

The Enchanted Tree Nursery

Day Care of Children

Broomhouse Community Hall
2 Baillieston Road
Glasgow
G71 7SB

Telephone: 01417 814 545

Type of inspection:
Unannounced

Completed on:
18 June 2021

Service provided by:
LSL Daycare Ltd

Service provider number:
SP2016012719

Service no:
CS2016347230

About the service

The Enchanted Tree Nursery provides early learning and childcare to a maximum of 34 children aged from two years to those not attending school.

To provide a care service to a maximum of 64 children:

21 children - 2 to under 3 years.

43 children - 3 years to those not yet attending Primary School.

The service is available Monday to Friday, 07:30 until 18:00, throughout the year. It is provided from Broomhouse Community Hall in Uddingston, Glasgow. The provider adapted the hall to ensure it was safe, secure and welcoming for children. The nursery has sole use of the premises during operating hours. Children have use of one large playroom, toilets and a spacious adjacent outdoor area. There is also an additional playroom for physical activities, a kitchen and a small staff room. The nursery is close to parks, wooded areas, shops and public transport links. The provider is LSL Daycare Ltd.

The service aims include: 'To provide a safe, stimulating environment both inside and outdoors' and 'To nurture the self-esteem of each child, to respect his/her individuality and to value his/her contributions.'

This was a focussed inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic

This inspection was carried out by two inspectors virtually. Two inspectors carried out a site visit from the Care Inspectorate.

What people told us

We received nine parental responses via email. They stated very positive comments about the procedures, staffing and management communication and practices. Some comments included:

"I have really appreciated the efforts that Catherine and the staff have made to keep my children/family safe to date during this very difficult period. Not only have they managed to maintain a positive atmosphere throughout this situation, it seems to me that the whole enchanted tree team have gone above and beyond to keep operating in the safest possible manner."

There has been a constant flow of information and communication from the nursery to keep my wife and I updated at all times. Any significant changes were always communicated straight away, so that would allow time for us to organise the boys/family.

During the lockdown period when the nursery was closed (tough times), the staff were still in contact with ideas to engage with the kids and to keep them busy having fun and learning. This was a massive help, and Luca especially always looked forward to the videos the staff sent of science experiments. Brilliant!

For all the above, I would like to take this opportunity to thank them all again for their incredible ongoing efforts. My kids love the nursey, and I would highly recommend the enchanted tree for the safe and nurturing environment that my boys are clearly benefitting from."

"The nursery have dealt with the whole thing extremely efficiently and I have felt my son is very safe in the nursery with all the new protocols they have in place. As with everything the nursery do it is second to none and I could not fault it."

"I'm a parent of a 4 year old girl in enchanted tree nursery, her name is Chloe. She joined the nursery last August 2020 mid pandemic.

Right from the get go ETN made Chloe feel safe, loved, and included. We had her settling in visit in the nursery garden (social distancing) and the girls (Megan and Annie) were fantastic from start to finish.

How the nursery have managed to put all legislation, and necessary procedures in place to keep themselves and the children safe whilst ensuring a nurturing and happy environment for the children to learn is nothing short of a miracle. They are a fantastic team who it is clear from minute you meet any of them have a passion for nurturing children. They're also extremely supportive to myself and other parents as we settle our children into nursery.

In a extremely unsettling time in everyone's lives particularly the children's, they have provided stability and safety in a loving and fun way. I can hand on heart say Chloe loves the nursery as do many of her friends. Her learning and confidence is improving and developing each day thanks to the nurturing environment of ETN.

The nursery's full team have been amazing throughout and even when the nursery has been closed to restrictions they made sure to provide resources for the children for activities they could do at home. We also had a zoom call too.

I honestly can't speak highly enough, amazing staff, amazing management team and amazing nursery."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

3 - Adequate

Quality Indicator 5.1: Children's health and wellbeing are supported and safeguarded during Covid-19.

Our focus during this inspection was to establish if children's health and wellbeing benefitted from their care and support in relation to Covid-19. We concluded that the service was providing a good standard of care.

The management and staff team engaged parents in telephone calls, emails and zoom calls. The service had introduced an app to support the sharing of information. This encouraged two way communication between the service and parents. This enabled staff and parents to update information about the children.

Staff we spoke to felt that systems to ensure that communication was effective and consistent with parents was in place. They acknowledged the challenges around parents not entering playrooms, however staff were confident that they continued to gather and share information with parents at drop off and collection times.

Prior to children returning to the service personal plans were updated to reflect their current individual needs. This allowed staff to support each child's return, taking into account any changed circumstances. This allowed staff to support their return to nursery. We saw examples of how children were being supported especially children who faced challenges, these personal care plans were detailed and recorded all strategic planning with other specialists to support the child. We agreed the service would further establish the new style of personal plans in the service. These were child centred and focused on the health and wellbeing of the child.

During our visit the 3-5 year olds were playing in a small garden with adult led play experiences this meant that children had limited opportunities to shape and design their own play. The management team agreed to review this space and utilise the large green space adjacent to the nursery. Some of the other children enjoyed running and balancing on bikes in the 'astral turf area" However, the children were unable to take risks, explore or problem solve. Children should be supported to be creative and explore their outdoor natural environment. The manager needs to take a risk benefit approach to enable children to play and explore safely outdoors. We have directed the service to Scottish Government guidance "Maximising use of outdoor spaces" which states "Outdoor environments can limit transmission as well as more easily allowing for appropriate physical distancing between children." We also signposted the staff team to best practice guidance "Care Inspectorate, Out to Play." (See Area for Improvement 1).

Medical administration records we sampled reflected best practice guidance containing clear information about children's medical conditions and how medication was to be administered. This included any triggers, signs, symptoms and actions to be taken by staff. Records demonstrated how information was shared with parents when medication had been administered.

Children were protected from harm by staff who had an understanding of their roles and responsibilities in relation to child protection. Staff had participated in child protection training and received annual updates to ensure they maintained their knowledge.

Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.

Our focus during this inspection was to establish whether infection prevention and control practices in relation to Covid-19 supported a safe environment for children and staff. We concluded that the service was providing this at an adequate standard as although there were some strengths these were outweighed by weaknesses.

On the day of the visit, there were infection control procedures in place at the front door anti bacterial soap, masks and tissues and an electronic temperature camera. All staff wore masks in communal areas. There were no clear procedures in place for storage or disposal when they were not being worn. The manager informed us that personal staff small bags were on order. We saw the staff carrying out cleaning tasks and using good handwashing routines. Staff maintained their social distancing from each other and were mindful following infection control procedures. We saw the cleaner cleaning all touch points etc.

The nappy changing area was old and in need of refurbishment and the nappy changing mat and station stained. We pointed out the nappy storage was insufficient and there were no soap or hand towels for children and staff to use. The children's toilet sinks in the 3-5 years area were blocked. The manager acted immediately and a plumber fixed these within hours. The lead inspector can now clarify that photographic evidence showed that these areas are now safe and suitable for use.

We discussed that staff should supervise children when washing and drying hands to ensure this is being carried out properly. The manager agreed to review the use of portable sinks to lessen time for children to stand in queues to wash their hands. Throughout the nursery there was a shortage of soap and hand towels. This was corrected immediately. We discussed the storage of jackets and outdoor suits. These were hung up within the main playroom. The manager agreed to source more suitable storage to prevent the spread of infection. (See Area for Improvement 2).

We identified some areas for improvement around ventilation. We asked for the main playroom windows to be opened, this was carried out. The 3-5 year old playroom windows were painted closed. They did have the door open. We suggested they might want to purchase a Co2 machine to measure air in that room. (See Area for Improvement 2).

Quality Indicator 5.3: Staffing arrangements are responsive to the changing needs of children during Covid-19.

Our focus during this inspection was to establish if staff had the right knowledge, skills and competence to support children in relation to Covid-19. We concluded that the service was providing this at a good standard.

On the day of the visit, we observed warm, sensitive, nurturing interactions between staff and children. We discussed with staff how to use observations to scaffold children's play more effectively. This has the potential to result in children being more actively engaged in a range of play experiences, facilitated by resources that promoted interest, creativity and problem solving for example more loose parts in nursery outdoor garden. (See Area for Improvement 1).

The manager had made use of team meetings, informal communication, staff What'sapp group and digital technology, this was to support staff and give them an opportunity to share their views.

Staff had participated in Covid-19 training specific to early learning and childcare as well as topics to support positive outcomes for children.

Although staff confirmed that they had engaged in Covid-19 infection prevention and control training, concerns were raised about their understanding and implementation of policy and procedures. The manager agreed to review staff knowledge and understanding of Covid-19 policies and procedures. (See Area of Improvement 3).

Parents spoke highly of the support they and their children received from staff during the pandemic. They believed staff were understanding of their child's needs and wishes, this helped to support a smooth transition back to nursery.

Staff we spoke to confirmed that they felt safe at their work and they had been well supported to return. Examples of the types of support they received included 1-1 support; supervision meetings; and the opportunity to complete an individualised Covid-19 risk assessment. This helped to identify and alleviate any anxieties they may have had.

Areas for improvement

1. Children should be supported to shape their own play experiences.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors." Health and Social Care Standards 1.25 and

"I experience high quality care and support based in relevant evidence, guidance and best practice." Health and Social Care Standards 4.11.

2. The manager should ensure that infection prevention and control measures are effective. They should ensure that:

1. There is suitable ventilation in all areas.
2. Children are supported to carry out handwashing effectively.
3. Adults should adhere to Scottish Government guidance in relation to the disposal of face coverings.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: "My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells." Health and Social Care Standards 5.18 and

"My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes." Health and Social Care Standards 5.19

3. The provider should support staff to understand and implement guidance and procedures relating to Covid-19. Staff should be scaffolding children's learning, to maximise a child's own learning potential.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice." Health and Social Care Standards 4.11

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Management should ensure they have robust quality assurance systems to support the development of the service.

Health and Social Care Standards My support, my life 4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

This area for improvement was made on 27 August 2019.

Action taken since then

This Area for Improvement was not inspected as this was a covid inspection and will be looked at in the future.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	3 - Adequate
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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