

Cherry Tree Nursery (Glasgow) Day Care of Children

2 Lainshaw Drive
Castlemilk
Glasgow
G45 9QP

Telephone: 0141 634 1055

Type of inspection:

Unannounced

Completed on:

23 August 2019

Service provided by:

Ann Fletcher and Jessica Jarvis trading
as Cherry Tree Nursery

Service provider number:

SP2003000007

Service no:

CS2003000152

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was registered with the Care Inspectorate on 1 April 2011.

Cherry Tree Nursery (Glasgow) operates from a detached property in the Castlemilk area of Glasgow. The nursery can accommodate a maximum of 84 children aged between six weeks and those not yet attending primary school. The service operates Monday to Friday, 8am to 6pm, 52 weeks per year. The provider is Ann Fletcher and Jessica Jarvis trading as Cherry Tree Nursery.

The service has a written set of aims which read :

- To provide a welcoming, safe, stimulating and inclusive learning environment in which the individual needs of each child and family are supported.
- Enable children to fulfil their potential by developing skills for life long learning and enterprise through a focus on health and well-being, numeracy and literacy.
- Provide a breadth of curricular experiences in which children will become aware of their own strengths and in which talents can flourish.
- To engage in partnership with parents and other educational establishments, the wider community and draw support from other professionals when required to ensure that all children's and carers' needs are met.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

What people told us

For this inspection, we issued the service with 20 care standards questionnaires to distribute to families using the service. Three were returned to us. All three respondents told us that overall they were happy with the quality of care their child received at the service. We received the following written comments:

'The Cherry Tree nursery is fantastic and my four year old loved the woodland forest trips and getting the local bus there. Staff in the 3-5 room do a fantastic job. Managers are so approachable. We have been very happy

with safe care for our child. We have recommended the Cherry Tree to family and friends who in turn have found great for their kids too.'

'I have three of my children go to Cherry Tree. I love it, it feels like a home from home would not be able to do my job if it was not for Cherry Tree.'

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 the provision within the service.

From this inspection we graded this service as:

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

What the service does well

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 between the children themselves. We found the staff team were very kind and caring with respectful approaches observed.

Staff were very respectful and caring when planning for transitions in children's lives, whether that be transitioning to school, starting nursery or transferring to another playroom. Staff build good relationships with children and families, they spent time getting to know them and involving them in planned transitions. As a result of this most children transitioned smoothly and confidently.

Relevant information had been gathered from parents and carers at the time of enrolment. This allowed staff to plan for and meet children's individual needs. As staff got to know children, and as their needs changed this information was updated.

Throughout our visit all children had the opportunity to play and learn outdoors. Although the layout of the building did not allow for free flow spontaneous outdoor play, staff ensured that children could play outdoors if they wished. Staff had a good understanding of the values of outdoor play, they had enjoyed and implemented some of the principles and ideas they had picked up through outdoor play training. Children were challenged and stimulated outdoors, a good variety of natural resources were available which enabled children to be creative and use their imagination. Staff ensured that outdoor play areas and resources were safe and appropriate for children. Staff encouraged children to learn about the benefits of taking risks and about their own personal safety. As a result, children were safe and confident playing outdoors.

The service provided homemade lunches for the children. Staff were aware of, and respectful of children's individual dietary requirements, meals were planned safely and appropriately to meet children's individual needs. We observed children over lunchtime, we noted that lunchtime was a nutritious and sociable experience

for children. Children sat with their peers and staff in small groups engaging in conversation and enjoying their lunch.

Staff were confident with the centre's child protection policy; they had undertaken in-house child protection training and were confident in their role of supporting and safeguarding children. Staff knew who the child protection coordinator was. The three care standards questionnaires that we received told us that all respondents strongly agreed that staff would protect their child from harm, abuse, bullying and neglect.

What the service could do better

On the day of our inspection numbers of children attending were low. There was a high ratio of adults to children. Whilst we have reported positive interactions between staff and children, we observed times when children who required additional support would have benefitted from a better quality of one to one interaction. In addition to this, although staff could confidently describe the strategies and plans in place for children who required additional support, this information was not fully recorded in children's personal plans. Staff should ensure that they record and review such strategies and report on children's progress more effectively.

We continued to raise concerns about how the service managed medication. We identified areas where monitoring and auditing of medication had not been carried out safely. We discussed this with the management team who accepted our findings. We have made a further recommendation regarding medication. (See recommendation 1.)

We carried out an audit of staff recruitment. We discussed with the providers and manager how Care Inspectorate good practice guidance 'Safer Recruitment Through Better Recruitment' could be used to enhance the recruitment procedures we found in place. We highlighted the need for a provider to be satisfied with references from the current or most recent employer.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should improve upon existing systems for monitoring and auditing medication. This should include checking expiry dates.

Health and Social Care Standards 4.23 I use a service and organisation that are well led and managed.

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 review the service's policies and procedures for the safe storage, recording and administration of medication.

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

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

We continue to be concerned about how the service managed medication. Further information about this can be found in the main section of this report. We have made a further recommendation regarding the safe management of medication.

Inspection and grading history

Date	Type	Gradings
11 Oct 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
16 Dec 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
11 Feb 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
19 Jun 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
20 Jan 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
4 Mar 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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