

Cherrytrees Children's Nursery

Day Care of Children

Cherrytrees House
Dingleton Road
Melrose
TD6 9QS

Telephone: 01896 820 123

Type of inspection:
Unannounced

Completed on:
6 August 2021

Service provided by:
Cherrytrees Childrens Nurseries
Limited

Service provider number:
SP2003001989

Service no:
CS2003009249

About the service

Cherrytrees Children's Nursery in Melrose has provided a service to the local community since 2002. It is registered to care for up to 81 children between birth and 12 years. This service is one of four, provided by Cherrytrees Children's Nurseries Limited.

The service is provided from a renovated property set back from Dingleton Road, Melrose. The service operates from five rooms, each providing care for children of similar ages. There is a large well-resourced secure outdoor area accessible to the children. At the time of the inspection visit, children were being cared for in small cohorts in designated playrooms and garden areas in accordance with national Covid-19 guidance.

The vision, values and aims of the service are:

'Our vision is to create a safe, caring, welcoming and homely environment where children will have fun and feel nurtured, supported and included. We aim to offer access to stimulating, challenging and robust learning experiences for all children to enable them to reach their full potential.

Our large inspiring and natural outdoor learning environment will offer the children positive experiences where they will have the opportunity to manage their own risk and develop an awareness of the world around them.

We believe that the best classroom is roofed by the sky.

We value

Independence, Achievement, Equality and Equity, Respect and Kindness.'

This inspection was carried out by two inspectors from the Care Inspectorate. We visited the nursery on 29 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 6 August 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 of Care and Support.

What people told us

There were 41 children present at the time of the inspection visit. We observed children playing indoors and outdoors and having lunch. Children told us "This is really, really yummy food" and said that "everyone" looked after them in nursery. We received feedback from four parents whose children used the service. All parents commented positively about the care and support their child received and told us that the staff and management were caring, attentive and knowledgeable. They said that they receive regular updates from staff about their child's progress and were kept well-informed about changes to the service throughout the pandemic. Parents commented that they would like more regular updates on the learning journals about children's progress and achievements.

Parents comments included:

- 'The staff are knowledgeable about child development, the importance of outdoors and play. The staff are nurturing towards my child and have great communication skills.'
- 'My child has recently transitioned to the older nursery and I was kept well informed about the transition and always asked my opinion.'
- 'I think they do well keeping us up to date at the end of the day what the kids have been doing, my child has amazing bonds with the staff in his room and is always so excited when he knows he has a day at Cherrytrees, the staff are all amazing and have brought my child on leaps and bounds.'
- 'They have managed to stay open and attentive throughout a very difficult year. There have never been any staffing issues that I have been aware of, so the level of care has always been brilliant. All the staff are caring and attentive and have a good knowledge of my child, their likes and dislikes. The activities and toys that are available are educational and have really helped my little one improve. Moving to Cherrytrees from a childminder, was really the best thing we, as parents, did.'
- 'The staff are very good with the kids and are always keen to know about any events or changes at home that they can talk through with the children to try and help with coping or transitioning.'
- 'Only suggested improvement would be updating the online learning journals more often.'
- 'Personally, I would like to see uploads on their Facebook page but understand not everyone does.'

Self assessment

A 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	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Children were cared for in a warm and welcoming environment. Children were happy and confident and keen to talk to us about their nursery. We observed them playing in the large garden which offered a variety of play experiences for children. The mud kitchen and loose parts (crates, planks, tyres, logs, ropes, tubes) enabled children to be creative in their play and develop their problem solving skills. Children helped the cook to maintain the vegetable garden which supported their learning through real life experiences. The outdoor environment was well resourced and supported children to explore and use their imagination. Staff engaged positively with children and we observed respectful interactions. They praised children's achievements and encouraged them to learn and practise new skills. Staff responded well to children's interests and used these to promote their learning and development. For example, children used apples picked from the tree in the garden as a numeracy sorting activity.

Throughout the pandemic, staff supported children to settle into nursery effectively. They had arranged short visits for children and sent photographs of themselves and the playrooms to parents so that families could become familiar with their new setting.

All children had personal plans, which were based on the wellbeing indicators, SHANARRI and provided staff with the information they needed to meet children's individual needs. The wellbeing indicators come from the Getting it right for every child (GIRFEC) approach and state that children should be: safe, healthy, achieving, nurtured, active, respected, responsible, and included. Staff shared information with one another so that they could support children's changing needs effectively. Staff were knowledgeable about individual children and what they did to support them.

We observed supportive and respectful working relationships within the staff team, and staff confirmed this. The manager was very involved in supporting her team to ensure the smooth running of the service. Staff told us that their own health and wellbeing had been considered and that they felt well supported by management. Staff were supported to attend a wide variety of training opportunities and were encouraged to reflect on their learning and its impact on their practice. Staff were given leadership roles and spoke enthusiastically about the area they were leading. This has helped to create a shared desire within the staff team to continue to improve children's experiences. Staff were aware of their roles and responsibilities for protecting children and had a good understanding of the procedures they would follow if they were concerned about a child's welfare.

What the service could do better

Personal plans provided staff with the information needed to care for children however, it was unclear when these had been reviewed with parents as this was not consistently recorded. Personal plans should be reviewed every six months or more often if there is a significant change in the child's care and support needs. We made some suggestions about how the service could improve planning for children's needs. These included ensuring that support strategies developed in partnership with parents and other professionals are effectively in place and recorded. Support strategies should also be reviewed regularly in response to children's changing needs and ongoing development. Some essential information had been extracted from personal plans and made available to staff, such as, children's allergies and dietary information. We asked the service to ensure that this information is clearly recorded in all playrooms and to consider including children's photographs so that they are easily identifiable to staff.

Staff recorded observations of children's learning experiences and shared them with parents on the nursery app. The regularity of observations was inconsistent for the different age groups of children and parents told us that they would like more regular updates on the app. The service said that they were in the process of developing a new system for recording the learning progress and achievements for the older children. We asked that they let parents know how and when information will be shared with them about children's learning and development.

The service had a system in place for children who require medication however, we asked the manager to review their recording format. Some records were incomplete and did not consistently provide essential information clearly to support staff to give children their medication appropriately.

When staff were applying sun cream to children, we observed that they remained indoors until this had been applied to all children in the group. This resulted in children becoming restless as they were keen to be outdoors. We asked the manager to review both the deployment of staff and their practice so that children's play is not constrained by nursery routines.

In response to family preferences, many children slept in buggies when they needed a nap. We advised the service of recommended best practice and asked them to review their procedures for children sleeping in the setting.

The service had assessed the risks of Covid-19 and implemented appropriate safety measures. However, we observed that staff were wearing disposable gloves for a variety of purposes and have asked management and staff to review the use of PPE to ensure that they are following best practice guidance for donning and doffing. Children and staff washed their hands throughout the day. We asked the service to continue to encourage children to do this regularly and, where necessary, provide supervision to ensure that this is done properly. We also asked that handwashing facilities for staff in the Beanie room be reviewed so that they are easily accessible. Since our visit, the manager has assured us that a portable handwashing station is now in place.

We directed the service to best practice documents relating to nappy changing facilities. We asked that ribbon curtains are replaced with doors and unused toilets are disconnected and boxed in. The provider assured us that improvements would be carried out to ensure that the areas are easy to clean and provide privacy for children.

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
6 Jul 2018	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
12 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
18 Sep 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Sep 2011	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
20 Jan 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
5 Sep 2008	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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