Treasure Island Nursery
Day Care of Children

Seabright Villa
15 Queen Street
Castle Douglas
DG7 1HU

Telephone: 01556 505 807

Type of inspection:
Unannounced

Completed on:
6 February 2020

Service provided by:
Treasure Island Nursery Limited

Service provider number:
SP2011011575

Service no:
CS2011288101
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’.

Treasure Island Nursery is a daycare for children service owned by Treasure Island Nursery Limited, a private provider. The company employs a manager to oversee the daily operations of the service. The provider offers the service in the town of Castle Douglas, and provides funded provision in partnership with Dumfries and Galloway Council. The parts of the premises registered to be used by children are the first, second and third floor playrooms, toilets and the outdoor play area.

Treasure Island Nursery’s main aims are “To adopt a home from home approach and create a safe, stimulating and nurturing environment.” A full statement of service’s aims and objectives can be obtained directly from the service.

The nursery is registered to provide a care service to a maximum of 100 children aged four months to primary school age.

We wrote this report following an unannounced inspection, which took place on Wednesday 5 February 2020 and Thursday 6 February 2020. Feedback was provided to the provider and the management team on Thursday 6 February 2020.

What people told us

We posted out 30 care standard questionnaires to the service to distribute to parents/carers of children who used the service, 19 of which were returned before the inspection. All parents/carers strongly agreed they were happy with the care and support their child received. Comments made included:

“Could not be happier with the service our child receives. Treasure Island is a wonderful service and I would recommend it to anyone. The staff are so loving and caring to our child, even the staff who don’t supervise his room know him by name and take an interest in him.”

“Treasure Island is a wonderful nursery. I cannot applaud them enough. All staff are great, so much energy and enthusiasm goes into their work every day. My child loves attending and I have total trust in them.”
“Treasure Island staff have been wonderful. My child’s confidence has soared and she loves being there. There are always exciting, varied activities that are challenging, educational and fun.”

“The staff are always welcoming and provide a safe and nurturing environment. I feel less of the mum guilt seeing how happy and settled my child is each morning when I drop him off.”

“Treasure Island is an excellent nursery striking a wonderful balance of homely fun, structured learning and play. Staff deliver a fantastic service giving individual attention to each child and making parents feel that staff believe our children are as special as we do.”

“The staff are all wonderful and they treat children with care and respect.”

“Overall I feel the service provides a high standard of care.”

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We discussed the improvement plan for the service which demonstrated clear priorities for improving outcomes for children.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of environment</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>3 - Adequate</td>
</tr>
</tbody>
</table>

Quality of care and support

Findings from the inspection

Staff and management were friendly and welcoming which created an environment where children were relaxed, comfortable and assured. We observed staff responding to children appropriately providing reassurance, praise and encouragement. As a result, we saw happy and confident children.

Staff provided good opportunities for children to be independent, this included children helping to set up the table at mealtimes and pouring their own drinks. We found that mealtimes were mostly sociable and unhurried for children, with some staff sitting alongside children as they ate. We observed some missed opportunities for staff to sit with the children during lunch within the 3-5 play room. We have asked the management team to review the deployment of staff throughout the service during lunch to ensure all playrooms are staffed to support children’s needs.

We found that personal plans were in place for all children attending the nursery, however, no plans had been developed for the school age children attending the service. We have recommended the management team develop personal plans for all children and to ensure all plans are reflective of the current health, welfare and safety needs of children (recommendation 1).
Children’s medication was stored safely, however, we noted that for one child, permission to administer medication could not be located. We have asked management team to review the procedures in place for gathering and storing permissions to administer medication to ensure they are easily accessible at all times (recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The management team should develop personal plans for all school age children registered to attend the service. Personal plans should be developed for children within 28 days of attending the service and should identify how the staff plan to meet children’s individual health, welfare and safety needs. Personal plans should be reviewed with children and parents at least every six months or sooner where required.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; “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. The management team should ensure that permissions to administer medication are completed prior to medication being received by the service and that these are stored appropriately to allow medication to be administered safely.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; “Any treatment or intervention that I experience is safe and effective” (HSCS 1.24).

Grade: 4 - good

Quality of environment

Findings from the inspection

Staff and management had successfully created a homely environment, where children could relax and play. Play rooms were set up to encourage children to explore and play independently. Children could view and choose from a good range of resources that were displayed within defined play areas that offered opportunities for creative and imaginative play.

During our inspection, we observed children having fun as they played outdoors. We found the outdoor space was interesting for children with different areas to play and explore. Through daily use of the garden space and surrounding areas we found that staff were maximising opportunities for children engage in physical activity, promoting healthy lifestyles.
Good opportunities were provided within the local community to broaden children’s experiences. These included intergenerational practice at Carlingwark House, and planned activities such as den building at Doach Woods. We found a good range of community activities were enabling children to develop key life skills and manage risks within their local community.

We observed that one of the children’s toilets did not have an external door present and children’s coats and bags were stored directly opposite the toilet entrance. We have asked the management team to review where children’s personal belongings are stored to reduce the risk of cross infection. Consideration should also be given to adding a door to the toilet access areas.

Throughout the out of school care service we found limited creative, imaginative, natural and sensory experiences available to children. We have asked the management team to carry out an audit of the resources available for children within this age group and to further enhance the experiences offered to ensure they reflect children’s interests and are appropriate for children’s age and stage of development. This will enable children to further develop their skills through natural inquiry, curiosity and creativity (recommendation 1).

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 1

1. The management team should carry out an audit of the resources available to children attending the out of school care service. They should also further enhance the experiences available to ensure that school aged children receive high quality play and learning opportunities.

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) and

“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:** 4 - good

**Quality of staffing**

**Findings from the inspection**

We found that staff worked well together and they were respectful in their interactions with each other, creating a positive ethos within the service. Good working relationships had been established which meant that children and families experienced a warm, caring atmosphere.
Parents told us that staff “really cared about the children and made them feel welcome”. We observed positive and respectful interactions between staff, children and parents and we saw children confidently engaging with staff during the inspection. Staff responded promptly to children when they needed support, meeting children’s individual care needs.

We found staff were enthusiastic and keen to develop their skills. All staff had attended a range of core training, such as child protection and food hygiene. We found that the training attended had positively impacted on the quality of children’s experiences, for example staff had attended emotional intelligence and adverse childhood experiences training and were using the information gained to support individual children. We found that some staff were at the early stages of reflecting on their learning and we suggested that staff would benefit from completing post training evaluations to support them to identify any potential impact for children within their care. Any changes or improvements made in response to training attended or self-directed learning should be recorded, tracked and evaluated to assess the impact on children and families.

Discussion with staff and management highlighted that staff had regular opportunities to discuss their role and professional development. A structure for staff support was in place which included regular staff team meetings and appraisals. Staff spoke positively of the opportunities provided to them and told us they felt valued within the team.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

**Quality of management and leadership**

**Findings from the inspection**

We found the management team supported a relaxed working environment where staff felt included. Staff told us they felt supported by the manager and could approach with ease knowing that they would be listened to and their views would be respected. We found the positive relationship between the management and staff had contributed to effective teamwork within the service.

We found the management team were keen to promote positive outcomes for children and were committed to a cycle of continuous improvement. Monitoring and self-evaluation procedures had been established which considered the quality of experiences for young children. The management team should now extend the monitoring and self-evaluation procedures to include monitoring the quality of provision provided for school age children.
Whilst we recognise and acknowledge the commitment from the current management team to improving outcomes for children attending the service, we found that there was no clear management arrangements in place to support the ongoing development of the out of school care service. We have asked the management team to review the roles and responsibilities for all staff working with the school age children to ensure appropriate time is allocated to develop the service (recommendation 1).

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 1

1. The provider and the manager should review roles and responsibilities for the out of school care service to ensure there are clear management arrangements in place to support the ongoing development of the out of school care service.

This is to ensure the service complies with the Health and Social Care Standards which states, “I use a service and organisation that is well led and managed” (HSCS 4.23).

**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.
Previous recommendations

Recommendation 1
The provider should ensure that the nursery has effective planning, tracking and assessment systems in place to ensure all children across the nursery benefit for a rich and balanced variety of experiences and activities.

This is in order to ensure that the care and support is consistent with the Health and Social Care Standards which state:

“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” (1.31).

This recommendation was made on 6 June 2019.

Action taken on previous recommendation
We found that the nursery had developed effective planning, tracking and assessment systems to ensure all children across the nursery benefitted for a rich and balanced variety of experiences and activities.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Mar 2019</td>
<td>Unannounced</td>
<td>Care and support: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 4 - Good</td>
</tr>
<tr>
<td>22 Nov 2017</td>
<td>Unannounced</td>
<td>Care and support: 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: Not assessed</td>
</tr>
<tr>
<td>25 Feb 2016</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 5 - Very good</td>
</tr>
<tr>
<td>24 Feb 2014</td>
<td>Unannounced</td>
<td>Care and support: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 4 - Good</td>
</tr>
<tr>
<td>30 Oct 2012</td>
<td>Unannounced</td>
<td>Care and support: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 3 - Adequate</td>
</tr>
</tbody>
</table>
This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
enquiries@careinspectorate.com
0345 600 9527
Find us on Facebook
Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

This report is available in other languages and formats on request.

ابراهیم می‌تواند به دو به دو بازی امکان کننده ویژنیوی وام من فراموش کرده باشد.

This report is available in other languages and formats on request.

دیگر زبان‌ها و فرمت‌ها

This report is available in other languages and formats on request.

この報告書は、要索者の要望に応じて、他の言語とフォーマットでの利用が可能となります。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.