

Enchanted Forest Nursery Thornliebank

Day Care of Children

8 Spiersbridge Way
Spiersbridge Business Park
Thornliebank
Glasgow
G46 8NG

Telephone: 0141 638 1910

Type of inspection:

Unannounced

Completed on:

17 September 2019

Service provided by:

Enchanted Forest Limited

Service provider number:

SP2010010955

Service no:

CS2010238287

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.

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'.

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

Bertram nursery group became the provider of Enchanted Forest Nursery Thornliebank on Thursday 27 June 2019. Enchanted Forest Nursery Thornliebank is registered to provide a daycare of children service to a maximum of 103 children at any one time. The conditions of registration are;

To provide a care service to a maximum of 103 children:
30 children 0 - under 2 years
25 children 2 years to under 3 years
48 children 3 years to those not yet attending primary school.

The nursery offers a daycare service between 7am and 7pm Monday to Friday and children can attend on a full or part-time basis. The nursery operates from a two storey property located within a business park in the East Renfrewshire area.

The nursery has partnership status with East Renfrewshire Council to provide commissioned places for children aged three to five years.

A full statement of service's aims and objectives is available from the service. These include the following aims;

"To create the foundations and opportunities for our little people to be leaders of their own learning".

"To provide a friendly, warm and welcoming atmosphere for all our parents and carers, where they can participate in ensuring their nursery is the best nursery".

We wrote this report following an unannounced inspection, which took place on Monday 16 September and Tuesday 17 September 2019. Feedback was provided to the management team on Tuesday 17 September 2019.

During our inspection we identified a number of areas requiring further improvement to ensure positive outcomes for children. The new provider, Bertram Nursery Group had identified many of these areas prior to our

inspection and were in the process of taking action to address these. This included a fully planned refurbishment, a training schedule for the staff team and a large financial commitment to purchase new resources.

What people told us

We posted out 35 Care Standard Questionnaires to the service to distribute to parents/carers of children who used the service, eight of which were returned before the inspection. All parents/carers agreed they were happy with the overall care and support their child received, however, they highlighted significant concerns regarding a high rate of staff turnover. Comments included;

"Very concerned about the current staff turnover, our children love the nursery but my three year old has had three keyworkers in the space of a month. I appreciate recent taken over and new manager in place, but staff turnover has been very high. We are now in the process of removing my children from the nursery".

"We are pleased with the service; however we have raised some concerns over the staff turnover rate. I am not sure if this is an issue at other nurseries however, this has had an impact on both our children. Our child has an area for additional support and staff moving on means regular re-training and up skilling staff to support our child".

"We joined the nursery only two months ago and have been really surprised and disappointed with the high staff turnover. In the weeks since joining there is now only 1 original staff member in the 3-5 room since we joined. My child is shy and is still unsettled largely because he is not able to form relationships with his caregivers at nursery. If I had known this I would have never chosen this nursery. I also have concerns with staff ratios, I once made a complaint to management when I saw several children being told they could not go to the toilet because there was not enough staff to take them. This could really damage a child's toilet training confidence".

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We discussed at length the improvement plan for the service which demonstrated clear priorities and immediate action required to improve outcomes for children.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	2 - Weak
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

During our inspection we found most children were happy and relaxed during their time within the service. We observed children being supported by staff to play together outdoors and found most children to be active in their play, exploring the resources on offer.

Staff welcomed children and parents into the nursery and provided opportunities for parents to share relevant information about their child. Most staff were warm and friendly in their interactions with children and parents, which contributed to a sense of inclusion within the service.

Throughout discussion some staff demonstrated that they knew the needs of children within their playrooms. We sampled personal plans and found opportunities were missed to record significant changes with children's wellbeing and learning. We found inconsistencies with the quality of staff recordings within children's plans and made suggestions on how these should be developed further to ensure staff clearly outline how they plan to meet children's individual health, wellbeing and safety needs. All children's next steps should be identified in partnership with children and parents and should be used to influence planned learning experiences which support the observation, planning and assessment cycle for children. Staff should ensure plans are reviewed in line with current legislation (see recommendation 1).

We observed children's sleeping arrangements and have asked the service to review the current practice to ensure opportunities for children to rest and sleep are offered responsively to individual needs. Children's sleep preferences should also be recorded within their personal plans.

Management told us they were currently reviewing the quality of the meals provided to children by their external caterer. We sampled the lunch menus offered to children and found some lunches were not reflective of best practice guidance. We have encouraged management to continue with their plans to ensure children have access to healthy meals daily. To support with this we have sign posted the management team to best practice documents, 'Setting the table' and 'Food Matters'.

Management should review the experiences snack and meal times provide for children to ensure an unhurried, nurturing and social experience is provided. On day one of our inspection snack within the 3-5 playroom was offered for a very short period of time, as the result of this some children did not have access to a morning snack. To support children to develop valuable life skills staff should provide more opportunities for children to be involved in snack preparation and setting up the environment for lunch. Fresh drinking water should be made available and easily accessible for all children (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Management and staff should review children's personal plans to ensure they are reflective of current health, welfare and safety needs. Plans should clearly outline how the service will support these needs and identify children's next steps. Plans should be reviewed with parents within a six monthly period, or before if required.

Personal plans developed should be consistent in line with, The Social Care and Social work Improvement Scotland (requirements for care services) Regulation 2011 (SSI 2011/210) regulation 5 - Personal plans.

This is to ensure that care and support is consistent with the Health and Social Care standards which states;

'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

2. Management should review the snack and lunch experiences for children to ensure an unhurried, homely environment for children to enjoy their meals. Staff should ensure all meal times promote children's independence and should ensure children have access to fresh drinking water at all times.

This is to ensure that the care and support provided to children complies with the Health and Social Care standards which state;

'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.33)

'I can drink fresh water at all times' (HSCS 1.39).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

On day one of our inspection we observed staff leaving the premises without closing the main entrance door securely. This allowed us to gain unpermitted access to the service. Management should ensure all staff are aware of the procedure for maintaining a secure entry system and should continue to monitor staff practice to maintain a secure environment.

We found accidents and incidents were recorded and shared with parents, however, we have asked management to undertake a regular audit of accidents and incidents and identify any common patterns with the environment, resources and individual children. This will support the manager to take appropriate action where required to maintain a safe environment.

During our inspection we identified potential risks to the welfare of service users due to staff practice in relation to cross infection. We have requested as a matter of priority that management carry out a detailed audit, reviewing infection control processes across the service to ensure procedures in place comply with current best practice guidance, 'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)'. Staff training should be prioritised where required (see requirement 1).

We found play opportunities offered to children were weak. Throughout the service we found limited natural and sensory experiences available to children. We asked the provider to develop the resources and experiences offered to children to promote engagement and sustained play. This enables children to develop their skills through natural inquiry, creativity and curiosity (see recommendation 1).

Requirements

Number of requirements: 1

1. As a matter of priority management should ensure service procedures comply with current guidance; 'Infection Prevention and Control in Childcare Settings'. In order to achieve this, by 25 October 2019 management should;

(a) ensure the premises are cleaned to a high standard daily.

(b) ensure that staff are knowledgeable, competent, suitably trained and monitored effectively in relation to the Infection Prevention and Control.

(c) carry out a detailed audit reviewing staff practice and infection control procedures across the service.

This is to ensure the service complies with, The social care social work improvement Scotland (requirements for Care services) regulation 2011 (4.1d) which states;

'A provider must - where necessary, have appropriate procedures for the prevention and control of infection'.

Recommendations

Number of recommendations: 1

1. The provider and the manager should continue to monitor the quality of experiences and play resources available to children to ensure children receive high quality play opportunities within an enabling environment.

This is to ensure that the environment is consistent with the Health and Social Care Standards which state;

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21)

'As a child I have fun as I develop my skills in understanding, thinking, investigation and problem solving including through imaginative play and storytelling' (HSCS 1.30)

'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

Grade: 2 - weak

Quality of staffing

Findings from the inspection

During the inspection we found most staff to be welcoming and keen to participate in the inspection process. Many staff members had recently started within the service, resulting in a new team being established. We found staff were at the early stage of forming positive working relationships and beginning to make plans to further develop children's experiences.

We found the newly appointed Depute Manager to be welcoming, approachable and honest in relation to the challenges she had faced since taking up the post. She was passionate and enthusiastic about supporting staff through this period of significant change and was committed to improving outcomes for children. Staff spoke highly of the guidance and support they had received since her appointment.

We sampled recruitment files and found some inconsistencies with pre-employment checks being sought for newly appointed staff. We discussed this with management who agreed to seek appropriate references immediately. Many new staff members were in the process of registering with Scottish Social Services Council (SSSC). Management should continue to monitor this to ensure all staff are registered within the allocated time scale. We found that some staff had not received a robust induction within the service. We have asked management to ensure all staff are safely recruited and robustly inducted within the service to ensure children benefit from a skilled staff team (see recommendation 1).

Significant staff and management changes had impacted on the quality of care and experiences children received. The service currently have at least two agency staff members working within the service daily. Many staff were not familiar with good practice guidance such as the GIRFEC (Getting it Right for Every Child) agenda and building the ambition to help meet children's needs. This meant children were not always supported by skilled, competent staff who knew their care needs. Staff should access further training and self-learning to support their on-going practice. Effective use of SSSC post registration learning record will support staff to reflect on their learning with a focus on improved outcomes for children (see recommendation 2).

Play opportunities were often interrupted by staff, this meant children were not sufficiently challenged or encouraged to participate in sustained play. We found staff were task focused, impacting on their ability to provide responsive care and attention to the children. This resulted in missed opportunities to promote children's engagement and improve their experiences. We discussed our observations with the management team, who agreed staff practice would be addressed as a matter of priority through a staff monitoring approach (see recommendation 3).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Management should ensure all staff are recruited in line with best practice guidance, 'safer recruitment for better recruitment'. Management should also ensure all staff, including bank staff undertake a robust induction to the service to ensure staff are fully aware of the service policies and procedures.

This is to ensure that quality of staffing is consistent with the Health and Social Care Standards which state that:

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

2. To promote a high quality of care and support for children, staff must ensure that they have the necessary knowledge and understanding to support positive outcomes for children. Staff should access further training and self-learning and prioritise training in relation to GIRFEC, Child Protection and Infection control to ensure they are getting it right for all children.

This is to ensure staffing is consistent with the Health and Social Care Standards which state;

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

3. Management should implement a monitoring system to monitor staff practice to ensure staff provide responsive care, support and attention to the children.

This is to ensure that the quality of staffing is consistent with the Health and Social Care Standards which state;

'I use a service and organisation that are well led and managed' (HSCS 4.23).

Grade: 3 - adequate

Quality of management and leadership

This quality theme was not assessed.

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.

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
15 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
13 Dec 2017	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed 4 - Good 4 - Good
13 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 2 - Weak 3 - Adequate
25 May 2016	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 3 - Adequate 3 - Adequate 3 - Adequate
22 May 2014	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good

Date	Type	Gradings	
5 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Jun 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Apr 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - 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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