

# Rivendale Nursery Day Care of Children

Houston Road  
Bridge of Weir  
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Telephone: 01505 610611

Type of inspection: Unannounced  
Inspection completed on: 10 May 2017

**Service provided by:**  
Collin Care Limited

**Service provider number:**  
SP2008009795

**Care service number:**  
CS2011280672

## 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](http://www.careinspectorate.com)

The service provider, Collin Care Limited, operates six additional nurseries outside the Renfrewshire area.

Rivendale Nursery is registered to provide a day care service to a maximum of 41 children, from babies to children not yet attending primary school. The service is situated within a residential area of Bridge of Weir in Renfrewshire. The accommodation offers two age defined playrooms as well as a fully enclosed outdoor play area to the front. The nursery has partnership status with Renfrewshire Council to provide places for children aged 3-5 years.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

## What people told us

Overall children who attended the nursery were observed to be happy, relaxed and comfortable in the surroundings. Children in the newly merged 0-3 room were settled and had formed nurturing relationships with staff. There was a dedicated indoor and outdoor space for children who were not yet walking or at the beginning stages. Children in 3-5 room were inquisitive and eager to explore their surroundings. They were able to chat confidently about what goes on in nursery and responded positively to staff.

We had thirteen Care Standards Questionnaires completed and returned to us during our inspection. We also had feedback from five parents/carers by email, phone and text. Overall all parents indicated they were very happy with the quality of care their child received. Some comments from parents included:

"A wide range of activities are done throughout the week - drawing/painting/crafts (there were different themes based on famous artists), book club, story telling (my son's favourite) and subsequent activities or games based on said stories, dance classes, sports and outdoor activities, excursions (e.g. Going to woods/going to shops to buy ingredients for baking), baking, trying new foods, singing, using online resources e.g. CBeebies app on large screen. Generally my son is challenged and stimulated on a daily basis coming home talking about newly learned skills or information. All this is done in a happy and safe environment and I never feel he is pressured into anything or overtired. He happily runs in every morning which is hugely encouraging"

"Very happy with care. Feel my children are seen as individuals and looked after accordingly. Never had to speak about any concerns as happy with care. Daily discussion and also parent meeting. If any questions Angela the manager always very happy to sit down and discuss anything - very flexible and willing to accommodate us as parents"

"I have not had any instances where I have had to speak to the staff about my child's care. My child is very happy and willing to attend each day and speaks fondly of all the teachers there. We are sometimes given projects to complete at home that is related to what they are learning that month. Also, photos and content shared on Facebook of what they are learning. Parents evening also informs us of my child's development. They are all really friendly and enthusiastic. The biggest positive for me is how quickly they respond to any queries I have which makes me feel that we are valued customers and my child's needs are of central importance."

The majority of parents advised of the positive aspects of the service and how it was provided. Some parents indicated through the returned CSQs that there were areas of the service provision that they were not happy

with. Unfortunately one did not leave any contact details and the other we were not able to make contact with. We looked at the areas of concern they had raised during the inspection process.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	not assessed

## What the service does well

Staff had created a nurturing and inclusive environment where children could thrive. Children were settled, comfortable and happy within the service. Parents and children had been involved in focussed evaluations of the service. This was good as it showed that all voices were valued by the service.

Personal plans were in place for every child and detailed areas of support for children. Planning experiences took children's interests and support needs into account. This showed that staff were linking up children's care, learning and development needs. Parents were also involved in their child's learning and development. Children in the under three area were inquisitive and eager to explore their environment. They confidently moved about choosing resources and sometimes involving staff in their play. Older children happily engaged with us and were able to show us what goes on in nursery. Staff were very knowledgeable about children in their care and were able to give us examples of how they had supported children and families.

Children used the outdoor space several times a day. They were able to freely choose outdoor learning. A forest school session was also offered and allowed experiences of more learning through natural play.

The service had, in consultation with parents, changed how the under three areas were used. Through monitoring children's experiences they decided that the under three playrooms should merge thus creating an environment that allowed children to explore and become involved in a wider variety of experiences. The playroom walls had sensory resources which were age appropriate for children. Resources for developing and working through schemas were throughout the nursery. The playroom for the older children was bright and welcoming. Children were able to choose from a variety of resources and experiences independently.

The outdoor space was going through some refurbishment and development. Privacy issues for the play area had been addressed by a fence covering which was aesthetically pleasing. A large sand pit had been put in place which all the children enjoyed immensely. A large mud kitchen and stage area were also under construction. The service had plans to further improve the indoor playrooms by changing the layout to enhance children's experiences.

The manager had a detailed development plan which highlighted the ongoing strategies for improving both the environment and how the service meets children's needs.

## What the service could do better

Whilst the service had detailed information about the supports in place for some children there were no formal personal risk assessment paperwork which would provide a clear overview of the strategies in place for staff to support the child (see recommendation 1). We discussed the areas of improvement the service had identified and how they would best meet children's needs.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service should develop personal risk assessment paperwork for children as appropriate.  
National Care Standards: 6 Early Education and Childcare up to the age of 16 - Support and Development

## 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).

Inspection and grading history

Date	Type	Gradings	
15 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 May 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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