Rainforest Nursery
Day Care of Children

517 Windmillhill Street
Motherwell
ML1 2UD

Telephone: 01698 262594

Type of inspection: Unannounced

Completed on: 30 January 2020

Service provided by: Rainforest Nursery Ltd
Service provider number: SP2009010375

Service no: CS2009216755
About the service

This service was registered with the Care Inspectorate on 1 April 2011. It is registered to provide care and education for a maximum of 64 children. Of these, 12 children can be aged under two years, 20 children aged between two and three years, and 32 children aged three years and over.

The nursery is provided from a large commercial building housing a soft play centre, and is close to Motherwell town centre. The nursery has its own secure entry system and parking for parents/carers and staff. There are three playrooms each with direct access to a secure outdoor play area. The nursery has programmed use of the soft play centre. The service aims include that they, “Create a fun, safe and caring environment which offers challenges for all children to be happy, safe and respected”, and “Promote Staff Training and Continued Professional Development using outside professionals.”

What people told us

We gathered the view from seven families using the service. We received seven care standard questionnaires. We asked the service to provide parents with the Care Inspectorate contact details. No parents contacted the Inspector.

All parents agreed they were happy with the quality of the service their child received. They told us the children were very happy. They were confident staff had the skills and experience to support their child’s needs. They told us the children received a great lunch every day and that their children had come on leaps and bounds since starting. One parent commented that the online journals used to share and record children’s development with parents could be updated more regularly. We discussed this with the service and they agreed to look into this.

We observed the children at play in the three playrooms and in the outdoor space. We found children to be happy, content and being engaged in their play. We observed the children to have formed positive relationships with staff and to be having fun playing with staff and their friends. The older children were keen to show the inspector their play space and share their experiences. Showing that they enjoyed attending the service and that the experiences on offer meet their needs and wishes.

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. This included areas for staff development, parental involvement and self-evaluation.

From this inspection we graded this service as:

- Quality of care and support: 4 - Good
- Quality of environment: 4 - Good
- Quality of staffing: 4 - Good
- Quality of management and leadership: 4 - Good
Quality of care and support

Findings from the inspection

We found children to be happy, content and confident within the service. We observed children in all three playrooms to be interacting well with staff and other children. Children were engaged in their play, having fun and learning.

The service had reviewed and updated the settling in period for new children. The systems in place supported children to settle, become familiar with staff and their new surroundings. Staff used this time to gather information about children’s needs, wishes and choices. We observed staff to be responsive to children’s needs during this time. The outcome being staff planned children’s settling to meet their needs.

We discussed children’s needs and how staff planned to meet these. Staff talked about how they supported children’s needs and worked in partnerships with parents. We found staff had a good understanding of children’s needs and were planning to support these. The service had taken positive steps to improve the recording of information in children’s personal plans and learning journals. We have recommended that the record keeping could be further developed to support staff identify and plan the best care and support to meet children’s needs, wishes and choices. For example when individual needs are identified the records should demonstrate how the service plans to support these and the impacts on children. (See recommendation one).

We found that the older children had access to the outdoor space and were confident putting on the outdoor suits. We were informed that the babies did access the outdoor space regularly and on occasions were taken out in push chairs for walks. We did discuss with staff how children’s access to outdoors could be further developed by having more of a free flow between the indoor and outdoor space. In addition having a designated space for the youngest children might enable them to access the outdoor space more.

During our observations we identified that the daily routine in relation to the pace of the day could be improved. We found on some occasions children were sitting for long periods of time. The timings of some daily events, for example the timing of morning snack with the arrival of children could be changed. This is to ensure the daily routine and pace supports children’s needs and not leading children’s experiences.

The service told us they had recently reviewed the weekly food menu using good practice guidance. We felt the menu in the main, offered healthy foods and drinks. We felt that on some days the foods offered could be improved. The service agreed to continue to review the foods on offer to ensure they provided children with a healthy, nutritious foods.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Personal Plans should be in place for each child using the service. These support the staff identify and plan how best to support children’s needs. The records should clearly identify children’s well-being, health and safety needs, how the service plans to support and challenge these and reflect the impact of these on children.
The service should ensure that the system in place supports staff monitor and track children’s progress. When individual needs are identified the plans should include meaningful strategies to support these. Plans should be agreed with parents and other professionals when required.

The plans should be reviewed at least every six months or when significant changes are identified.

This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child, my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices and these are fully met. (HSCS 1.15 and 1.23)

**Grade:** 4 - good

### Quality of environment

**Findings from the inspection**

Staff monitored all those entering and leaving the building. Visitor’s signed in and out of the building and identifications were checked. The service had a secure entry system in place. The service had recently added a secure fenced area creating additional outdoor space around the entrance for when children are playing outside. We discussed with the service how this could be used, not only when children are playing outside, but at pick up time. This would create additional safety measures.

The service had created a relaxed, welcoming, peaceful environment with plenty of natural light and fresh air. The playrooms were spacious and resources were of good quality. The service had been replacing resources with more natural, open-ended resources. We found the playrooms had soft, cosy corners where children enjoyed reading books and relaxing. We did identify some areas were resources should be further enhanced to support children needs. For example resources that provide and encourage children to be curious, inquisitive and creative. Such as in the water, sand and construction areas.

The service had made improvements to the outdoor space. They had created more space and improved children’s access to natural resources. We found children to be making good use of the space available to them. We discuss how free flow access could be further improved and through relocating outdoor clothing closer to the area would make it easier for children moving between the indoors and outdoors.

The service informed us they had purchased new cots for the babies. They identified the mattresses were not meeting the safe sleeping guidance. New mattress had been purchased. The guidance can be found at [https://hub.careinspectorate.com/media/1314/reduce-the-risks-of-cot-death-early-years-safe-sleeping-guide.pdf](https://hub.careinspectorate.com/media/1314/reduce-the-risks-of-cot-death-early-years-safe-sleeping-guide.pdf)

We have asked the service to review the nappy changing areas and children’s toilet using good practice guidance. This is to ensure they are following the most recent guidance. The provider and manager have agreed to do this and make changes where possible to meet the guidance. The guidance can be found at [https://hub.careinspectorate.com/media/1558/nappy-changing-guidance-for-early-years-and-childcare-services.pdf](https://hub.careinspectorate.com/media/1558/nappy-changing-guidance-for-early-years-and-childcare-services.pdf)

The service had a system in place to identify and ensure when maintenance issues are identified they are addressed. We found not all issues were addressed timeously. The provider agreed to address this.
Quality of staffing

Findings from the inspection

13 staff were employed at the time of the inspection. All staff were registered with the Scottish Social Services Council as required.

We found staff greeted children warmly, were respectful and courteous to children, parents and visitors. Staff had built and promoted positive, secure relationships within the children. We observed staff showing compassion, kindness and giving comfort when needed. As a result children were valued, loved and felt secure.

The right number of staff were present within each playroom to meet the needs of the children. This allowed staff to have the time to listen, talk and respond to children’s needs. There had been consistency in the staff team and staff worked within designated playrooms. The outcome being the children’s care and support was provided by the same staff creating consistency and stability.

We talked to staff to get their views on the service they provided. Those we talked to spoke positively about the service and the care and support they provided to meet children needs. They told us they felt supported by management and colleagues, that they were valued and listened to.

Staff told us when training was provided is was beneficial and meaningful. We did discuss with staff and management the benefit of further development opportunities including training and visiting other services. Training areas we agreed that would support staff included; communication strategies, curricular areas such as maths, science and technology. Staff would benefit from further support writing input into personal plans and learning journals.

The staff team worked well together and had a shared vision on how the service should be provided. To further enhance staff practice they should continue to develop their team work and share responsibilities and tasks. This will help reduce the impact on children when daily tasks need to be completed.
Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Since the last inspection the service had work hard to make improvements to the service being provided. The improvements made included; introducing an improvement plan, staff appraisals, meaningful self-evaluation and effective monitoring systems. They service were now at the stage of measuring the impact made as result of these changes. The service had encouraged all staff to be involved in these improvements. As a result staff felt more valued and informed about the service being provided and understanding why improvements have to be made. The management team were continuing to develop their skills in this area they were beginning to see how all quality assurance tasks link together and how when meaningful well planned tasks are implemented it leads to a robust quality assurance process that leads to a culture of continuous improvement.

To further support the service, we had improvement discussions to share examples of methods to collate data, and using improvement models. For example Plan Do Study Act (PDSA) and Specific Measurable Attainable Relevant and Timely (SMART). To further support staff training and development we discussed how the staff induction, supervisions and appraisals could be further enhanced. This would help the management track and monitor staff progress and impact on the service. In relation to monitoring systems such as accident and incident, management of medication, maintenance should be further developed to identify common occurrences and reflect action taken and impacts.

During the inspection there was lots of discussion in relation to the service quality assurance process with the management team. The management team informed us that following the inspection they felt well place to drive forward the areas for improvement discussed. These area will be followed up at the next inspection (See recommendation one).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should continue to enhance the current quality assurance processes to ensure the systems in place are used effectively to support the work of the service. These should at least include,

   - personal plans,
   - planning and assessment of learning,
   - improvement plan,
   - self-evaluation,
   - staff practice,
- administration of medicine,
- accident and incident recording,
- risk assessments.

The outcome being that the service has a culture of continuous improvement and can demonstrate the impact on the service as a result of changes made.

This is to ensure care and support is consistent with the Health and Social Care Standard 4.19 which states, as a child I will benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

Grade: 4 - good

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

All staff within the service should improve how infection prevention control measures are implemented in order to keep children safe and minimise the spread of infection.

This is to ensure care and support is consistent with the Health and Social Care Standards 3.14, 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.

This recommendation was made on 8 April 2019.

Action taken on previous recommendation

We observed staff during the inspection. We found them to be wearing appropriate gloves and aprons for example when serving food and nappy changing. We did discuss the need for gloves when serving or assisting young children to eat. The manager agreed to review this. The manager agreed to continue to monitor infection control practice, as a result this area of recommendation has been met.
Recommendation 2

The manager should improve the current quality assurance processes to ensure the systems in place are used effectively to support the work of the service. These should at least include,

- personal plans,
- planning and assessment of learning,
- improvement plan,
- self evaluation,
- staff practice,
- administration of medicine,
- accident and incident recording,
- risk assessments.

This is to ensure care and support is consistent with the Health and Social Care Standard 4.19 which states, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes."

This recommendation was made on 8 April 2019.

Action taken on previous recommendation
The management team along with some support from North Lanarkshire Council have taken positive steps to introduce more meaningful self evaluation and quality assurance procedures. We found management were becoming more confident and knowledgeable in this area. The service had an improvement plan and were at the early stages of implementing this. As a result the service had taken positive steps to development the monitoring and impact of improvement on the service provided. Throughout the inspection we had lots of discussions with the management team in how they could further develop the quality assurance procedures. As a result we have taken note of the progress they have made, however repeated this recommendation to follow up at the next inspection.

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.
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