Rowan Tree Nursery
Day Care of Children

6 Muirhead Road
Baillieston
Glasgow
G69 7EY

Telephone: 01415 733 733

Type of inspection:
Unannounced

Completed on:
17 June 2022

Service provided by:
Hyde 'N' Seek Ltd.

Service provider number:
SP2003003510

Service no:
CS2006128638

About the service

Rowan Tree Nursery is provided by Hyde 'N' Seek Ltd and is located in Baillieston. The children have access to five playrooms, a large outdoor play area and appropriate toilet facilities. The service is currently registered to provide places for 67 children aged between six weeks to children under Primary School age. This is broken down into the following age groupings:

15 children - under 2 years
20 children - 2 to under 3 years
32 children - 3 years to those not yet attending Primary School.

This was an unannounced inspection, which took place on 31 May. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about the service. This included, previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered through the inspection year.

To inform our evaluations we:
- Spoke with children using the service and 18 of their family members
- Spoke with staff and management
- Observed practice
- Reviewed documents.

What people told us

We spoke with seven older children who told us how much they liked the nursery. Most of the children enjoyed playing outdoors in the nursery garden, others preferred working together to build a stage with the large wooden blocks.
We saw that the younger children enjoyed warm responsive care from staff.

Some parents wrote to tell us about their experience of the nursery:

"I am extremely happy with my child's care and development in the environment. They all make a fuss of him and all know his name regardless of what room carers he meets. Good variety of activities encouraging development and inclusion."

"The care and attention my child has received, has been excellent and all her needs are met daily. The support we received as a family, through the settling process, was also excellent we were kept informed and reassured as my child is only six month old."

"Overall the progress my girl is making I am proud of and is all down to the staff at the nursery."

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, including their improvement plan. These demonstrated the service priorities for development and how they were monitoring the quality of their provision.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Children attending the nursery were cared for by an established staff team who knew them well. Parents told us that their child received warm, affectionate care from staff.

Staff we spoke with were familiar with children's individual personalities and characteristics. They described children's sensitivities and strategies they had put in place to support their individual needs.

Each of the children had a written plan where staff recorded valuable information needs. These were accessible to staff and so there was a shared understanding amongst adults of individual children's interests and learning.
However, we did note some instances when staff missed opportunities to recognise and respond to children's individual interests. We asked the manager to ensure that written information is used effectively to inform staff's work with children.

The provider had recently introduced an online app which provided systems to support the day- to-day running of the service. They were also able to communicate with families throughout the day and share their child's learning journal electronically. Parents were pleased with how the app had been introduced and clear guidance they had received from the manager. They welcomed the daily communication and photographs.

Both staff and parents spoke of the supportive arrangements in place to help children to settle either when starting nursery or moving through rooms. Parents told us they were reassured by the procedures in place and the information they received.

As older children were moving on to several different schools, they had invited local teachers to visit and created friendship groups online for families of children moving to the same school's outwith the area.

Children of all ages were able to access the nursery garden each day where they could enjoy active play in the fresh air. They were invited to go outside at certain times in the day. The manager agreed to consider how this could be flexible so children could have more choice about when they went outside.

The nursery employed a cook who prepared nutritious snacks and homecooked lunches for them. Children really enjoyed the meal provided and there were different options to suit children's dietary requirements and preferences.

We observed lunchtime for all the children and found that their experiences varied. Lunchtime for babies was relaxed and staff were able to sit with them while they ate.
Staff caring for children over two helped them prepare for lunch by encouraging or supporting them to wash their hands when needed. Children gradually sat down at the table where their lunch was plated and waiting for them.
We asked that staff ensure there is an adult always sitting with children while they eat. This is both to engage with them and ensure their safety while eating. Also, that older children are able to be more independent, by helping set the table and by serving themselves.

Also, we saw that older children did not have space to sit comfortably at the lunch table. We discussed this with the manager who agreed to review the overall lunchtime experience.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Overall, the nursery environment was safe, well maintained and clean.

The management team continued to welcome parents at the door which was in line with Covid guidance. They were planning how they could welcome parents into the building, safely.
They were considering how they could use different entrances without disrupting the flow of the nursery day.

The staff team had created displays throughout the building, depicting children's routines and experiences throughout the day. We suggest that as parents could not enter the nursery, that they share them online.

Children were cared for in three playrooms according to their age, under two, two to three and three to five. Playrooms were bright and welcoming with a range of appropriate resources

The nursery benefitted from a large mature garden with lots of space for children to play.

Some staff had attended training on outdoor play were keen to develop opportunities for children. During the pandemic they had followed guidance and divided the garden into areas for each of the age groups. They were now considering they could widen children's access to different areas of the garden and different resources.

The garden area provided children with some good opportunities to engage in risky play. There were mature trees and staff had installed foot and hand holds in one so that children could climb it. Also, staff had introduced some loose parts, such as a mud kitchen and palettes, they planned to extend these further. Adding loose parts creates a richer environment for children by allowing them to use their imagination be creative and solve problems.

During out visit we noted that some pieces of outdoor equipment were damaged, and that large nettles and weeds were growing in areas of the garden where children were playing. This was of particular concern in the baby garden.

The provider should arrange for most areas of the garden to be tidied and any hazardous weeds removed. Going forward, they should ensure that risk assessments are carried out before they go out to play and where possible involve older children in carrying out and recording daily checks. This would provided children with a valuable opportunity to identify, assess and record any hazards in the garden.

We were satisfied that effective infection control procedures were in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Families and children benefitted from the fact that there was an established staff team in place who had remained throughout the pandemic. This meant that children returned to the nursery to be cared for by adults who knew them well.

All of the staff caring for children held a childcare qualification, some were undertaking further training to enhance their skills and practice.

During out inspection staff spoke fondly of the children, telling us about their individual characteristics and interests.
Some also spoke of their interests and ambitions for the nursery. They were receptive to new ideas that would have a positive impact on children's experiences within the nursery.

All staff had accessed training online and had the opportunity to discuss their learning with the management team.
Recent training included child protection and all staff were aware of their responsibility to safeguard children in their care.

Staff in each room met regularly to discuss the children in their care and plan experiences and activities for them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

A strength of the nursery was their work with children and families. The staff team worked closely with parents to provide children with the support they needed. Parents told us of benefits this had brought to them and their children.

The service worked in partnership with the local authority who supported the provider and manager in developing the provision for children.
The management team had completed an improvement plan which set the areas of the nursery provision they were focussed on developing and how they planned to achieve this. Priorities at the time of our visit were children's literacy, numeracy, and wellbeing.

The provider and manager followed a programme of monitoring which included playroom observations, reviewing and updating policies and procedures. They were supporting staff to implement new guidance such as Realising the Ambition which is the national practice guidance for early years in Scotland. All this work was recorded in a self-evaluation book.

During out inspection we identified some area of the nursery's provision which should be improved, which are described in the report.
The management team agreed to revisit their monitoring procedures to ensure they have a clear overview of all aspects of the nursery.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

The manager must ensure that there are enough staff deployed within the service at all times to provide for the health, welfare and safety of service users. Timescale for this is 31 March 2020.

This ensures care and support is consistent with the Health and Social Care Standards, which state, "my needs are met by the right number of people" (HSCS 3.15). it also complies with Regulation 15(a), (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements as to Care Services) Regulations 2011. (SSI 2011/210) – Regulation 15 (a)

This requirement was made on 29 August 2018.

Action taken on previous requirement
The provider told us that a review of staff rotas had been carried out and additional post created to ensure sufficient staff in place each morning.

Met - within timescales

Requirement 2

The manager must establish a clear quality assurance procedure within the service that ensures this has a stringent overview of all aspects of the service. Timescale to be completed by 31 March 2020.

This is in order to ensure that the management and leadership is consistent with the Health and Social Care Standards which state: 4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

It is also necessary to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) Welfare of users - A provider must - (a) make proper provision for the health, welfare and safety of service users.

This requirement was made on 24 January 2020.

Action taken on previous requirement

We found that quality assurance procedures within the service were more effective in supporting improvement within the service.

Met - outwith timescales

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

Previous recommendations

Recommendation 1

The manager should ensure that the implementation of cohorts is followed consistently throughout the service.

This is to ensure care and support is consistent with Health and Social Care Standards, which state: My environment is secure and safe" (5.17)

This recommendation was made on 12 August 2021.

Action taken on previous recommendation

This was not covered at this inspection.

Recommendation 2

The manager and provider should support staff to understand and implement guidance and procedures relating to Covid-19.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice." Health and Social Care Standards 4.11
"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." Health and social Care Standards HSCS 3.14

This recommendation was made on 12 August 2021.

Action taken on previous recommendation

This was not covered at this inspection.

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	
24 Jan 2020	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate
28 Aug 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed Not assessed
23 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
3 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

Date	Type	Gradings	
28 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
10 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
20 Aug 2010	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 4 - Good
3 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
22 Sep 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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