

Cherrytrees - Hawick Day Care of Children

5 Noble Place
Hawick
TD9 9QF

Telephone: 01450 378 051

Type of inspection:
Unannounced

Completed on:
23 August 2021

Service provided by:
Cherrytrees Childrens Nurseries
Limited

Service provider number:
SP2003001989

Service no:
CS2008178015

About the service

Cherrytrees-Hawick, referred to as the service in this report, has provided a service to the local community since 2008. It is registered to provide a care service to a maximum of 63 children between the ages of six weeks and 12 years. This service is one of four, provided by Cherrytrees Children's Nurseries Limited.

The service operates from three rooms, each providing care for children of similar ages. Children can access an outdoor area from each room. At the time of our inspection visit, the service was providing care for children under school age.

The service is in partnership with Scottish Borders Council to provide funded early learning and childcare to children.

The vision, values and aims of the service are:

Vision: To provide a friendly, caring, safe and fun environment for all.

Values: P. A. C. T. - Positivity, Achieving, Caring, Teamwork

Aims:

Children and staff to have a positive environment where they can play and learn.

Children and staff to have an environment that allow them to achieve.

Children and staff to be respected and cared for.

Staff to work as a team to provide a positive role model for children.

This inspection was carried out by two inspectors from the Care Inspectorate. We visited the nursery on 17 August 2021 and 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 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 24 children present at the time of the inspection visit. We observed children having lunch and playing outdoors. We received feedback from fifteen parents whose children used the service. All parents commented positively about the care their child received and told us that children's individual needs were supported well by staff. They said that staff were friendly and helpful. Parents told us that information about their child's day was shared by staff when they collected their child, as well as being recorded in daily diaries, and observations in learning journals. They appreciated receiving more regular updates in the learning journals recently. Parents commented that they had missed not being able to attend a parents' evening in the nursery because of the pandemic.

Parents' comments included:

- 'Cherrytrees has been so supportive throughout this pandemic.'
- 'The nursery have been amazing during a very difficult time for everyone. I have always been happy with the care and communication but especially so towards the end of last school term and a lot of excellent changes and work put in to celebrate the older ones graduation in particular.'
- 'Excellent staff, they always keep parents up to date on what is happening and what your child has been doing.'
- 'They are great at transition time which can be tricky.'
- 'Staff have been brilliant over the last 4 years and have really helped bring my child on. Updates during Covid were good and we had phone calls from staff to check how kids were getting on.'
- 'The staff are super, always welcoming and smiling, it is the people that drive the relationships with the children and we have always been really happy with the way our children are treated as individuals. They have been really supportive throughout the pandemic so far and have always tried their best to meet our needs within the constraints of the changing restrictions etc.'
- 'Friendly staff, daughter settled in very quickly and seems very fond of the staff, varied menus encourage my child to try new foods.'
- 'I think the nursery are doing well with the new observation system. They are more accurate and focus more on my child's individual achievements.'
- 'I would like more pictures on the online journal, maybe some more artwork home or maybe progress cards/posters of their time monthly to bring home so we know what they've been up to.'
- 'I have had a fantastic experience while my child has been in Ducklings. The staff were good at putting my mind at ease when I was first taking them. The Ducklings staff are worth their weight in gold and more.'

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 received nurturing care and support in a welcoming environment. Staff knew children well and were supportive of individual needs. Staff were calm and gentle when responding to children. Staff were respectful when interacting with children and encouraged children to respect each other.

We observed lunchtime and saw that children could take as long as they needed to finish their meal. Staff sat beside the children and interacted with them as they ate their lunch. Children's dietary needs, preferences and allergies were considered sensitively by staff so that food was supplied safely, and children felt included. Children had opportunities to influence change within the setting. For example, staff had incorporated children's ideas into the lunch menu. This showed that children were listened to and respected by staff.

Staff actively encouraged children to make their own choices during play. We observed children taking toys from the playroom that they wanted to play with in the garden. Children had opportunities to explore the local environment and told us about the birds they had seen on their walk.

At the time of our inspection visit, the management team had recently changed. We found that the staff team were enthusiastic and re-energised under the new management. Staff felt valued and respected as their views and ideas were sought and responded to by the new manager.

The service had taken positive action to improve the environment by decorating inside and outside of the building. The use of neutral décor indoors had created a calmer space for children and staff. Children's learning resources had been enhanced by the introduction of more natural materials to promote open-ended play. An improvement plan was in place which identified relevant areas for improvement to further develop the environment, children's learning experiences and staff knowledge.

What the service could do better

All children had personal plans which contained information about children's needs and interests. The service was changing the format of the personal plans to incorporate the wellbeing indicators. We discussed with the manager that the information in children's personal plans could be used to develop strategies to support children's individual needs. Support plans should be developed in partnership with parents and other professionals and implemented by staff. Support plans should be reviewed regularly in response to children's changing needs and ongoing development.

Staff were aware of their roles and responsibilities for child protection. The service should ensure that new staff complete child protection training promptly so that they are confident in recording and reporting any concerns.

The service had a system in place for children who require medication. However, we asked the manager to review their recording format so that information is recorded clearly to support staff to give children their medication appropriately.

Cots were available for babies to sleep in. Older children however, slept in buggies when they needed a nap. We asked the service to review the sleeping facilities so that there is an alternative for children who prefer not to sleep in a buggy.

A new method of planning for children's learning had been introduced. Staff were developing the way they use their observations of children to plan for their next steps. Staff should ensure that children's next steps in learning are based on meaningful assessment of observations so that they are relevant. Parents told us that they appreciated the recent improvements to the quality and regularity of observations in the learning journals. Staff should continue to build on these improvements to share children's learning progress and achievements with parents.

Staff and management were keen to continue to make improvements to the environment and children's resources. This should help to create a rich environment for children to play and learn. Staff were becoming familiar with Realising the Ambition: Being Me, the national practice guidance for early years. We suggested that they continue to use this guidance to evaluate the quality of children's experiences, interactions, and spaces and to view these from the child's perspective. We asked the service to review the outdoor space for

the youngest children as this area was small and provided limited space for children to explore. The service plans to develop another area which will improve outdoor play experiences for the youngest children.

The service had assessed the risks of Covid-19 and implemented appropriate safety measures. Staff wore masks when in communal areas, PPE was worn at proper times, touchpoints were cleaned throughout the day and rooms were well ventilated. Staff should review their Covid-19 risk assessment regularly in line with national guidance to ensure that safe practice is maintained.

We assessed that the service is well placed to make further progress and respond to the areas for improvement that we have identified within this report. Some areas were already incorporated into the service's current improvement plan. To support ongoing improvement, the service should continue to develop quality assurance methods and the professional development of staff.

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
1 Nov 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
12 Nov 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
23 Jul 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Jul 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
6 Aug 2009	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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