

# Thrive Childcare and Education Happitots Robroyston Day Care of Children

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**Type of inspection:**  
Unannounced

**Completed on:**  
24 October 2023

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

**Service provider number:**  
SP2015012422

**Service no:**  
CS2015334602

## About the service

Thrive Childcare and Education Happitots Robroyston was registered with Care Inspectorate on 22 May 2015. This service previously operated as Enchanted Forest Robroyston, however, changed its name to Thrive Childcare and Education Happitots Robroyston on 11 May 2021.

The service is provided by Enchanted Forest Nursery (Bishopbriggs) Ltd and is registered as a day care of children service to provide a service to a maximum of 81 children not yet attending primary school at any one time. No more than 24 are aged under 2 years; and no more than 57 are aged 2 years to those not yet attending primary school full time, with no more than 25 aged 2 to under 3.

## About the inspection

This was an unannounced follow up inspection which took place on Tuesday 24 October 2023. The inspection was carried out by three 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:

- spoke with people using the service and five of their family representatives by Microsoft forms survey
- spoke with most staff and management
- observed practice and daily life for children attending the service
- reviewed documents.

## Key messages

This was a follow up inspection to report on any progress made by the service on the requirements and areas for improvement identified within their previous inspection report in June 2023.

## What the service has done to meet any requirements we made at or since the last inspection

## Requirements

### Requirement 1

By 28 July 2023, extended from 17 February 2023, the provider must ensure that medication is stored and administered safely and in line with Care Inspectorate's guidance, 'Management of medication in daycare of children and childminding services'. To do this, the provider must, at a minimum:

- a) ensure all medication is stored safely and in line with Care Inspectorate's guidance
- b) ensure medication parental permission and medication recording forms are consistently completed accurately
- c) ensure an audit of medication stored on the premises is completed and implemented as part of quality assurance arrangements
- d) ensure staff can safely and competently administer medication because they are well trained and skilled to do so
- e) complete a retrospective incident record for the incident where a child did not receive their medication as described on their permission records. A notification should be submitted 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.'

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

**This requirement was made on 8 June 2023.**

### Action taken on previous requirement

The provider had made sufficient progress to demonstrate that this requirement had been met. We found that the processes for storing and administering medication had been reviewed and improved to ensure children's safety. The processes in place and the staff practice that we observed, reflected Care

Inspectorate's guidance, 'Management of medication in daycare of children and childminding services.' Where necessary, staff had undertaken relevant training and demonstrated good knowledge of children's health and medical needs.

## Met - within timescales

### Requirement 2

By 29 September 2023, extended from 28 April 2023, the provider must demonstrate to the Care Inspectorate that the service has reviewed and further developed monitoring and quality assurance arrangements to ensure the service is identifying areas of success and areas for further improvement. In order to achieve this, the provider must, at a minimum:

- a) develop and implement an improvement plan which identifies clear priorities for improvement and the actions taken to achieve this
- b) improve communication methods with families to ensure all families are included within these processes and ensure that relevant information is shared with families timely. This will ensure all parents feel well informed
- c) ensure views are routinely sought from children, staff and parents on aspects of the service and that these views are used to inform improvement planning
- d) ensure self-evaluation processes are developed which include the introduction of formal systems that supports reflective practice across the setting
- e) ensure monitoring of staff practice and children's play and learning experiences is regularly carried out to identify strengths and any areas for further improvement. Monitoring the quality of children's mealtimes should be prioritised to ensure they are safe and nurturing
- f) monitor the quality of children's personal plans and learning journals to ensure these reflect children's current health, welfare and safety needs
- g) implement a process for monitoring staff registration with regulatory body Scottish Social Service Council (SSSC) to ensure all staff are registered.

This is in order to comply with Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement with an organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This requirement was made on 8 June 2023.**

### Action taken on previous requirement

The provider had made some improvements to the quality assurance systems in place. An improvement plan was in place, communication with families had improved through the implementation of weekly updates and the manager was now more routinely seeking the views from staff and parents to inform improvement planning. The manager had undertaken an audit of staff's professional registration to ensure

the staff team were deployed appropriately. However, the provider must now ensure that monitoring of staff practice, children's personal plans and children's play and learning experiences is regularly carried out to ensure children consistently receive high quality care, play and learning experiences.

We concluded that this requirement had not been met. Due to significant changes within the staff, management and senior management teams, we have extended the time scale for compliance to allow the provider to make the required improvements. The requirement will now read;

By 29 December 2023, extended from 28 April 2023, the provider must demonstrate to the Care Inspectorate that the service has reviewed and further developed monitoring and quality assurance arrangements to ensure the service is identifying areas of success and areas for further improvement. In order to achieve this, the provider must, at a minimum:

- a) develop and implement an improvement plan which identifies clear priorities for improvement and the actions taken to achieve this
- b) improve communication methods with families to ensure all families are included within these processes and ensure that relevant information is shared with families timely. This will ensure all parents feel well informed
- c) ensure views are routinely sought from children, staff and parents on aspects of the service and that these views are used to inform improvement planning
- d) ensure self-evaluation processes are developed which include the introduction of formal systems that supports reflective practice across the setting
- e) ensure monitoring of staff practice and children's play and learning experiences is regularly carried out to identify strengths and any areas for further improvement. Monitoring the quality of children's mealtimes should be prioritised to ensure they are safe and nurturing
- f) monitor the quality of children's personal plans and learning journals to ensure these reflect children's current health, welfare and safety needs
- g) implement a process for monitoring staff registration with regulatory body Scottish Social Service Council (SSSC) to ensure all staff are registered.

This is in order to comply with Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement with an organisation having robust and transparent quality assurance processes' (HSCS 4.19).

### Not met

#### Requirement 3

By 29 September 2023, extended from 31 March 2023, the provider must ensure that all children receive nurturing care and support that is right for them and meets their needs. In order to achieve this, the provider must at a minimum:

- a) ensure personal plans are developed for all children attending the service
- b) ensure each child's personal plan reflects their current needs and sets out how these needs should be met
- c) ensure that plans are developed in partnership with parents and children (where appropriate) and are reviewed and evaluated at a minimum of six monthly intervals or sooner where required
- d) arrange a programme of training to improve staffs understanding of the importance of effective record keeping and the use of chronologies to ensure children receive the right support at the right time
- e) ensure each child is allocated a key worker, to support a consistent approach to building relationships and securing emotional wellbeing.

This is to comply with Regulation 5 (Personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care 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 requirement was made on 8 June 2023.**

### Action taken on previous requirement

The provider had made sufficient progress to demonstrate that this requirement had been met. All staff had received training and ongoing support from Thrive's early years team to implement and develop children's personal plans. Some staff now had a good understanding on what relevant information to include in children's plans and were using this information to provide appropriate care and support for children. Some staff required further guidance to ensure children's support strategies were clear and reflected their current needs. We asked that the manager consider how to support staff with this through their monitoring arrangements.

**Met - within timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To support children's wellbeing, learning and development, improvements should be made to the planning for play and learning processes. Children's ideas, wishes and interests should inform planned play experiences and should be evident within the observation, assessment and planning cycle. The provider, manager and staff should ensure that information about children's development and learning is consistently

recorded and shared with parents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am supported to achieve my potential in education' (HSCS 1.27) 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).

**This area for improvement was made on 8 June 2023.**

#### Action taken since then

We found that insufficient progress had been made with this area for improvement and gaps remained with the planning for play and learning processes. Some training had been undertaken and further training was planned to support staff's understanding. We will review any further progress made this area for improvement at the service's next scrutiny activity.

#### Previous area for improvement 2

To ensure children receive high quality experiences through play and positive interactions with staff, the management team should support staff to develop their skills. To do this, the provider should, at a minimum:

- a) Arrange a programme of training to support staff to improve their knowledge and understanding of relevant early learning and childcare theory and practice. This should include, but is not limited to Getting It Right For Every Child (GIRFEC), child development and how to effectively observe children and plan for children's play and learning experiences. This will ensure children receive responsive care and support from staff.
- b) Improve the quality of resources available to children to ensure children are provided with sufficient opportunities to engage meaningfully with their play environment.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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).

**This area for improvement was made on 8 June 2023.**

#### Action taken since then

We found that sufficient progress had been made with this area for improvement and concluded that this area for improvement was met. Staff had participated in a range of online training and further in person training was planned for the team. Post training reflections enabled staff to reflect on their learning and identify how this would improve experiences for children. This had lead to improved play and learning experiences for children and we saw that most children were meaningfully engaged in their play.

#### Previous area for improvement 3

All children should have routine daily access to stimulating outdoor play. Staff should recognise that some children have a preference for learning outdoors and should minimise the barriers for them accessing the outdoor space. Management and staff should review the outdoor provision and include planning for outdoor learning within the planning cycle that include planning for outdoor play and learning experiences beyond the setting

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

**This area for improvement was made on 8 June 2023.**

## Action taken since then

We found that insufficient progress had been made with this area for improvement and concluded that this was not met. We found that whilst the layout of the premises provided opportunities for children aged two to five years to have free flow access to the outdoor play areas, this was not supported by staff. We observed that for most children attending the service, their time outdoors was limited. We will review any further progress made this area for improvement at the service's next scrutiny activity.

## Previous area for improvement 4

The provider and management team should ensure that all staff know how to record and report child protection concerns appropriately, have access to up-to-date guidance and have undertaken appropriate training that ensures their knowledge of child protection and safeguarding is improved to ensure they are confident in their roles to protect children.

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

**This area for improvement was made on 8 June 2023.**

## Action taken since then

We found that sufficient progress had been made with this area for improvement and concluded that this area for improvement was met. Staff had participated in a range of online and in person training and could confidently describe the steps they would take should a safeguarding concern arise. We discussed with the manager how some newly recruited staff would further benefit from support to understand what information should be recorded in the event of a concern. This would further ensure children's safety and wellbeing.

## 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).



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