

Treetop Family Nurture Centre Day Care of Children

Hillend Road
Inverkeithing
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Telephone: 01383 602 376

Type of inspection:
Unannounced

Completed on:
27 October 2022

Service provided by:
Fife Council

Service provider number:
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Service no:
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About the service

Treetop Family Nurture Centre operates over two sites in Fife, one in Inverkeithing and one in Rosyth. Across both settings, no more than 174 children can be cared for at any one time.

Treetop Family Nurture Centre Inverkeithing can care for 100 children. The purpose-built setting has three playrooms for children and each has direct access to their own toilets and well-developed outdoor play spaces. There are also other rooms available to offer family support sessions, such as cooking, Baby Massage and Bookbug sessions. The service shares a campus with the local primary and high schools and is close to local transport links and amenities.

Treetop Family Nurture Centre Rosyth can care for 74 children. The service is located in a residential area, close to local shops. It is built within a good amount of greenspace and a small allotment has been created in the grounds. Children are cared for across three playrooms and have direct access to toilets and outdoor play. As with the Inverkeithing site, other rooms are available to invite families to spend time with children and staff. There is also a 'flexi space' that is used for a variety of play experiences and plans are in place to develop a 'Community Room' through fundraising.

About the inspection

This was an unannounced inspection which took place on Wednesday 26 and Thursday 27 October 2022. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spent time with 74 children using the service and 17 of their family members
- spoke with 10 staff and the headteacher as well as the leadership team
- observed practice and daily life
- reviewed documents.

Key messages

- Children were happy, confident and nurtured through their care, play and learning.
- Staff cared deeply about children and treated them with warmth, kindness and compassion in a loving and respectful way.
- Children enjoyed very good, high-quality play that encouraged them to thrive and flourish.
- Very good personal planning supported children to achieve their potential, including where children's individual strategies were in place to meet their needs.
- Most families were very positive about the guidance, advice and support they had experienced through the family support programme and with their child's keyworker.
- The setting was safe, secure, clean and well-maintained across both premises.
- Strong leadership and a culture of continuous improvement supported children to flourish.
- Children were cared for by staff who had a good mix of skills, abilities and experience, including in the support they offered each other to learn and reflect.
- Families could be more included in influencing change through a range of strategies that meets their needs.
- Children would benefit from spending more time in the local community, exploring different play opportunities.
- Staff could improve how they deploy themselves at busier times of the day; for example, mealtimes and pick up times.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

5 - Very Good

We evaluated this key question as very good, where major strengths were supporting positive outcomes for children and there were very few areas for improvement.

1.1 Nurturing care and support

Children were happy and confident in their routines. Staff nurtured and cared for them, skilfully responding to their actions, emotions and words to support their wellbeing. Each child was treated as a unique individual and staff responded to their immediate needs compassionately. Staff recognised how they could nurture and support parents and carers in family life. This helped most families build strong and trusting relationships with the team, supported by a sense of love and respect for each child's needs, rights and wishes. As a result, children were relaxed and settled in nursery life, giving them the opportunity to get the most out of their experiences and achieve their potential.

Personal planning was having a positive impact on children's care, play and learning outcomes. Most families felt included in making decisions about their child's personal care routines as well as their experiences. Staff used this information to nurture children's needs and encourage them to thrive and flourish. By combining this information with their very good understanding of child development, staff worked to ensure that appropriate support strategies were in place to meet children's needs.

Some families told us they had been offered additional guidance which had helped them to access the right support at the right time. Staff worked closely with other professionals to meet children's needs and the family support programme was a key strength of the service. Most staff played a role in offering part of the programme which offered a welcoming and inclusive approach that enabled and empowered families to lead a positive and fulfilling life.

Meals and snacks were nutritionally balanced and healthy. Children had some opportunities to plan and prepare these foods and could choose what they wanted to eat. We asked the service to consider how mealtimes could be a more positive social experience and we have commented further on this under key question four.

1.3 Play and learning

Children enjoyed fun and engaging play experiences that helped them to develop and learn. They were able to make their own choices, most of the time, supporting them to build resilience and independence. One child told us that they loved coming to nursery to see their friends and play with the "amazing stuff". Children were confident when exploring their own abilities, persevering when things were more challenging and celebrating when they mastered something new. These achievements were shared in children's personal learning journey folders, as well as on displays and private social media sites. This made children's learning visible and told children that their contributions were valued.

Staff carefully and thoughtfully observed children's play to understand their learning and progress. They used what they saw to plan play which was appropriate for children's development, using research and best practice to offer very good opportunities. When children were playing, staff spent time with children at the right times, supporting them when they were unsure and challenging them to build confidence.

Children's play was adapted sensitively to respect their rights and choices and this meant children led and influenced their play in a meaningful way. As planned, the team should continue to review and develop the opportunities available for children so that it remains relevant to all children and families.

How good is our setting?

5 - Very Good

We found significant strengths in this key question and these positively impacted on children's wellbeing, therefore, we made an evaluation of very good.

2.2 Children experience high quality facilities

Children played with a very good variety of open-ended and natural resources that encouraged them to be creative and build their imagination. They could choose whether to play indoors or outdoors most of the time, meaning they could explore their own ideas freely and confidently across the play spaces. Children were respectful of their play space and took very good care of their toys. The outdoor play spaces were welcoming, fun and exciting, offering high quality play opportunities, such as planting and growing as well as active, physical play. The balance between planned and spontaneous play was very good and helped create a calm and secure environment, free from overwhelming noise and with access to fresh air and natural light. Some families told us that they would like to see their children spend more time in the local community and staff had begun to consider how they could achieve this soon. We agreed that this would improve children's experiences and support their play and learning.

Both nurseries were safe, secure and well-maintained. The furnishings and equipment were high quality and there were positive plans to use space in the buildings more effectively as the service grows and develops. For example, the nursery was fundraising to create a 'Community Room' in the Rosyth site as a space for families to meet and chat with each other, encouraging positive community connections. Staff and management had developed risk assessments to understand how to keep children safe and they made changes to these when new or undiscovered hazards came to light. Accidents and incidents were well managed and staff always reflected on their practice to learn lessons and make changes. More information about how to support children with head injuries would ensure everyone knows what to do if, and when, more immediate medical attention is needed.

There were very good procedures in place to reduce the risk of the spread of infection. The premises were visibly clean and welcoming. All staff helped to keep the setting clean so that children remained safe and healthy. Children and staff washed their hands frequently and children were sensitively encouraged to do this, most of the time. Some children did not wash their hands after mealtimes and we asked staff to be more vigilant at this time of day. More information on this is considered in key question four.

How good is our leadership?

5 - Very Good

We found a strong culture of continuous improvement that did not require significant adjustment to promote positive outcomes for children. Therefore, we evaluated this key question as very good.

3.1 Quality assurance and improvement are led well

Staff were guided and influenced by a strong, aspirational vision for children and families. This was supported by nurturing and compassionate values which recognised each individual child as part of a wider family unit, influenced by life at home.

Their values and aims kept them focussed on recognising changes in children's behaviour and family life that may change the support they need. All staff had worked together to create the vision, values and aims so that these were shared and families were offered a consistently high quality experience that promoted positive outcomes for children.

There was very strong leadership across the management team and staff were empowered and enabled to influence and implement change. We saw very good evidence that the team spent quality time together to reflect on their practice and understand what they do well, how they know and what they want to improve. This showed a drive to succeed and dedication to improving children's care, play and learning. These discussions formed part of the very good systems to monitor and evaluate how the nurseries worked and what this meant for children. Staff used relevant theory, research and best practice very well to influence changes so that improvements impacted positively and quickly on children's experiences.

Management and staff had recognised that improvements could be made to include children and families more in leading and influencing the work of the nurseries. Any feedback the team received from parents and carers was discussed and reviewed quickly so that relevant changes could be made. However, since the pandemic, the team had found it challenging to encourage families to be more involved in nursery life. One parent suggested the nursery could use different interactive learning platforms such as Seesaw to communicate with families. Making these improvements will ensure families feel fully included and respected.

How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on children's outcomes and clearly outweighed areas for improvement. Improvements will maximise children's wellbeing and offer them consistently positive experiences.

4.3 Staff deployment

Children benefitted from a good mix of skills, abilities and experience of staff. Management had carefully planned which staff would work best together to support positive outcomes for children. This included planning for children's transitions into the nursery, between rooms and into school. Staff were committed and dedicated to their roles and understood the important role they played in children's lives. Realistic plans were in place to ensure children received continuity and consistency regardless of any planned or unplanned absences. This supported minimal disruption to children's routines so they were settled and calm.

During children's play, staff were mostly flexible in supporting each other to meet children's needs. Arrangements were in place to mentor new staff and this meant children's high quality experiences were maintained. Staff responded quickly and sensitively to children's needs most of the time and this helped children feel safe and secure. Busier times of the day, such as mealtimes and pick up times, were more challenging for staff and there were opportunities to improve how staff deployed themselves to meet children's needs. For example, in some rooms staff were focussed too much on tasks during mealtimes, rather than eating together with children in an unhurried and relaxed atmosphere. Changing staff routines during mealtimes while offering children more independence would make this daily routine a more caring and positive social experience for everyone.

In addition, staff needed more specific and structured feedback on how to supervise children appropriately while offering high quality play experiences. There were times when staff missed opportunities to maintain high levels of interaction while also supervising children effectively to keep them safe. More opportunities to discuss how to recognise where gaps may exist and how to remedy them would offer children a better care, play and learning experience.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good
How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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