

Cherrytrees Nursery Day Care of Children

1a and 1c Duddingston Park
Portobello
Edinburgh
EH15 1JN

Telephone: 01316 690 405

Type of inspection:
Unannounced

Completed on:
13 July 2021

Service provided by:
Cherrytrees Childrens Nurseries
Limited

Service provider number:
SP2003001989

Service no:
CS2007145956

About the service

Cherrytrees Nursery is registered to care for up to 117 children up to 12 years old and has been registered with the Care Inspectorate since 2011 and previously with the Care Commission. This service is one of four, provided by Cherrytrees Children's Nurseries Ltd.

Children are cared for in converted premises in Portobello, Edinburgh. Children are cared for within groups of similar ages and stages within one of five playrooms, some of which have direct access to secure gardens.

This inspection was carried out by three inspectors from the Care Inspectorate. We visited the nursery on 6 July 2021 when we spoke to children, staff and team. We reviewed relevant documentation during the inspection and further information and documentation was requested from the manager and was sent to us by e-mail. We asked the manager to distribute an email from us to parents using the service asking for their views. We provided feedback to the manager and provider on 13 July 2021 using Microsoft Teams.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

What people told us

We observed children playing and having lunch. We assessed that most children were happy. We asked the service to distribute our contact details to parents and received feedback from five parents whose children used the service.

Some parents felt informed about changes to procedure in response to national guidance throughout the pandemic.

Communication between the service and parents was highlighted as an issue. The service are aware of this and working towards a solution.

Some comments included:

"The pandemic has meant that my child has not had a lot of interaction with other children and this was a concern for us when he was starting nursery. In addition, we have never seen inside the nursery because of restrictions. However, we should not have worried. He absolutely loves nursery and my husband and I are very confident and happy about leaving him in the hands of the very capable staff. Staff we have encountered are friendly and show a genuine care and interest in our son. He is happy to see them on arrival and we enjoy hearing about how he has got on during the day when collecting him. We are also kept informed with how he is getting on each day via the online daily journal and it has always been made very clear that we can phone at any time should we wish. There are always a mix of activities for him and the children also spend a lot of time outside including going for walks to local parks/the beach".

"We receive only a quick update at picking up. No photos or written messages on learning journal. I was not told about positive cases in the nursery, I understand it may not be in my child's bubble but I was unaware of any cases in the building".

"Communication has been good since the very beginning of the pandemic. Most communication has been done through email, and I always receive a quick same-day response from the Nursery Manager if I've had further questions. The positives of the nursery are the friendly and approachable staff, good communication

from the management and the fact that our child loves going every day! We have had no issues resettling our 2.5 year old back into nursery after a turbulent year and this is mainly down to the staff and their commitment to making every child feel welcome".

"Overall, we've been delighted about the care our daughter receives. She's been attending Cherrytrees since she was nine months old and has developed a strong bond with the staff who care for her. They are always on hand to answer any question we have, they always return calls or emails - we never have to ask for anything more than once. We would really love to see parent's nights re-instated, but understand that this has been difficult due to COVID restrictions. And it would be great to see the nursery newsletter return, however again we appreciate the pressures the staff are under with all the extra paperwork and regulations COVID has brought".

Self assessment

The self - assessment has not been requested as part of this inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Some staff knew the children well and talked to us about meeting their needs. Most children were treated with kindness, and we saw some caring and pleasant relationships especially with the younger children.

Daily diaries were used to provide parents with information on their child. However, parents confirmed that this information was not always provided. Staff should ensure they are completing dairies daily. This would ensure parents are provided with updates on their child's day especially when contact is limited due to the pandemic.

Written observations of children and their next steps in learning were often generic and lacked information on how staff were meeting children's individual needs. The manager stated they have sourced training for staff to improve their written observations about children. The manager should develop a system to ensure consistent practice across the setting. (See area for improvement 1)

Personal plans were available for the children. However, information contained in them was limited. We have asked the manager to review them to ensure that allergy, medical information and additional support needs are documented. Support strategies and actions points should be in place for children who require additional support. This would ensure staff have a consistent approach and meet the needs of individual children. (See area for improvement 1)

We found some appropriate infection control procedures were in place to support a safe environment for children and staff. However, staff's knowledge and understanding around Covid-19 procedures varied. Some children needed support when hand washing, staff did not always wear masks appropriately and physical distancing procedures were not always followed. Some children had no access to the outdoors during the inspection, the manager assured us this was unusual. Staff should ensure children access the outdoor environment daily.

The manager has agreed to remind staff about Covid-19 policies and procedures and ensure consistent practice is in place across the setting.

We found that some other areas within the nursery required upgrading. This included removing the curtains from the tweenie changing/toilet area and replacing them with doors. The wall in the tweenie changing area should be retiled. Nappies should be stored appropriately and ripped changing mats replaced. The manager should ensure that staff are aware of the correct infection prevention and control procedures around nappy changing procedures including a clean and tidy environment. (See area for improvement 2)

Opportunities for the children to engage in open-ended and investigative play both indoors and outdoors were limited. We discussed developing the environment with more natural materials and open ended play experiences to stimulate children's thinking, imagination and problem solving. This will help staff to extend the children's learning through discussion and questioning. (See area for improvement 3)

Children's experiences did not always follow best practice. At times, throughout the day, routine tasks outweighed positive experiences for children. We have asked the manager to ensure a robust quality assurance systems is in place to ensure staff consistently provide good outcomes for children. This should focus on meal times, play opportunities and staff interactions including nurturing and respectful interactions. (See area for improvement 2 under staffing)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1.
To ensure that each child's progress and development is well supported, daily diaries, observations and next steps in learning should be meaningful, evaluative and based on children's interests, needs and stages. The manager should ensure that a consistent approach is used by all staff across the setting. This is consistent with the Health and Social Care Standards 1:15: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'.
2. To ensure children are cared for in an environment that maintains their dignity, is clean and well maintained, the service should make the necessary changes to the bathroom areas. The manager should monitor the environment as part of the quality assurance system. This is consistent with the Health and Social Care Standards 5:19: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment'.
3. To ensure that children's experiences both indoors and outdoors are meaningful a range of resources should be provided that support play, learning and creativity. Staff should use best practice guidance to

evaluate children's experiences, the environment and interactions.

This is consistent with the Health and Social Care Standards 2.27 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity'.

Grade: 3 - adequate

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

Most staff working with children were caring and kind in their interactions. This helped to develop positive relationships with children and created a relaxed environment. Some staff knew children well and could describe how they cared for them in a way that respected their individual needs. There is now a need to ensure these approaches become consistent across the staff team so that all children experience high quality interactions that promote their self-esteem and development.

Staff had undertaken some professional learning to support them in their roles. They discussed the benefit of training through digital technology to help them keep up to date with good practice guidance. Most of these training opportunities supported staff to safely deliver core aspects of their roles such as food hygiene and first aid. The management team now need to consider the skills, knowledge and experience of staff across the nursery and review their overall training plan. At times, the lack of understanding of how children learn and develop impacted the experiences and activities on offer. The balance of skilled and experienced staff alongside those in training or needing support should be addressed. Staff would benefit from further training in areas such as child development to support them to improve children's experiences and play. (See area for improvement 1)

We found that most staff worked well together. Staff who were training for qualifications in early learning and childcare told us they felt well-supported. They were mentored by other staff who helped them to learn and be included in the team. Room meetings also helped staff to share important information about practice and planning for children's care. Staff told us they were well-supported by the manager who they felt was actively working to improve the service.

To support ongoing development and consistency throughout, the service should improve quality assurance processes around the management and leadership of staff. The manager should ensure there is consistency across the service around staff's practice, children's personal planning, resources, environment and understanding of Covid-19 procedures. Attention should also be paid to staff's understanding around Scottish Social Services Council (SSSC) responsibilities including up to date registration. (See area for improvement 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children are cared for by staff who are skilled and knowledgeable the service should access relevant training and undertake professional reading. This should include but is not limited to child development, play and current childcare practice. The manager should ensure it is effective and pulled through to practice by ensuring a robust quality assurance and monitoring system is in place.

This is consistent with the Health and Social Care Standards 3.14 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'.

2.
To support further improvements within the service a robust quality assurance system should be developed. This should include effective monitoring and supervision of staff practice, training needs and registration with the Scottish Social Services Council. A systematic approach to self-evaluation should be adopted. This should include the evaluation of the environment, children's experiences and interactions using best practice guidance, such as, Realising the Ambition.

The manager should ensure a robust action plan is in place to address the areas for development highlighted throughout the inspection and in the report.

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

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

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
12 Dec 2018	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>
25 Jan 2017	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
31 Jul 2013	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings	
26 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Apr 2011	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	5 - Very good
14 Dec 2010	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Aug 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
29 Sep 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Oct 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

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 foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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