

# Thrive Childcare and Education Happitots Inverkip Day Care of Children

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**Type of inspection:**  
Unannounced

**Completed on:**  
6 September 2021

**Service provided by:**  
Enchanted Forest Nursery (Inverkip)  
Ltd

**Service provider number:**  
SP2012011768

**Service no:**  
CS2011305898

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

This service registered with Care Inspectorate on 3 April 2012.

Thrive Childcare and Education Happitots Inverkip is provided by Enchanted Forest Nursery (Inverkip) Ltd which is part of the Bertram nursery group. The service operates from the first floor of a two storey building in the Inverkip area of Inverclyde. The service works in partnership with Inverclyde Council to provide early learning and childcare and is registered to care for a maximum of 76 children within the following age ranges:

- 20 children under 2 years
- 25 children aged 2 to 4 years
- 16 children aged 3 to those not attending primary school
- 15 children attending school up to the age of 16.

A full statement of the service's aims and objectives are available from the service.

We wrote this report following an unannounced inspection, which took place on Monday 30 August 2021. Following that we used virtual technology to meet with the staff and deputy manager. Feedback was provided to the management team on Monday 6 September 2021.

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 within this inspection report.

## What people told us

We contacted nine parents by telephone call or email requesting that they share their views on the service. We received four telephone calls and one email response. All parents spoke very positively about the quality of care and support their children received.

## Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We reviewed the improvement plan and Key Question 5 self-evaluation for the service which demonstrated some priorities for improving outcomes for children.

## From this inspection we graded this service as:

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

## What the service does well

Children were happy and having fun at the service. Warm nurturing relationships had been developed between children and staff and we observed staff provide praise, encouragement, support and comfort when needed. This helped children to feel safe and secure.

Parents spoke positively about the level of communication offered by the service and gave examples of how staff involved them in their children's learning. This included online electronic recording system called EY log and regular newsletters. This told us that staff involved parents in the life of the centre.

Sensitive settling-in procedures were in place to support children getting to know staff members who may be new to them and effective information sharing across team members supported positive transitions for children. Parents spoke positively about the opportunities to support their children to settle at the service and one parent told us that as the result of well planned settle in procedures, they could return to work feeling confident that her child had developed positive relationships with the staff team.

The service had systems in place to ensure the safe storage and administration of medication. To ensure the health and wellbeing needs of the children were met, medication consent forms and health care plans were in place for children who required medication.

Through discussion staff demonstrated that they knew the children in their care well and they provided support to meet children's individual needs. Each child had a personal plan that identified their health, welfare and safety needs and the plans that we sampled were reviewed with parents where appropriate. We discussed with the staff and management team how plans should now be further developed and monitored to ensure they clearly document how staff plan to support children to meet their individual needs and any strategies to be implemented. This will ensure that all staff have a clear understanding of how to support individual children.

## What the service could do better

We observed that some areas of the premises were in need of maintenance attention. We saw that paint was chipped in many areas of the playroom walls and some doors to playrooms required to be painted. The provider and management team should remove any damaged or broken toys from playrooms and consider implementing a plan to review and improve the overall presentation of the premises to ensure a welcoming environment for children and staff.

It was not always clear how staff used local and national practice guidance, including, The Scottish Government's document "Realising the Ambition: Being me, National practice guidance for early years in Scotland" and Care Inspectorate's "Our Creative Journey" to support children's play, care and learning experiences. For example, we observed children in the 2-3 room were moved as a group from activity to activity, rather than having the choice to participate in experiences that were well planned out with rich play and learning opportunities. Experiences and resources should be better planned throughout the service to provide play and learning experiences which offer challenge and stimulation, whilst reflecting the interests and needs of children attending the service (Recommendation 1).

We found that the service had worked to improve children's outdoor experiences and made satisfactory use of areas in the local community including the local multi use games area, the beach, the forest and Inverkip marina. However we found that the quality of children's experiences whilst attending these areas could be further improved. In addition we found that there were limited opportunities for play and exploration outdoors for babies. We have recommended that the service further develop the outdoor garden space to ensure all children including babies can access outdoor play opportunities more frequently (Recommendation 2).

Some staff demonstrated a basic understanding of their roles and responsibilities in safeguarding children, however, not all staff were familiar with the procedures to follow should they have any concerns. We found that child protection training was scheduled for August 2021 however due to staff absences this was cancelled and rescheduled. We have asked the management team to ensure all members of staff and management receive a level of child protection training relevant to their role as a matter of priority. In addition we have asked the management team to provide opportunities for newly appointed staff, agency staff and students to access child protection awareness training as part of their induction to the service. This will ensure all staff have an understanding of the procedures to follow should any concerns arise (Recommendation 3).

We identified areas for improvement in respect of infection control procedures in place to support a safe environment for children and staff. This included staff training on infection prevention and control and management auditing staff practice. This was a recommendation made at the service's previous inspection in October 2019. We found it had not been met and therefore, will be repeated within this inspection report (Recommendation 4).

There had been significant changes within the management team since our last inspection and we found that the newly appointed team lacked leadership experience. For example; the service had recently had an outbreak of an infectious disease and the management team had not notified Care Inspectorate, we found that the service improvement plan was not reflective of the service priorities that the management shared with us during discussion and as detailed within this report the current quality assurance processes were not effective.

We recommend that the provider should implement a program of support to ensure that the current management team is supported to develop their skills, knowledge and expertise required to manage the service effectively (Recommendation 5).

The newly appointed management team had taken steps towards implementing monitoring processes within the service. A monitoring calendar was in place which identified areas the management team planned to monitor including, the quality of the playrooms and the content within children's profiles. We found that monitoring was at the very early stages and this was not yet having a positive impact on the quality of children's experiences. We have asked the management team to extend monitoring arrangements to ensure this includes focused audits and observations of staff practice in relation to the delivery of service policies and procedures to ensure they are embedded in staff practice. We sampled quality assurance records that had been completed and we discussed ways that the service could develop this further by involving all people who have an interest in the service. The management team should also ensure self-evaluation is outcome focused, outlining any improvements made and recording the impact for children, families and staff (Recommendation 6).

Staff told us they placed value on the open door procedures that the management team adopted to ensure they could discuss any concerns. We found that staff would further benefit from opportunities to meet with management to discuss their role and personal development through staff professional development review or appraisal process. This would provide staff with opportunities to highlight individual strengths, celebrate achievements and identify areas for further development (Recommendation 7).

Care Inspectorate were appropriately notified of an incident which occurred at the service and resulted in a child being left alone and unsupervised for a period of time. As part of this inspection we reviewed the documentation relating to this incident and found that witness statements had been gathered to determine what had taken place. However, we found that the service had not completed a sufficient investigation into the incident to identify any further learning opportunities or training requirements for staff and that a referral to the Scottish Social Services Council (SSSC) had not been carried out. We have recommended that a robust investigation or retrospective written account is completed to confirm appropriate action is taken to ensure children are safe and appropriately supervised at all times (Recommendation 8).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 8

1. The provider and the manager should continue to monitor the quality of experiences and play resources available to children to ensure children receive high quality play opportunities within a rich, exciting and enabling environment. Play experiences should offer breadth and challenge whilst promoting play, learning and continued enjoyment.

This is to ensure that the environment is consistent with the Health and Social Care Standards which state; "I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices" (HSCS 5.21), "As a child I have fun as I develop my skills in understanding, thinking, investigation and problem solving including through imaginative play and storytelling" (HSCS 1.30) and "As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials" (HSCS 1.31).

2. To ensure that children can make choices about their play and have sufficiently regular access to the outdoors we recommend that the provider and the manager further improve the outdoor play space to ensure this provides suitable play opportunities and experiences for all children, including young babies.

This is to ensure that the service complies with the Health and Social Care Standards which state; "As a child I play outdoors every day and regularly explore a natural environment" (HSCS 1.32).

3. To promote a high quality of care and support for children all staff should access further training or self-learning in Child Protection. In addition newly appointed, trainee and agency staff and students would benefit from receiving child protection awareness training as part of their induction to the service. This would ensure all staff working directly with children had an understanding of how to protect and safeguard children.

This is to ensure that care and support is consistent with the Health and Social Care Standards 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" (HSCS 3.14) and "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

4. Management should uptake an audit of staff practice in relation to infection control procedures to ensure that staff are knowledgeable, competent and suitably trained. Staff practice should be reflective of best practice guidance, "Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)".

This is to ensure that the service complies with the Health and Social Care Standards which state; "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

5. The provider should Implement a plan for further support and training for the management team to ensure the manager, the interim manager and depute manager are provided with the opportunity to develop skills appropriate to their role and seek support and guidance where required. Any staff new to their position would further benefit from the allocation of a mentor to ensure they are sufficiently inducted to their role and are confident with implementing organisation policies and procedures.

This is to ensure that the management and leadership is consistent with the health and social care standards which state; "I use a service and organisation that are well led and managed" (HSCS 4.23).

6. The management team should further develop and implement systems for monitoring and evaluating the service. Robust quality assurance systems should be in place to support the service to develop and improve outcomes for children. In order to achieve this the management team should;

- (a) Further develop the monitoring calendar to outline when specific monitoring tasks will be undertaken.
- (b) Ensure monitoring of staff practice and the implementation of organisational policies and procedures is carried out frequently and purposeful feedback is provided to support staff to make and sustain improvements.
- (c) Further develop self-evaluation processes to ensure this reflects the service strengths and areas for further improvement. The service would benefit from implementing the use of a self-evaluation framework such as Education Scotland's 'How good is our early learning and childcare'.
- (d) Consult with and involve all stakeholders including staff, children and parents in self-evaluation processes.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards that state; "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

7. To ensure staff are confident, competent and able to reflect on and improve their practice, the management team should further develop their process for undertaking staff professional development reviews. This will ensure that staff are provided with the opportunity to discuss their professional development and identify individual achievements and areas for further development.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards which state that: "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" (HSCS 3.14).

8. The provider and management team should complete a written retrospective account or internal investigation for the incident detailed within this inspection report and document their findings, any future learning and identified training needs for staff, any disciplinary action taken and any referrals to the regulatory body Scottish Social Services Council (SSSC).

This is to ensure that the management and leadership is consistent with the Health and Social Care Standards which state; "I use a service and organisation that are well led and managed" (HSCS 4.23).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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

#### Recommendation 1

Management and staff should review children's personal plans to ensure they identify children's next steps in learning and outline how the service plans to meet individual children's health, welfare and safety needs. Plans should be reviewed with children and parents within a six monthly period, or sooner if required.

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

**This recommendation was made on 19 December 2019.**

#### Action taken on previous recommendation

We found sufficient evidence to demonstrate that children's personal plans had been reviewed and identified children's health welfare and safety needs. This recommendation has been met.

#### Recommendation 2

To ensure that children can make choices about their play and have sufficiently regular access to the outdoors we recommend that arrangements for the provision of outdoor play and learning are reviewed and improved.

This is to ensure that the service complies with the Health and Social Care Standards which state; "As a child I play outdoors every day and regularly explore a natural environment" (HSCS 1.32).

**This recommendation was made on 19 December 2019.**

#### Action taken on previous recommendation

This recommendation was made at inspection dated 2 October 2018, however limited evidence was found to suggest this had been reviewed and improved for children.



Therefore this recommendation was repeated on 10 February 2019. We found sufficient evidence to demonstrate that the arrangements for children accessing outdoor play have been improved. This recommendation has been met.

### Recommendation 3

Management should uptake an audit of staff practice in relation to infection control procedures to ensure that staff are knowledgeable, competent and suitably trained. Staff practice should be reflective of best practice guidance, "Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)".

This is to ensure that the service complies with the Health and Social Care Standards which state; "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

**This recommendation was made on 19 December 2019.**

#### Action taken on previous recommendation

We found insufficient evidence to demonstrate that this recommendation had been met. Therefore this recommendation will be repeated within this inspection report.

## Inspection and grading history

Date	Type	Gradings	
29 Oct 2019	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Oct 2018	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
31 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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