

Green Tree Nursery Day Care of Children

Murray Road
Smithton
Inverness
IV2 7YU

Telephone: 01463 791 177

Type of inspection:
Unannounced

Completed on:
10 March 2026

Service provided by:
Green Tree Nursery Ltd

Service provider number:
SP2016012685

Service no:
CS2016346063

About the service

Green Tree Nursery is a day care of children service situated in the Smithton area of the city of Inverness. The service is registered to provide a care service for a maximum of 75 children up to and including primary school aged children. The service is provided by Green Tree Nursery Ltd.

The service is situated in a residential area near to local schools, shops, woods and other local amenities. Children are cared for in purpose built accommodation over two floors. On the ground floor children aged two to five years have access to two large playrooms. The rooms open directly onto enclosed outdoor areas. Babies up to two years of age are cared for on the first floor, they have access to a large playroom and a sleep room. Staff support the babies to access outdoor play experiences. Each of the playrooms has access to a kitchen area, toilets or nappy changing facilities.

About the inspection

This was an unannounced follow up inspection on 10 March 2026 to review progress on the requirements and areas for improvement made at a previous inspection. Two inspectors carried out the inspection.

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

To inform our evaluations we:

- Spoke with parents and children using the service
- Spoke with staff and management
- Observed practice and children's experiences
- Reviewed documents.

Key messages

- Play spaces were being developed to offer a wider range of resources to support curious and exploratory play.
- The child's personal plan corresponded with the child's health and wellbeing needs. Individual allergy and intolerance action plans had been developed that recorded children's needs and how such needs should be met.
- The service had started to identify ways in which families could be given more opportunities to be involved with nursery improvements.
- Quality assurance and the moderation of activities were not yet consistent and did not fully identify suitable approaches to improvement. This would help to ensure high quality care, play and learning experiences.
- Of the two requirements made at the previous inspection, they were both met. An area for improvement has been made to address an outstanding issue in relation to one of the requirements.

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

Children play and learn	3 - Satisfactory / Adequate
Children are supported to achieve	3 - Satisfactory / Adequate

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

Children play and learn 3 - Satisfactory / Adequate

Play spaces were being developed to offer a wider range of resources to support curious and exploratory play. Babies enjoyed selecting and exploring sensory objects such as reflective pebbles, rubber bricks and different fabrics. Children enjoyed building dens with sheets and blankets, they used a variety of utensils and containers to pick up and pour coloured rice. They built structures outside with loose parts and collected natural materials such as sticks, branches and leaves on woodland walks. Staff being able to share their knowledge of loose part play experiences more widely across all areas of the setting would be also be beneficial for the youngest children.

The quality indicator has been regraded upwards - have evidence that weak is now adequate.

Children are supported to achieve 3 - Satisfactory / Adequate

Individual allergy and intolerance action plans had been developed that recorded children's needs and how such needs should be met, they were clearly visible and accessible to all staff. Parents regularly reviewed the information about their child to ensure that it remained accurate. The child's personal plan also corresponded with the child's health and wellbeing needs.

The provider should now ensure that staff consistently understand and implement strategies to meet children's health and wellbeing needs (see area for improvement 1).

The quality indicator has been regraded upwards - have evidence that weak is now adequate.

Areas for improvement

1. So that children's health and wellbeing needs continue to be met. The provider should ensure that staff maintain a clear understanding and implement a consistent approach to strategies, that supports children's individual needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

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

Requirements

Requirement 1

By 19 September 2025 the provider must ensure individuals' specific health and wellbeing information, as documented in personal plans, is understood and followed correctly by all staff.

To do this, the provider must at a minimum ensure that:

- a) Recorded information about individuals' needs, and how to meet these effectively, is accurate and corresponds between personal plan documents.
- b) All staff demonstrate knowledge and understanding of information recorded in personal plans.
- c) All staff understand and implement strategies effectively and consistently to meet children's health and wellbeing needs.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 20 June 2025.

Action taken on previous requirement

Individual allergy and intolerance action plans had been developed that recorded children's needs and how such needs should be met. They were clearly visible and accessible to all staff. Parents regularly reviewed the information about their child to ensure that it remained accurate. The child's personal plan also corresponded with the child's health and wellbeing needs.

The provider should now ensure that staff consistently understand and implement strategies to meet children's health and wellbeing needs. An area for improvement has been, made see the heading: children are support to achieve, in the body of this report.

Met - within timescales

Requirement 2

By 19 September 2025 the provider must ensure deployment of staff supports children's needs, safety and wellbeing at all times.

To do this, the provider must at a minimum ensure that:

- a) Staff breaks and tasks are well planned around busier times of the day, such as snack and meal times.
- b) Staff demonstrate a proactive approach to identifying and finding solutions to gaps in ratios.
- c) Staff are aware of the movement of children between areas and communicate effectively to enable appropriate levels of supervision at all times.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence guidance and best practice' (HSCS 4.11).

This requirement was made on 20 June 2025.

Action taken on previous requirement

Staff breaks were planned so that they did not interrupt snack and mealtimes. Staff supported children needs, words of encouragement and warm conversations enabled it to be a pleasant social experience. Staff communicated well with each other and used walkie talkies effectively that helped to ensure appropriate levels of supervision of the children.

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 enable and support all children to reach their full potential, the management team and staff should, as a minimum, ensure play spaces offer a range of resources and materials. These should challenge and stimulate children's development and learning, and reflect their current interests and curiosities.

This should include, but is not limited to, increasing the range of sensory play experiences, loose parts, open ended and natural materials available to foster imagination and creativity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 12 September 2024.

Action taken since then

Play spaces were being developed to offer a wider range of resources to support curious and exploratory play. Babies enjoyed selecting and exploring sensory objects such as reflective pebbles, rubber bricks and different fabrics. Children enjoyed building dens with sheets and blankets, they used a variety of utensils and containers to pick up and pour coloured rice. They built structures outside with loose parts and collected natural materials such as sticks, branches and leaves on woodland walks. Staff being able to share their knowledge of loose part play experiences more widely across all areas of the setting, would be also be beneficial for the youngest children.

This area for improvement has been met.

Previous area for improvement 2

To support the health and wellbeing of children, the manager should ensure that medicines are stored and managed in accordance with best practice guidance. This should include but is not limited to:

- a) ensuring that staff are knowledgeable and competent in relation to safe record keeping and administration of medication;
- b) implementing an effective system for management to audit and review the storage, management and administration of medicine.

This is to ensure that medicine management practices are consistent with the Care Inspectorate document: "Management of medication in daycare of children and childminding services."

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 12 September 2024.

Action taken since then

Medication was being stored securely and separately for each child that supported best practice, and there was a system of review. We suggested that a copy of the medication consent and administration form was held with the medication, to ensure prompt access to relevant information.

This area for improvement has been met.

Previous area for improvement 3

To keep children healthy and safe, the service should ensure that effective infection prevention and control practices and routines are in place and consistently practiced.

This includes but is not limited to, ensuring that:

- a) staff are knowledgeable and competent about all aspects of infection prevention and control, including appropriate use of PPE;

b) children are supported so their handwashing hygiene and routines are effective and following infection prevention and control guidance.

This is to ensure that infection prevention and control practices are consistent with the Public Health Scotland document: "Health protection in children and young people settings, including education."

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 12 September 2024.

Action taken since then

Children were supervised and supported by staff to wash their hands well and routines were being consistently implemented. Staff followed good hand hygiene and also made appropriate use of personal protective equipment (PPE) to support effective infection prevention and control.

This area for improvement has been met.

Previous area for improvement 4

To ensure that children benefit from improvements which have the greatest positive impacts on their experiences and outcomes, the service should ensure that they have clear, robust quality assurance processes in place.

This should include but is not limited to:

- a) regular opportunities for staff to reflect and self-evaluate practice and improvements;
- b) regular, formal monitoring of staff practice to identify good quality skills and practice as well as training needs;
- c) providing staff with constructive feedback to support them to fully meet children's needs;
- d) regular monitoring of the quality of children's experiences and care;
- e) Auditing all children's information recorded, including medication information, ensuring this corresponds between recording formats.

This is 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 the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 12 September 2024.

Action taken since then

The service had started to identify ways in which families could be given more opportunities to be involved with nursery improvements. Stay and play events had been well received and attended by families and offered an opportunity for them to formally share their views. Newsletters also shared information with families and parents were invited to share their views and ideas. We advised the leadership team to continue to offer regular, meaningful opportunities for families to come into the service and be involved in tailoring quality care and support for their children.

With support from the local authority early years officers, leaders and staff had started to use the improvement cycle to identify changes. This had included the dining experience for pre-school children and effective strategies and procedures to support children's health and wellbeing needs.

Whilst there was a focus on improvements within the setting, quality assurance and the moderation of activities were not yet consistent and did not fully identify suitable approaches to improvement.

We will re-assess the area for improvement at the next inspection.

This area for improvement has not been met.

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

Children play and learn	3 - Satisfactory / Adequate
Playing, learning and developing	3 - Satisfactory / Adequate
Children are supported to achieve	3 - Satisfactory / Adequate
Nurturing care and support	3 - Satisfactory / Adequate

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