

Cedar Nursery Day Care of Children

Cedar Drive
Lenzie
Glasgow
G66 4RD

Telephone: 0141 775 3967

Type of inspection:

Unannounced

Completed on:

25 July 2019

Service provided by:

Cedar Nursery Limited

Service provider number:

SP2004004236

Service no:

CS2003003665

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Cedar Nursery is registered to provide a day care of children service to a maximum of 75 children at any one time aged from two years to those attending primary school in the following age categories:

8 children 2 to under 3 years
42 children 3 years to those not yet attending primary school
25 primary school aged children.

The nursery operates Monday to Friday, 07:30 to 18:00, throughout the year. Children of primary school age may be accommodated in the nursery between 07:30 to 09:00 and 17:00 to 18:00, Monday to Friday, term time and holidays. Primary 1 children can be accommodated from 12:00 to 15:00, August to September.

The provider is Cedar Nursery Limited which also operates an out of school care service in East Dunbartonshire.

The nursery operates from a detached single storey building in Lenzie, East Dunbartonshire. It has three bright playrooms for children and a multi-purpose room which is used for children who attend before and after school. Outwith this time, the nursery makes full use of the room. There is a fully enclosed outdoor play area.

Cedar Nursery aims include the following: 'To encourage children to become independent and actively involved in their own learning. To encourage children's natural curiosity by carefully planning purposeful, indoor and outdoor play activities which will sustain their interest and development both problem solving and decision making skills.'

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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We visited Cedar Nursery over two days - Wednesday 24 July 2019 when 15 children attended the service and Thursday 25 July 2019 when 18 children attended the service. We observed that the children were very happy and had lots of fun. They were engaged in a range of activities that challenged and interested them. Such as a visit to the local park and enjoying themselves running around chasing each other and the staff with water at the pool party.

The children we spoke with told us they liked coming to the nursery. Children's comments included:

'We're going to do backwards roly polys.' Two children were showing us how flexible they were.

'A ball is over there; it's fallen right down.' A child showing us where the ball had got stuck in the hedge.

Children told us about their time at the park.

'I went on the swing.'

'I went on the climbing frame. I like the slide.'

'I liked going on the roundabout. I got dizzy.'

'I like making disgusting potions. I add water, dirt and put in a strawberry. I mix it up with my shovel.'

Children playing with a castle, drawbridge and figures told us: 'They're going into the castle. One, two [the child was putting the knights on a horse]. That goes here, some of the knights go on top. The drawbridge is going up slowly then the horse can't go in.'

'I'm a deer.' A child was playing with Duplo bricks using them for horns.

'It's a baby dinosaur, lion and elephants. It doesn't fit. How does he get through the holes?' A child was playing with figures and trying to put the dinosaur through the windows in the tree house.

'I'm soaking, we're having a pool day and we can't stop playing.'

'I'm going to jump in the paddling pool.' A child getting ready for the pool party.

We spoke to a parent during the inspection and 12 people gave their views in our care standards questionnaires.

The questionnaires confirmed that 10 parents strongly agreed and two agreed that they were overall happy with the quality of care their child received. Comments from the questionnaires included:

'We think the nursery is fantastic and a really caring, fun loving environment for our child. There is a huge range of activities for our child to participate in and the staff always have a variety of options available. All staff are approachable and known to all of the children. We would highly recommend this nursery ...'

'Caring, attentive staff. We use this nursery for our second child even though other nurseries are nearer because our child loves coming here. Our first child also attended here, now at school, but loved it also.'

'Staff have helped to settle my daughter on numerous occasions. XXX is a great member of staff and a great asset to Cedar. Always reassuring supportive and informative ...'

'My child loves coming to this nursery. The staff are warm and caring. There is always a wide variety of activities to choose from.'

'I am delighted with the service provided by Cedar Nursery. Staff are friendly and approachable. They take the time to get to know me and my son.'

'Lovely nursery, very friendly. Love the outdoor space. Such a good space. Get out every day. Spend money on resources: the summer houses. Learning journals system is good. Works well. Very happy.'

We spoke to the manager about a parent's suggestion to use Twitter to get updates.

We have included further comments and views from parents and children using the service within the report.

Self assessment

We did not ask the provider to complete a self assessment prior to the inspection. We looked at the service's improvement plan. This showed their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Cedar Nursery provided children and their families with a very good standard of care and support. Management and staff put the children's health and wellbeing at the heart of the service. Throughout our visit, we found that staff were warm, compassionate and caring. They had created an environment that nurtured children and enabled them to have fun as they took part in a range of activities that challenged and interested them.

Children were encouraged to play outdoors every day. Staff listened to the children and responded positively to their ideas. Colourful floor books and written documentation showed how staff had involved the children when planning activities. Staff were on hand to support children to take risks and try new experiences to achieve positive outcomes. For example, the children really enjoyed their visit to the park. They were able to use their imagination and develop social and physical skills, confidence and self-esteem as they ran around, played on swings, spun, climbed, balanced on beams and slid down poles.

Improvements to the outdoor space and the purchase of two wooden summer houses helped staff and children to use the outdoor area as an extension to their indoor playrooms. The children were able to choose from a very good range of building materials, which they used creatively. Staff were responsive to the children's needs and requests. We saw staff sitting reading to individual children, cuddling them and helping them as they played.

'A truly caring and nurturing environment for my daughter. The staff are always kind and supportive and she is very comfortable and happy there.'

The management and staff team worked very well together to support the needs of the children and their families. Staff felt empowered by management to contribute to the ongoing development of the nursery. Staff were able to tell us about the training they had undertaken, for example: literacy intervention, loose parts play, attachment/nurture. And, how this had helped them enhance their skills and knowledge and enrich the care of the children.

Staff had a clear understanding of their responsibilities to protect children from harm and safeguarding procedures were in place.

A parent told us: 'We think the staff are wonderful and have great relationships with parents and children.'

We made a recommendation in the previous report relating to the development of risk assessments for staff. Staff were able to tell us about the online health and safety training they had undertaken. We observed staff assess and make safe areas before children played. The management confirmed that they were still developing the risk assessment process and documentation.

We made a recommendation in the last report relating to the development of the quality assessment systems. Management and staff had put in place various procedures and used good practice guidance to help them monitor and improve the service.

What the service could do better

Management and staff should continue to develop the children's care plans. Management should review and collate each child's information within their care plan to make it robust and easier for staff to follow. Plans should be updated every six months or before as required.

We looked at five staff files and this confirmed that the service had a recruitment procedure in place, which included taking up references and Protecting Vulnerable Groups (PVG) checks prior to staff commencing employment.

On sampling the files, we found that the procedures needed to be reviewed and updated to bring them into line with Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate document.

Furthermore, we noted that due to the misreading of an online document. Management were not aware that a member of staff had not completed her registration with the Scottish Social Services Council within the agreed timescales. We discussed this with the provider and she agreed to put in place procedures that would ensure that this would not happen again. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should review and update the service recruitment policy and procedures to bring them into line with Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate document.

This ensures that the recruitment of staff is consistent with the Health and Social Care Standards which state:

'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24)

Complaints

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

Recommendation 1

The provider should continue to review the quality assessment systems to make them more meaningful in order to help management, staff and service users identify and improve the service.

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

This recommendation was made on 29 June 2017.

Action taken on previous recommendation

Management and staff had put in place various procedures and used good practice guidance to help monitor and improve the service. This included How good is our early learning and childcare? and floor books that showed how staff were involved in the quality assurance process. Clear improvement plans were displayed on the notice board for parents and information showed how this would be monitored and achieved. See information under the section What the service did well.

Recommendation 2

The provider should ensure that staff have risk assessment procedures in place in order for them to be able to carry out meaningful risk assessments that identify potential risks and hazards within the setting.

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

This recommendation was made on 29 June 2017.

Action taken on previous recommendation

Staff were able to tell us about the online health and safety training they had undertaken. We observed staff assess and make safe areas before children played. Management confirmed that they were still developing the risk assessment documentation. They use Citation to support the nursery's health and safety procedures. The provider is currently reviewing this and looking for information that is more suitable for the service. See information within the body of this report under What the service did well.

Inspection and grading history

Date	Type	Gradings
12 May 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
7 May 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
9 Jun 2014	Announced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
5 Dec 2012	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 5 - Very good
30 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
10 Dec 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 3 - Adequate Management and leadership 5 - Very good
15 Oct 2008	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

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