

Pear Tree Nursery West Road Day Care of Children

1 West Road
Haddington
EH41 3RD

Telephone: 01620 671 550

Type of inspection:
Unannounced

Completed on:
23 July 2021

Service provided by:
Pear Tree Nurseries Ltd

Service provider number:
SP2006008293

Service no:
CS2018363682

About the service

Pear Tree Nursery West Road, referred to as the service in this report, registered with the Care Inspectorate in July 2018. The service is registered to provide a day care service for a maximum of 94 children at any one time aged from three months to not yet of an age to attend primary school, of whom no more than 30 children are under two years old.

The nursery is in a large Victorian detached house leading into the town centre of Haddington and is close to local amenities. Children aged over 18 months are cared for in the main house. The ground floor provides four playrooms for Foraging Foxes, children aged three to five years, whilst the upper floor provides three playrooms for Curious Cubs, children aged 18 months to three years. The coach house is a separate building to the rear of the property and accommodates Baby Bugs, children under two years. There is an enclosed garden to the rear for children to participate in more energetic activities, with a separate area for Baby Bugs.

At the time of the inspection visit, children were being cared for in smaller cohorts in designated playrooms and garden areas in accordance with national Covid-19 guidance.

The aims of the service are:

- To provide a balanced, coherent, progressive learning environment that provides a varied and stimulating coverage of the 8 areas in the Curriculum for Excellence and the 4 areas of the Pre Birth to Three.
- To provide a safe, stimulating and inclusive environment designed to meet each child's individual needs in line with UNCRC and GIRFEC documents.
- To provide children with opportunities within their day for rest and play and to ensure continuity of care from home to nursery and between settings.
- To encourage children to form good relationships with their peers and adults and foster good relationships with parents and other agencies.
- To provide suitable and sufficient resources within an attractive environment.
- To work effectively as a team to promote staff development and progression within our setting.
- To support the children in becoming healthy individuals.
- To encourage parents to have an active role in the nursery being involved in the development and progression of the service and their child's individual progress.
- To promote independence, confidence, celebrate diversity and equal respect for everyone using our service.
- To provide an inclusive service where we strive to meet the needs of every individual.
- To follow the eco code designed by our stakeholders and continually work to improve our carbon footprint.
- To ensure all service users understand the importance of play in the development of the child and ensure we support all forms of play throughout our service.
- To provide a safe environment during the COVID-19 pandemic following guidance to ensure we are adhering to all changes.

This inspection was carried out by two inspectors from the Care Inspectorate. We visited the nursery on 15 July 2021 when we spoke to children, staff and the provider. We reviewed relevant documentation during the inspection and further information was sent to us by the manager as requested. 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 23 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

There were 79 children present at the time of the inspection visit. We observed children having tea and playing indoors. Staff told us that children had been playing in the garden but due to the high temperature and UV level that day they were playing indoors during the hottest part of the day. We assessed that children were happy and having fun. We received feedback from seven parents whose children used the service. Most parents commented positively about the care and support their child received and told us that the staff were warm and caring. Some parents commented that there had been a high turnover of staff and that they had concerns about the skills of staff to support their child's individual needs. Parents' responses were mixed regarding communications about their child's learning and development. Some parents told us that they appreciated the regular updates recorded on the Family app and that these helped them feel connected to their child's experience in the nursery. Others felt that updates were not personal to their child and did not record their child's individual progress. Their comments included:

- 'As parents, we have been kept fully in the loop regarding all changes to covid regulations and any staffing changes and the bubbles they are in. The 'Family' app is a brilliant way to share photos of progress, achievements and general updates on my child and is a great way for me to communicate with his key worker and office staff. Furthermore, he gets a healthy and balanced meal at nursery too, which is very important to me and the staff are all caring, approachable and well trained. I have recommended the nursery to many of the new parents I have met since having my second child who have duly signed their child up to be a part of the pear tree family'.

- 'The app is always updated to show how my child's day is going. I always feel well informed regarding his food and fluid intake, nappy changes and activities he has participated in. A member of staff also gives us a handover at each pick up'.

- '...can improve on all levels of communication outside day-to-day updates and create a safe space for parents/guardians to raise concerns'.

- 'the nursery is great at keeping us informed via the app, however I have had times when it has been copied and pasted between all children the same comments (I have a few friends at the nursery) comments that should be personalised to each child as they don't all do the same thing'.

- 'My one issue would be regularity of observations as I quite often get the same day observation but approved over a few days (same clothes). Similarly basic spelling and grammar'.

Self assessment

Self-assessment was not requested from the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Children were being cared for in a safe and welcoming environment. Staff were friendly and approachable, and we found that they knew the children in their care very well. They had developed the way they used

digital technology, for example video calling, so that relationships with children and families were maintained during the pandemic. They had also adapted settling-in procedures so that they could get to know new children and their families. This meant that they had the information they needed to support children, as they settled back into the nursery routines. They told us that children had mostly settled back in well and were confident and secure in the setting.

We found that staff responded to children's interests when planning learning experiences and understood their role in providing activities which were appropriate for the child's age and stage of development. All children attending the service had personal plans, which had been reviewed and updated, before children started back in the service. Staff spoke knowledgeably about individual children and what they did to support them. Staff used photographs to record observations of children's experiences and shared them with parents on the nursery app. Parents told us that they felt well informed about their child's day and liked the use of electronic information sharing, especially when they were not able to get into the service.

We found that there was strict adherence to Covid-19 guidance and that procedures were being followed consistently throughout the setting. Children had been formed into smaller cohorts, which supported staff to get to know the children and focus on their individual learning needs better. Children had a variety of opportunities to learn about the world around them, to make friends and have fun. Staff told us that the children played outdoors every day and went for regular outings to the community. Children were learning about healthy lifestyles and knew about healthy foods and exercise. We saw that they were offered a variety of nutritious meals throughout the day, which included a variety of fruit and vegetables. Children were supervised and, where necessary, supported with handwashing regularly throughout the day.

Staff were caring and kind. They were developing open, respectful and professional relationships with one another, which helped to create a positive atmosphere within the service. Staff felt well supported by the manager and provider. They told us that management were approachable and responsive to their ideas for improving the service. Staff were supported to keep up to date and attend a variety of training opportunities. Fact sheets were developed which encouraged staff to take responsibility for finding out more about key practice documents, like Realising the Ambition. All staff had been recruited following safer recruitment guidance and benefited from a supportive induction process. All staff were aware of their roles and responsibilities for protecting children and had a confident understanding of the procedures they would follow if they were concerned about a child's welfare.

What the service could do better

All children had personal plans which were reviewed with parents regularly. We observed that the information was not used to form a support plan, stating how staff could meet children's health, safety and welfare needs. Whilst staff had knowledge of children's individual needs, having access to a support plan would enable all staff to meet children's needs consistently. We made some suggestions about how to improve planning for children's needs. This included ensuring that the support strategies developed in partnership with parents and other professionals are effectively in place and monitored. Staff observed and planned for most children's learning. However, this was not consistent for all children in the setting. We asked the setting to review the schedule and quality of observations so that children's individual progress is recorded in a meaningful and systematic way.

Parents had commented on the high turnover of staff. Due to the pandemic, they had missed the opportunity to get to know new staff. The service had recruited additional staff to enable them to care for children in smaller groups. We asked the service to review the deployment of staff. This is to ensure that

there is an appropriate mix of knowledge and skills of staff in each room so that all children receive a consistent quality of care and support. Whilst some mentors had been identified, who were supporting new colleagues, we asked the service to develop this further so that there are good quality mentors in all rooms who can help to monitor new staff and promote best practice.

Staff had received training which helped them to meet the learning needs of most children. They were keen to gain further knowledge, particularly so that they could develop confidence in supporting children with additional needs better. We agreed that the service should adopt a more systematic approach to developing staff knowledge and skills so that they can continue to provide appropriate and consistent support for all children, as already identified by the setting.

We assessed that the service is well placed to make further progress and respond to the areas for improvement identified at our visit. The service had included these in their current improvement plan. To support ongoing improvement the service should continue gaining parents' views effectively and incorporate these into improvement plans.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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.

Inspection and grading history

Date	Type	Gradings	
9 Aug 2019	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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