The Enchanted Tree Nursery
Day Care of Children

Broomhouse Community Hall
2 Baillieston Road
Glasgow
G71 7SB

Telephone: 01417 814 545

Type of inspection:
Unannounced

Completed on:
2 March 2023

Service provided by:
LSL Daycare Ltd

Service provider number:
SP2016012719

Service no:
CS2016347230

About the service

The Enchanted Tree Nursery provides early learning and childcare to a maximum of 64 children aged from two years to those not attending school. The service is available Monday to Friday, 8.00 until 18:00, throughout the year. It is provided from Broomhouse Community Hall in Uddingston, Glasgow. The provider is LSL Daycare Ltd.

The provider adapted the hall to ensure it was safe, secure and welcoming for children. The nursery has sole use of the premises during operating hours. Children have use of two playrooms, toilets and an outdoor area.

The nursery is situated within Broomhouse Park, surrounded by wooded areas, and public transport links.

The service aims include:

'To provide a safe, stimulating environment both inside and outdoors.'

'To nurture the self-esteem of each child, to respect his/her individuality and to value his/her contributions.

About the inspection

This was an unannounced inspection which took place on Wednesday 22 February 2023 between 09:30 and 16:30. The inspection was carried out by two inspectors from the Care Inspectorate.

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

In making our evaluations of the service we:

- spoke with 10 people using the service and their families
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children were happy and settled in the nursery.
- Staff built positive relationships with children and their families.
- Children had opportunities to lead their own learning in meaningful ways.
- Staff worked very well as a team and were proud of their achievements.
- Children's next steps for learning should be developed and planned for on an individual basis.

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

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

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

How good is our care, play and learning? 4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

1.1 Nurturing care and support

Children were happy and confident in the setting and were keen to show us what they were learning. Staff were caring and nurturing towards the children. Adults offered assistance in self help tasks whilst encouraging independence. This showed us that attachments and relationships in the nursery were strong.

Children enjoyed a sociable lunch experience with their peers. Recent changes to the routine meant that children could choose to go for lunch at a time that suited them. This meant that their play was uninterrupted during lunch times. This tells us that children at play are respected and they are encouraged to make choices. The lunchtime could be further improved by enabling children to be involved in the preparation and serving of lunch. This will help to develop children's independence and make them feel more valued.

Personal plans were in place to support the overall wellbeing of children. Keyworker sheets were completed when children started using the service to detail their care needs, including likes and dislikes. Parents have been involved in reviewing personal plans every six months or sooner if needed. One parent told us, "I feel the nursery are fantastic with my child, they always seem to know what he likes and dislikes, they keep me in the loop with him as much as they can and it's great."

Children within the two to three-year-old room were supported to have a sleep at a time that suited them. Children slept on small camp beds and staff were aware of safe sleeping guidance. As a result, children were kept safe and received the care that was right for them.

Medication consent forms were completed in full for all medication held by the service. These forms were reviewed regularly by staff and families. Medication was stored safely and securely and regular audits of long-term medication were completed. The medication policy and procedures adhered to current guidance and best practice.

1.3 Play and learning

Children were actively engaged in a wide variety of play experiences. The playroom was set up to encourage independence and choice. Staff supported children to scaffold their learning with sensitive interactions and effective questioning. Children enjoyed taking part in an adult led activity where they were exploring the wellbeing indicators using puppets. Free flow access to the outdoor area was in place within the three to five-year-old room. However, free flow access to the outdoors was not available to children in the two to three-year-old room, instead they accessed the outdoors routinely throughout the day with adults supporting them to do so.

Resources were available to encourage and support children's learning. Children benefited from experiences that developed their language, literacy and numeracy. For example, children enjoyed a story telling activity in the 'snug.' A group of boys were keen to show us what they were writing and block play encouraged mathematical language. In the two to three-year-old room children enjoyed singing number songs. Staff spoke confidently about scaffolding children's learning through responsive and intentional learning experiences.

Children in the three to five-year-old room were benefiting from taking part in The Eco Drama School sessions, with someone visiting the nursery and leading these sessions in the local park. Children access the local community with the use of the nursery mini bus. This supports children to feel connected to their own community and wider communities.

Staff have a good understanding of child development and how children learn. Planning approaches considered children's interest, level of development, and next steps for learning. Staff were able to talk about how they support children in their play and learning. Next steps could be more specific to support progression in learning.

Children with additional support needs were well supported through strong partnerships with other agencies. The staff took part in Autism training and they said this had made a beneficial impact on practice. We saw evidence of review meetings with parents and outside agencies, however, progression of children's learning were not well documented. More detailed targets and plans could be in place to ensure continuity of learning and care. This will help to ensure positive outcomes for children.

Parents were kept informed of children's progress in a number of ways; family app, phone calls and in person visits. One parent told us, "There have been phone calls to discuss progress and a few parent in person visits, but the staff regularly update on the APP too about when she meets milestones measured against the curriculum targets, which I find really useful as it gives me comfort my daughter's progress is where it should be."

How good is our setting? 4 - Good

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

2.2 Children experience high quality facilities

Children were cared for in a setting that had children at the centre. Play spaces were well thought out and encouraged curiosity, independence and choice. The furniture was child sized, this made children feel valued. Children in the three to five-year-old room have free flow access to an outdoor area and a 'snug.' The outdoor play space was organised, taking account of children's interests and stage of development.

Children benefited from a range of resources. High quality blocks had recently been purchased. One member of staff told us they had recently been trained in block play and she understood the value. She told us the blocks are very popular and they would like to add to this collection in order to extend children's development in this area. This would support children to develop a range of skills including, numeracy, imagination and gross motor skills.

The centre was located within Broomhouse Community Centre. Maintenance arrangements were in place and were dealt with in a timely manner by the centre owners. As the service providers leased and shared the building with another community group, they were restricted in carrying out refurbishments. However, they had already made improvements to the toilets in the three to five-year-old room and planned to upgrade the changing area in the two to three-year-old room. This will support the wellbeing and safety needs of children.

Children aged two had a separate playroom. It was very comfortable, bright and well ventilated. A good range of developmentally appropriate resources were available indoors and outdoors. Resources were easily accessible to children. For example, sand tray, books, dressing up area, café area and building blocks. This showed children that they mattered.

Risk assessments were in place for all areas of the service including outings. The risk assessment and procedures for the outdoor play area had been reviewed to ensure adequate security was always maintained. Additional measures had been developed which ensured robust protocols were in place for the use of the mini bus. These had all recently been reviewed to minimise any possible risks for children and staff. One parent told us, "I love the outdoor play areas. My son is happy to be outside and he has so many varied opportunities in the immediate nursery vicinity and the park. He loves going on outings and the community links that are emerging like care home visits are fantastic experiences."

The setting was well ventilated to provide fresh air throughout the day. Infection prevention and control practices were robust, and staff and children washed hands when appropriate to minimise the risk of spread of infection.

How good is our leadership? 4 - Good

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

3.1 Quality assurance and improvement are well led

We found that the leadership team engaged very well during the inspection process, demonstrating an ethos of continuous improvement. The nursery was lead by a confident and passionate manager. She worked well with the depute head of centre to provide a clear vision for the nursery. This resulted in a positive working environment where staff felt confident to initiate well-informed change and were encouraged to share the responsibilities to lead these changes.

Parents told us:

"The management team are a credit to the owners..."

"I message the management team and in a matter of minutes I have a reply. If I call there is always someone that is able to talk. If you ask to speak with either one of them at the door it is never a bother."

The leadership team had high aspirations for all children and this was reflected in the staff team. The provider offered a hands on approach and were very supportive. They communicate on a daily basis with the manager and offer support and direction when needed. This supports a culture of continuous improvement.

Quality assurance processes are in place and involve children and their families. Surveys and questionnaires were regularly shared with parents to encourage them to provide feedback, ideas and suggestions. Parents had recently been asked to review policies via the family app. As a result, parents feel they are able to contribute to the development of the service.

Parents told us:

"If they require any feedback they will always ask for this through there and make it easy for parents and carers to voice their opinions."

"We have received requests to comment on the nursery policies and everything is available to review. Management are so approachable I would feel comfortable asking about the more formal side of nursery business."

"Yes, I feel we always get the opportunity to give our feedback on the app and it's a regular thing. I feel we are kept in the loop with everything well."

An improvement plan was in place for the service. The plan highlighted progress that had been made throughout the year and it showed the impact on outcomes for children and professional development. Visits from the local authority are welcomed and we could see progress and actions have a positive impact on outcomes for children.

A quality assurance calendar was in place to support ongoing improvement within the service. All staff were registered with Scottish Social Services Council (SSSC) with the exception of one staff member who was working in the service. We discussed the importance of this with the manager who immediately contacted SSSC and requested that the staff member submitted an application for registration. We asked the manager, and she agreed, to ensure that the staff member did not work directly with children until a risk assessment was put in place.

Children were involved in 'learning conversations' to review their learning and experiences. Evaluations were included to show what this told the keyworker. This approach could be enhanced by taking forward the points from children. As a result, children would feel valued within their setting.

Staff take part in regular peer assessments to give feedback on practice. These assessments could be developed by having a focus related to the improvement plan. This would support the ongoing improvements within the setting.

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore, we evaluated this key question as very good.

4.3 Staff deployment

Staff were very welcoming and engaged during the inspection process. There was a strong sense of team work. All staff spoke very positively about the relationships and team working ethos within the service and said they were very proud to work at The Enchanted Tree Nursery. The strong team working ethos contributed to a positive and caring environment for the children and families.

One parent told us, "I genuinely believe the team are amazing. I have no complaints. I want them to continue doing what they do.

Staff communicated very well and professionally with families through the family app and at drop off and pick up times. This supported children to receive continuity of care throughout the day. Staff were effectively deployed into specific areas of the playroom and outdoor areas. As a result, children were involved in meaningful interactions with staff.

Staff were flexible and able to work between rooms, whilst minimising disruption to children. A relationship based approach was taken to appoint children with a key worker. This supported transitions and gave the children the care that was right for them. Transitions for children between rooms were supported by an action plan. These plans detailed likes, dislikes, the child's stage of development and next steps to ensure continuity of care and learning. As a result, children were happy and well supported during these transitions.

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

Children should be supported to shape their own play experiences.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25) and 'I experience high quality care and support based in relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 27 August 2019.

Action taken since then

Since the last inspection, staff have worked hard to develop the play environment. Children are able to lead their own play experiences in meaningful ways both indoors and outdoors.

This area for improvement is met.

Previous area for improvement 2

The manager should ensure that infection prevention and control measures are effective.

They should ensure that:

a) there is suitable ventilation in all areas;
b) children are supported to carry out handwashing effectively; and

c) adults should adhere to Scottish Government guidance in relation to the disposal of face coverings.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells' (HSCS 5.18) and 'My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes' (HSCS 5.19).

This area for improvement was made on 18 June 2021.

Action taken since then

Although COVID-19 guidelines have changed since the last inspection, we were satisfied that infection prevention and control measures were in place throughout the setting.

This area for improvement is met.

Previous area for improvement 3

The provider should support staff to understand and implement guidance and procedures relating to Covid-19. Staff should be scaffolding children's learning to maximise a child's own learning potential.

This is to ensure that care and support is consistent with 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 18 June 2021.

Action taken since then

Although COVID-19 guidelines have changed since the last inspection, we were satisfied that staff keep up-to-date with current best practice guidance.

This area for improvement is met.

Previous area for improvement 4

Management should develop quality assurance systems in preparation for expansion of their service. These should include audits of records (including children's personal plans) and supervision meetings with staff as the staff team develops. Supervision meetings should link with training attended so that the impact of training could be measured. Supervision meetings should also include feedback from any monitoring visits.

National Care Standards Early Education and Childcare up to the age of 16, Standard 14: Well-managed service.

This area for improvement was made on 9 August 2017.

Action taken since then

Quality assurance systems were in place. Staff and management take part in meaningful discussions about practice and professional development.

The impact of training is having a positive impact on outcomes for children.

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

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.