Cherry Tree Early Years Centre
Day Care of Children

Harthall
Ayr
KA8 0PD

Telephone: 01292 612037

Type of inspection:
Unannounced

Completed on:
20 February 2020

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2003014328

About the service

Cherry Tree Early Years Centre is registered to provide a day care of children service to a maximum of 150 children at any one time. Of those 150 no more than 10 are aged under 2; No more than 40 are aged 2 to under 3 and; No more than 100 are aged 3 to those not yet attending primary school;

Conditions unique to the service:
Adult to child ratios will be:
Under 2s - 1:3
2 to under 3s - 1:5
3 and over - 1:8 if the children attend more than 4 hours per day,

The service is provided by South Ayrshire Council and is located in a new purpose built early years centre within the Dalmilling Primary School campus in a residential area in the town of Ayr, South Ayrshire.

A copy of the service aims and objectives are available.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

Throughout this report, any reference to 'parents' also includes carers and guardians.

During the inspection, we observed children to be happy, relaxed and confident. They had established positive relationships with the staff team and many had formed friendships with their peers. Children were keen to share their experiences with us. Included in the comments were:

"I like playing with my friends, we have fun"

"The garden is the best".

We sent 22 questionnaires to the service to be distributed to parents and carers, seven of these were returned in advance of visiting the service to carry out an inspection. These highlighted that the parents were happy with the care and support their children received at nursery.

Parents we spoke with during inspection were all keen to share their experiences with the service. Comments included:

"I feel that my child has had the correct support when needed. I am included in decision making for my child"

"I can't fault the place, my son approaches staff for cuddles and you can see there is real affection for the children. My son talks a lot about his time in nursery and tells me that he likes attending"

"I feel welcome in the nursery, I attend parents sessions and feel these have been a great support for myself and my family"

"I am very happy with the staff team, I feel they have made a real effort to get to know the children and the parents".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and 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:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

During the inspection we found there was a warm and friendly ethos. Children throughout the service were observed as confident, happy, and engaged, accessing all areas. We saw some good opportunities to develop children's curiosity, enquiry, creativity skills inside and outside.

Staff were seen supporting children well in relation to developing relationships, friendships and understanding routines and boundaries. Children were observed supporting each other during play at snack and lunch and when returning from outdoors to wash their hands as part of their daily routine

Children within the baby room were settled and comfortable with staff who showed warmth and kindness. We observed children receiving care that was responsive and nurturing to their individual needs. Staff supported children to develop positive relationships with their peers, contributing to children feeling included.

Children were able to make independent choices from a range of opportunities and activities which meant they could lead their own learning and decide about how and where they played.

Healthy eating was promoted, the children were provided with home cooked meals which they enjoyed. We found they offered a wide range of meals tailored to fit children's required needs. Allergy information was

available and the staff team were confident and knowledgeable in relation to children's individual requirements ensuring all children's needs were tailored for. Staff should monitor children's access to fresh drinking water.

The implementation of the online learning journals and children's personal plans had recently experienced some technical difficulties. The management team explained the measures that they were taking to address this. We have asked the management team to continue to develop children's personal plans ensuring they reflect 'how' they will be supporting children's health, wellbeing and safety linking to the SHANARRI indicators.

Regular events were planned throughout the year to encourage parents and carers to be part of their child's life in nursery.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Cherry Tree Early Years were located in a newly built early years centre. The reception area of the service was warm and welcoming, staff meet children and families at arrival and departure times. Parents spoke highly of the welcome they received.

The environment indoors had been designed to create a feeling of light and space. Access to playrooms was via the central plaza which was utilised for a wide range of activities including excellent space for the children to eat lunch. We observed areas of the lunch service that could be improved. We discussed our observations with the management during feedback and have asked the management team to review the lunch service.

Good use of natural materials had been used throughout the setting which we felt, encouraged children to explore and discover. Cosy and inviting areas promoted children's learning. Learning zones for children had been created to ensure that there was a balance between individual, small and large group activities, child directed and staff initiated activity. Children appeared settled and confident in the nursery environment.

We found that the service was safe, clean, well organised a very good standard with effective health and safety procedures in place. The environment enabled effective infection control measures, for example child height hand washing sinks were available throughout and children were seen to be familiar with washing their hands at the appropriate times.

The playrooms had direct access to well organised outdoor play areas. On the day of inspection children accessed the outdoor play area. We observed very happy children exploring environment. Children confidently accessed a very good range of resources and experiences within the outdoor environment which supported them

to take risks and developed their interest of the world around them. We asked the management team to consider planning the service to allow the children to freely move between the indoor and outdoor play areas.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

There was a friendly and caring staff team who worked together to provide a nurturing and safe environment for the children in their care. We found the staff to be warm, welcoming and were open and honest through the inspection process.

Staff knew the children well and were responsive to their care needs; they were kind, caring and nurturing. Staff were sensitive to individual circumstances and engaged well with children to provide the support needed for them to enjoy and learn in the nursery.

Staff were trained and knowledgeable in their roles of safeguarding and protecting children. They attended annual child protection training and had effective systems in place to report, record and refer when they had concerns. This meant that they were well placed to take the appropriate action to keep children safe.

Staff were supported to undertake training, supporting them to develop their knowledge and skills. During discussions, staff demonstrated pride in their work and a commitment to improvement.

We found relationships were developing within the team as there have been significant changes with staff and management since the previous inspection. Management and most staff were committed to the development of the service, working together to establish a shared vision.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Since the previous inspection, a new manager and deputy manager had been appointed. We found that the new management team and staff worked well together. Through observations and discussions, we found that they were respectful in their interactions with each other, motivated to provide positive outcomes for children and committed to the development of the service.

The management team recognised that each member of staff was a skilled individual. As a result, they listened to their views, and considered how to further support the development of the service. We saw that this had resulted in most staff being confident, motivated and happy at their work. This had impacted positively on the relationships established.

We have suggested that management should continue to support staff by ensuring that communications between the different areas of the service were robust.

Quality assurance systems were seen to have been established. The management team should continue to develop this process ensuring that their evaluations identify what they are doing well and what they need to improve. This should be reviewed when the appointment of senior practitioners is completed.

We found that the manager and staff team were keen to improve and were committed to developing the service. The management teams hands on approach enabled them to have good relationships with staff. Most staff commented that management were very approachable and supportive. This view was also supported by parents who commented that management were visible and accessible this created a welcoming and friendly environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

Management should ensure that children's personal plans are reviewed in line with legislation and reflective of children's progressive needs. Planning processes should be reviewed with a focus on improving experiences and resources provided to stimulate children's natural curiosity, learning and creativity within the indoor and outdoor environment.

This is to ensure that the care and support provided is consistent with the Health and Social Care Standards which state "My personal 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 recommendation was made on 19 December 2018.

Action taken on previous recommendation
The service submitted an action plan to Care Inspectorate on 7 February 2019. They wrote: A more robust monitoring calendar created to include children's personal plan targets. Senior management will meet termly with keyworkers to support the identification and setting of age/stage appropriate educational and wellbeing targets. Staff team to audit planning processes termly, identify where improvements are required to continue to ensure high quality experiences indoors and outdoors and then implement, evaluate, plan for future improvements as necessary.

During our inspection visit we sampled children's personal plans. Not all personal plans sampled were dated and some signatures were missing. We also have asked the service to ensure that the personal plans clearly identify how each childs health, wellbeing and safety needs will be met.

Recommendation met.

Recommendation 2

Cherry Tree Early Years Centre should take appropriate measures to minimise any potential risk of cross infection.

This is to ensure that the organisation is consistent with the Health and Social Care Standards which state that; I experience high quality care and support based on relevant evidence, guidance and best practice. HSCS 4.11

This recommendation was made on 19 December 2018.

Action taken on previous recommendation
The service submitted an action plan to Care Inspectorate on 7 February 2019. They wrote: A full audit of Infection Control policies and procedures and where appropriate changes made in line with HSCS 4.11 and best practice guidance. Modify nappy changing environments using advice given at feedback from inspectors. In-house twilight training sessions relating to 'Best Practice' guidance from the CI HUB.
Identify related SAC/external training for staff in specific areas of Infection Control. Twilight sessions for staff on how to access the HUB. Actively encourage staff to access the HUB to research and implement 'Best Practice' examples as required. Create a database for staff to record what, when and any impact of research or training

During our inspection visit we found that the service had relocated to a new build setting. The new building had very good facilities to support effective infection control procedures.

Recommendation met.

Recommendation 3

The management team should monitor staff practice to ensure that children are fully respected at all times. Children should experience warmth, kindness and compassion from all staff.

This is to ensure that staffing is consistent with Health and Social Care Standards which state "I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me". HSCS 3.9

This recommendation was made on 19 December 2018.

Action taken on previous recommendation

The service submitted an action plan to Care Inspectorate on 7 February 2019. They wrote: Management to link with SAC's Educational Psychology service to organise a refresher course for 'Nurture'. All staff to revisit 'Nurture Training' and for any new staff to access the full Nurture Training where possible. Full staff meeting to reflect on inspection findings and to plan future improvements, this was supported by SAC Quality Improvement Manager. PDR planned for all staff and will include dialogue on performance under the South Ayrshire Way.

During our inspection visit we observed that staff treated children with warmth and kindness. We felt that significant work had been undertaken on creating a nurturing environment within the setting.

Recommendation is met.

Recommendation 4

The provider should support the early years team to develop a more positive approach when working together, ensuring all are valued and respected.

This is to ensure that the organisation is consistent with the Health and Social Care Standards which state that I experience care and support where all people are respected and valued. HSCS 4.3

This recommendation was made on 19 December 2018.

Action taken on previous recommendation

The service submitted an action plan to Care Inspectorate on 7 February 2019. They wrote: SAC Organisational Development Team have organised a team building programme to support the team to move forward. QIO to support team in all areas relating to improvements. Initial meeting with management team to discuss proposals

During our inspection visit we found significant work had been undertaken to support the early years team. Most staff spoke positively about the changes made. Most staff also told us that they felt the new management team had a positive impact on staff moral.

Recommendation met

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
19 Dec 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
31 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
8 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
11 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
15 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 4 - Good 4 - Good

Date	Type	Gradings	
11 Sep 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 4 - Good 4 - Good

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