outstanding one on one. My child has a speech problem and they have went above and beyond to help. Staff are all very pleasant. Every day I get a rundown of what my son has done and eaten. I have moved out of the area but still travel as it's a great nursery."

"My son comes out every day with a smile on his face. He is always talking about different staff members that have helped or done stuff with him."

"I am very happy that my daughter is attending this nursery. She always comes back home with a smiley face and is very satisfied. She loves all the staff. They do a lot of things that are new for my daughter, for example, she can see how animals are developing. I can also see a big progress in my daughter's English language, and that's thanks to the people working here. The best nursery we could find."

"My child is developing and growing in confidence every day since starting in the Butterfly Nursery. I am very happy with the level of quality and care she receives."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

The service's planning approaches for children's care, learning and development ensured they experienced positive outcomes. Throughout the various indoor and outdoor play sessions we observed it was clear that children experienced sensitive and respectful caregiving. We observed staff being consistently responsive to children's changeable interests and demands. Staff made good use of observations and conversations with children to inform and support the planning and recording systems for children's play, learning and development. Staff told us how they took time to discuss children's transitions, building on what the children could already do at home and their identified play interests. This encouraged genuine partnerships that respected parents' knowledge of their children. It supported the children to develop a positive attitude to change and the forming of new relationships as they moved into and across the nursery.

A regular but flexible pattern to the day had been established which took account of children's individual preferences for eating, resting and playing. At meal times, children sat at a table with familiar staff who know their individual needs well and this helped to foster children's sense of security, familiarity and predictability.

The children responded positively to the calm, relaxed, home-like, inclusive social aspects of the snack time experience. This ensured children had opportunities to feel listened to, listen to others and reflect on their day's experiences.

As a result of the nursery manager's strong leadership a team culture had developed which valued people, and appreciated the different abilities, strengths and expertise of staff. The staff team worked effectively together towards shared goals in an environment of trust in which they could communicate with each other in an open and honest way. Staff told us how their regular team meetings were characterised by comfortable climate of asking questions, checking understandings, reflection and evaluation. This helped them to ensure their day-to-day work was in line with the nursery's agreed improvement priorities as well as individual areas of particular interest or expertise. This served to enhance the service's overall capacity for improvement.

## What the service could do better

We found children's online learning journals could be further developed to capture a wider range of the work staff were already taking forward. We highlighted a need to enhance the frequency and detail of recording of next steps for children. This can ensure that personal planning records more closely reflect ongoing changes in the breadth and depth of children's learning through play.

We discussed with staff observation and planning approaches that focus on capturing and responding to the play interest of a child or group children in the present moment. Staff agreed that this more responsive approach could help them to build on existing approaches for recognising children's play interests as well as extend opportunities for child-initiated play. This can enhance the flexibility of the planning systems that were followed. It will increase opportunities for staff to reflect on when children display deep level engagement in their play and support them to provide greater autonomy and choice as to how this will be taken forward. We discussed the value of further staff training on these child-centred, responsive planning approaches and establishing a leadership role within the team to drive forward the discussed changes.

We highlighted the value of linking staff and parents' observations of patterns of the youngest children's play behaviour or 'schemas' to children's individual records of learning. This approach can help staff to identify what will hold individual children's interest as well as help them with the stage of development that they are currently working through. It can consolidate existing approaches to supporting transitions between home and the setting, recognising children's achievements and demonstrate how the centre's approach to supporting children's play is personalised.

We identified some areas for improvement around how staff managed the safe recording and administration of medicine. Having sampled medication consent forms, we found that records needed to make clear: that medication records were reviewed at least every three months; if medication was to be administered 'as required' that staff gathered more specific information about the signs and symptoms children would present; that time periods linked to parental consent were closely monitored to ensure their currency. We were confident that senior managers would prioritise the actions necessary to address this area for improvement.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## 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

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
23 Mar 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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