

Pine Trees Nursery Day Care of Children

1 Ayr Road
Prestwick
KA9 1SX

Telephone: 01292 475 372

Type of inspection:
Unannounced

Completed on:
23 March 2022

Service provided by:
Pine Trees Child Care Limited

Service provider number:
SP2012011999

Service no:
CS2012314461

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.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families. There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Pine Trees Nursery, was registered by Care Inspectorate on 29 March 2013.

The service is a daycare of children service which is operated by a private provider and can care for up to 90 children at any one time. Maximum numbers of children within designated age ranges are as follows:

No more than 24 children aged 0 to under 2

No more than 20 children aged 2 to 3

No more than 36 children aged 3 to 8

An additional 8 children aged 2 to under 3 or 10 children aged 3 to under 8 may be accommodated in the outdoor cabin.

The service is centrally situated in the town of Prestwick in South Ayrshire and has easy access to a range of community resources including the beach, tennis courts, local shops and community halls.

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

During this inspection process, we issued a digital survey to the manager and asked that this was shared with all parents of children attending the service. We received 52 responses. All parents who completed the digital survey spoke positively about the experiences they had using the service. Comments made in response to our questions included; "The staff are incredible and my child loves nursery", "Our child adores Pine Trees and we are extremely happy with the service they offer" and "Excellent nursery with happy children. Staff go above and beyond to find solutions to help children feel secure".

Further comments made by parents will be included within the body of this inspection report.

Self assessment

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

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	4 - Good

Quality of care and support

Findings from the inspection

We evaluated this theme as good, where several important strengths impacted positively on outcomes for children and clearly outweigh areas for improvement.

Children were relaxed, happy and settled within the service. They had developed positive friendships with peers and nurturing relationships with staff. We observed happy children playing together and having fun.

On-going effective communication with parents helped to maintain positive relationships. Parents placed value in regular emails, social media updates and of the online electronic recording system, I-connect in keeping them updated with their child's progress. One parent told us, "I am very pleased with the information shared on the app and the staff are always very responsive. If I have any further questions this can be discussed either face to face at collection or by email during the day." Parents were offered the opportunity to join a parents committee or attend virtual meetings which enabled their voices to be heard. This demonstrated that parents were supported to be involved in the life of the service.

Staff worked with parents to plan for their child's care and had gathered meaningful information about children's health, wellbeing and safety needs. We sampled children's personal plans and found some inconsistencies with staff recordings. For example, not all plans identified the strategies in place to support children's individual needs and where risk assessments had been developed for individual children these did not consistently contain an appropriate level of information to ensure children's wellbeing and safety. The management team should ensure that personal plans and risk assessments are monitored more robustly to enable all staff to have a clear understanding of how to support individual children.

We audited medication that was being stored on the premises and found that the medication procedures should be reviewed and updated in line with Care Inspectorate's guidance, "Management of medication in day care of children and childminding services". For example, we found that for one child with allergies there was no medication on the premises and that the storage of medication for children attending the upstairs playroom had the potential to delay medical treatment as medication was stored downstairs. We have asked that where the management team have taken the decision to store children's emergency medication in this way, that a risk assessment is developed and parents are consulted. This will ensure children's health needs are met safely.

We observed lunch routines and found that children were expected to sit for a lengthy period prior to foods being served and that further opportunities could be provided for children to be more independent in the preparation and self service at mealtimes. In addition, we found opportunities for staff to sit with children to model positive attitudes towards mealtimes could be increased to ensure that children receive a more positive, relaxing experience.

We were not satisfied that the service had appropriate infection control procedures in place to support a safe environment for staff and children in relation to Covid-19. We observed that some edible materials and a cooking appliance was stored within a nappy changing area, some cleaning arrangements for outdoor resources and the outdoor classroom were ineffective and that staff needed to be more vigilant about effective use of face coverings to prevent the spread of infection (recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should ensure that children are cared for in a safe and hygienic environment and sufficient measures are in place to protect children. In order to achieve this the management team should;

(a) Ensure that a cleanliness check is completed every day prior to children arriving in compliance with Health Protection Scotland guidance "Infection Prevention and Control in Childcare Settings (Day care and childminding settings)".

(b) Monitor staff practice to ensure staff are implementing the Scottish Government's Covid-19 best practice guidance; Coronavirus (Covid-19): early learning and childcare (ELC) services, within their practice.

This is to ensure that the care and support for children is consistent with the Health and Social Care Standards which state that: "My environment is safe and secure" (HSCS 5.17).

Grade: 4 - good

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

We evaluated this theme as good, where several important strengths impacted positively on outcomes for children and clearly outweigh areas for improvement.

Staff engaged well in professional dialogue during this inspection. They told us they felt valued, included in the team and supported by management. Staff were respectful in their interactions with each other, children and parents creating a welcoming ethos within the service.

Staff recognised the value of a partnership approach with parents and worked hard to build trusting relationships. A keyworker system was in place which enabled staff to get to know children and their families well. Parents commented positively on the staff team and the care their child received. One parent told us, "The staff are confident, reassuring and friendly which as a parent, is really important."

Newly recruited staff told us that they felt welcomed by colleagues and that an induction process was in place to help them understand their new roles and responsibilities. We sampled recruitment documentation and found that staff references had not consistently been sought prior to staff gaining employment and that for one staff member, a reference had not been sought from their most recent employer. To ensure staff are recruited safely we have signposted the manager to Care Inspectorate's guidance, "Safer recruitment through better recruitment" available at <http://hub.careinspectorate.com>.

Staff were enthusiastic and keen to develop their skills. They had undertaken a range of training opportunities including cot death trust, child protection and communication and language training. Staff told us they were encouraged to reflect on training attended, however, we found that some training evaluations lacked in-depth reflection and did not identify how staff planned to improve their practice or experiences and outcomes for children. The management team should further consider how they monitor the impact of training attended by staff to ensure this improves the quality of the service.

It was unclear how staff used local and national practice guidance, including, The Scottish Government's document "Realising the Ambition: Being me" to support children's play and learning experiences. For example, we found that children had limited opportunities to experience malleable play; such as playdough, sand or water and we observed a child requesting paper to paint, which was denied by staff. 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.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We evaluated this theme as good, where several important strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

The management team were passionate and committed to the development of the service. The manager sourced records, documentation and answered questions required to support the evaluation of the service. Where we identified areas for improvement as the result of this inspection, the manager was proactive in reviewing and updating documentation. We received assurance prior to the completion of this report that some improvements had been introduced. For example, medication recordings had been reviewed and the medication policy had been updated on the second day of inspection.

The service monitoring calendar and improvement plan was underpinned by relevant local and national guidance and legislative frameworks. Plans for improvement were reviewed as a team regularly and they clearly outlined points for action, team responsibilities and timescales which were realistic and achievable. This approach ensured a shared vision within the service.

The management team worked well together to lead self-evaluation and quality assurance processes within the service. The views of parents, staff and children were sought regularly which supported a culture of continuous improvement. A shared responsibility was evident within self-evaluation and monitoring tasks throughout the service, however, we found some inconsistencies in the quality of monitoring undertaken. For example, one record that we sampled focuses on monitoring children's plans. This did not include clear details of what plans were considered in the audit or provide relevant details relating to any identified strengths or areas for improvement. We suggested that the manager should review monitoring arrangements to ensure a clear focus on developing and improving the service.

Support and supervision systems were in place, this included termly key worker reviews, peer monitoring and annual appraisals. These opportunities supported staff to set personal learning targets. However, we found inconsistencies with the quality of the records and identified missed opportunities to facilitate professional discussions to help consolidate practice. For example, in one of the records we sampled a staff member refers to children by their nationality. The manager would benefit from having a clear overview of staff recordings to ensure staff use appropriate language. In addition, staff would further benefit more constructive feedback, and signposting to best practice guidance to support improvement. This would help the management team to build capacity in staff by identifying gaps in professional knowledge and understanding.

During this inspection, we identified that an incident had occurred where staff practice had put a child's wellbeing at risk. This incident had not been reported to Care Inspectorate in line with Care Inspectorate's guidance, "Records that all registered care services (except childminding) must keep and guidance on notification reporting". We asked that the manager revisit her understanding of the guidance and to submit a notification to Care Inspectorate, which we received promptly.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings
10 Jul 2019	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>6 - Excellent</div>
20 Oct 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>
2 Dec 2015	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>
11 Dec 2013	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>4 - Good</div>

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