

Care service inspection report

Treetops Too Day Care of Children

Ailsa Road

Saltcoats

KA21 6LR

Telephone: 01294 607270

Type of inspection: Unannounced

Inspection completed on: 8 May 2015



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Service provided by:

Collin Care Limited

Service provider number:

SP2008009795

Care service number:

CS2008176771

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The service provides a caring environment where children feel comfortable and welcomed. The staff team as a whole are committed to making improvements and changes for the benefit of children using the service.

What the service could do better

The provider needs to ensure that the appropriate support is in place for the manager, who is also the manager of another service. This should be done in a planned way with timescales and plans for taking the service forward. The provider should address the recommendations and areas for improvement within this report.

What the service has done since the last inspection

The managers new peripatetic role has been in place since November 2014. She has been committed to maintaining good relationships with the staff, children and parents. She continues to develop the service alongside the staff and the provider. This is an ongoing task which we will be looking at during the next inspection.

Conclusion

The service provides good care and support for children and parents using the service.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com. This service registered with the Care Inspectorate on 1 April 2011.

Treetops Too Nursery is a daycare of children service which is located in the town of Saltcoats. The premises are organised to provide three base areas, consisting of a room for children aged 0 - 2 years, and the main hall, which is split to accommodate children both under and over the age of 3 years. The service is in partnership with North Ayrshire Council to deliver pre and ante-pre school education.

Treetops Too Nursery can accommodate up to 59 children, aged from 0 years to those not yet attending primary school and operates both a part and full day service throughout the year.

The service aims include:

- To provide secure, safe, inspiring and challenging nursery environments for children to develop individually and to their full potential.
- To use national curricular guidelines to help children reach their full potential.
- To strive towards a competent, fully trained and registered staff.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Act, its regulations, or orders made under the Act, or a condition of registration.

Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report after an unannounced inspection that took place on the 29 and 30 April 2015.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Registration and Public Liability Insurance Certificate
- Service user information
- Risk assessments
- Services own questionnaires
- Evaluation Sheets
- Planning Records
- Newsletters
- Meeting minutes
- Complaints Policy
- Health & Safety Policy
- Child Protection Policy

Care Standards Questionnaires returned to us by people using the service

- Observations of practice
- Observations of the environment
- Discussion with the manager and staff

We sent emails to parents/carers who had provided their email addresses but none were returned to us.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

All recommendations from the previous inspection were met apart from Quality Theme 1 Statement 3 recommendation 1 which is repeated for this inspection.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self assessment document from the service provider. This contained a wide range of information which identified strengths and areas for the future development of the service. This was completed to a satisfactory standard and gave relevant information against each of the Quality Themes and Statements associated with this inspection.

Taking the views of people using the care service into account

Children were observed to be happy, relaxed and comfortable in the surroundings. They were aware of the nursery routine and responded positively to staff.

Taking carers' views into account

We had eleven Care Standards Questionnaires completed and returned us during our inspection. Comments from parents/carers are throughout this report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found the service's performance good in the areas sampled for this statement. People who use the service had been provided with good opportunities to help develop the quality of care and support.

Daily diaries were available for children under three's with information for parents/ carers around eating, wellbeing, toileting and activities, with opportunities for them to exchange information with staff. Children's profiles were shared with parents/ carers. Parents and carers were able to speak to staff on a daily basis and could also request a private meeting. We observed staff sharing information with parents at drop off/ pick up time and could see that they had formed good relationships. Good information was shared with a new parent. Staff were able to put her mind at ease and detailed how they were settling the child into the playroom and the parent was fully involved in how this would happen for the benefit of the child.

Children were seen to be able to make choices concerning their play. They were able to choose independently as well as involve their friends and staff. This was good as it showed children being confident that they would be listened to and their preferences taken into account.

Parents/ carers commented that it "Took my daughter a few months to settle at nursery as she was used to always being with me. During this time the staff were fantastic at reassuring myself and my daughter. She is now a completely different girl and loves going to nursery".

Areas for improvement

We discussed with the manager the concerns about information sharing and she advised that she was in the process of devising a questionnaire for parents/carers to determine how to take the nursery forward. We will be looking at how this is done during the next inspection.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found the services performance was good in the areas sampled for this statement. We concluded this after we spoke with the children, manager and staff. Observed staff practice and sampled relevant health and wellbeing documentation for example key worker system, personal plans, hygiene and infection control.

Children's individual routines were followed in the baby room. This meant that there was a continuation of care from home to nursery. Staff were very responsive to children and offered comfort or extra support when needed. Children were generally occupied with a task of their choice, staff allowed them to explore the rooms and resources. Older children were aware of routine and the tasks that had to be completed each day. Staff were supportive of children and encouraged their independence.

Accident and incident forms were monitored by the service. This was good as it meant that the staff were able to keep track of any patterns of accidents and take the necessary action to sort them out.

Care plans had been put in place for each child. These were a work in progress. Children's folders contained information on each child and were used to track their learning. The staff had tried to involve children where appropriate in their learning plan.

Parents commented "My son has attended this nursery from a young age and the difference in his learning and behaviour is great, he has come on so well"

Areas for improvement

We discussed with the manager and staff the "Building the Ambition" document which will now influence their plans for taking children's learning forward. We will look at how the service has implemented the document at our next inspection. Medication forms should be reviewed inline with best practice guidance (see recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Administration of medication records should be inline with best practice guidelines.
NCS 3 Early Education and Childcare up to the age of 16 - Health and Wellbeing

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found this service had performed to a good standard in the areas covered by this statement. We concluded this after we observed staff practice and sampled relevant hygiene and infection control documents and risk assessments.

The service had a secure door entry system which was monitored by staff. Health, educational, local community projects and nursery news was display in the foyer for parents/carers. Risk assessments for all areas completed. Children were aware of the routine in outdoor area and were happy to take risks ie climbing etc. Small outdoor areas available but the bottom one is compact with good areas for learning such as mud area, planting, shelter and moveable crates. Cleaning records had been implemented. There was sufficient space for children to access resources independently and use the space creatively.

Protective clothing was available for staff to carry out their duties. The manager advised that she had an ongoing plan for refurbishing and resource buying for the nursery. This is good as it shows that the service is committed to providing a nice environment for children to learn. We will be looking at this at our next inspection.

Areas for improvement

The foyer area which leads to the childrens toilets were not monitored by staff to ensure that no visitors/parents were present when children were unattended (see recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The foyer area of the nursery should be monitored by staff whenever children access the toilets independently.

NCS early education and childcare up to the age of sixteen. Standard 2: A Safe Environment.

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service strengths

Please see Quality Theme 2 Statement 2 for additional information as to how the provider maintains the nursery environment.

Children in other playrooms had free flow access to the rest of the nursery as well as outdoor play. This was good as it really gave freedom of choice for children and allowed them to play with friends of different ages. The outdoor area was well laid out with stones, grassed area, natural materials and den making sheets. Children were supervised and knew the safety routine. This was also good as it showed that children were trusted and had the appropriate responsibility for their own and their friends safety. Playrooms were light and spacious for the amount of children in attendance. Areas of learning were provided and included imaginative, quiet, literacy and numeracy development.

Areas for improvement

The provider should continue to support the manager and staff to make sure resources and the environment supports childrens learning and development. We will look at this during our next inspection.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

We looked at two new staff files to see if they contained the information asked for in best practice guidelines.

We determined that from our sample the service had provided a very good recruitment and induction process for their new employees.

The provider had obtained references and qualifications for the new staff which was inline with safe employment practices. They had obtained the ID number of staff from PVG (Protection of Vulnerable Groups) registration and Scottish Social Services Council registration which shows that they are checking their staff are fit to practice and care for children.

They then issued contracts and started the induction process for staff which included health and safety as well as the nursery policies and procedures. Appraisals had also been completed with new staff by the management so that any issues or concerns could be addressed and development taken forward.

Areas for improvement

Whilst the processes and procedures were in place for induction. Staff were unclear as to the content of some of the policies such as Child Protection and Whistleblowing (see recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should ensure that staff had a good knowledge of policies and procedures of the service so that they are equipped to carry out their role effectively.
NCS 12 Early Education and Childcare up to the age of 16 - Confidence in Staff

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found the service's performance good in the areas sampled for this statement. Staff had appropriate training for their post and were registered with the Scottish Social Services Council. Most staff were aware of best practice guidelines.

Staff appraisals were completed annually and advised that they had the opportunity to input into their professional and personal development. Staff were able to request training that was linked to the specific needs of the children in their care. This was positive as it would enable staff to better meet children's needs. Staff were found to be knowledgeable of children's needs and capabilities. They had created a caring and inclusive environment. Children were supported and challenged with the development opportunities that were provided by staff.

They advised that they felt fully involved in the service and that their views were valued by the manager. They felt heard during staff meetings and were able to highlight issues as well as take forward ideas for improvement within the nursery.

Parents commented "I am very happy with the standard of care the staff give my son and I am very thankful that he enjoys every minute of nursery.

Areas for improvement

The provider should continue to provide opportunities for staff to attend training to meet the needs of their professional development and the children using the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 3

To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths

Please see Quality Theme 3 Statement 3 for how staff are trained and motivated and the impact this has on the service.

Staff we spoke with advised that they felt valued by management and were able to make changes to the playroom after observing children's accessing resources. Good points for discussions were made by them surrounding appraisals and they stated that any ideas for training etc are usually followed through by manager and provider.

We observed staff taking the lead in making changes within the playroom and responding to changes requested by children in terms of resources or which area of the room to play in. Staff were supportive of children and were able to anticipate their needs. Because the manager was in the service for part of the week staff were in a unique position of taking on more responsibility and accountability.

Areas for improvement

This will be an important area of work for both the manager and staff as they build their working relationships. We will be looking at how this has been developed at our next inspection.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found the service's performance good in the areas sampled for this statement. Please see Quality Theme 1 Statement 1 for information on how the manager and staff involved parents/carers and children in assessing the overall service.

The manager was in the process of monitoring staff and different areas of the nursery. As she is now also responsible for another nursery, the manager is considering how to take the service forward and involve staff in the process. Staff were keen to be involved in developing the service.

An overview of staff training that has been completed and when it requires to be renewed, is kept. This is good as it means that there should always be staff in the nursery who have had the most up to date training in different areas of health, wellbeing, safety and child development.

Areas for improvement

As discussed with the manager we will look at how through their quality assurance systems they have made improvements to the service. Two parents expressed concerns over the ratios of staff to children. While we did not find the service to be operating over their numbers we advised the manager to keep track of staff by recording times that staff were in the rooms (see recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Recommendations

1. Dates and times should be recorded for staff when working in the rooms.
NCS 14 Early Education and Childcare up to the age of 16 - Well-Managed Service

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

No other information.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 2	4 - Good
Statement 3	4 - Good
Quality of Staffing - 4 - Good	
Statement 2	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 3	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
1 May 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
29 May 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
16 Nov 2011	Unannounced	Care and support 3 - Adequate Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed

Inspection report continued

4 May 2011	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak Not Assessed 3 - Adequate Not Assessed
10 Jun 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 3 - Adequate Not Assessed
27 Jul 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 3 - Adequate 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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