

Enchanted Forest Nursery (Greenock) Day Care of Children

Riverside Business Park
21 Pottery Street
Greenock
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Telephone: 01475 741228

Type of inspection: Unannounced
Inspection completed on: 31 January 2018

Service provided by:
Enchanted Forest Nursery (Greenock)
Ltd

Service provider number:
SP2010011161

Care service number:
CS2010272909

About the service

This Daycare of Children service operates from a purpose built detached building in Greenock. Five playrooms are available for children at various stages of development, along with an enclosed outside play area. The service is registered to care for a maximum of 75 children at any time, aged between six weeks of age to those who are not yet attending primary school.

Included in the service's aims and objectives was: "To create an environment and atmosphere that promotes children's happiness, as well as health, safety and wellbeing, whilst encouraging independence, confidence and taking account of children's views, with excellent work practices for young children to develop individually to their full potential." A full copy of this statement can be obtained from the service.

The service is run by Enchanted Forest Nursery (Greenock) Ltd. The provider also operates nurseries in Erskine, Thornliebank, Inverkip and Robroyston.

We are carrying out a pilot using the Short Observational Framework for Inspection (SOFI 2) tool. The tool supports inspectors to carry out focussed observations of children's experiences while at nursery. We carried out a SOFI 2 observation as part of this inspection which has informed our findings. The findings are threaded throughout the report.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by the 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

All of the parents who returned questionnaires, or who spoke with us during the inspection were very happy with the service provided. Comments within the questionnaires included the following:

"My children have thrived in the stimulating environment that EFN provides."

"I would not have my child anywhere else. The staff are fantastic and I trust them to always act in my child's best interests."

"My child loves coming to nursery. The staff are so welcoming and put my mind at ease. I am always informed about how my child has been and what they have done on a daily basis. There is lots to do and she loves digging in the garden."

Some children talked to us about what they thought of their nursery. They said that they liked to play outside, had fun with their friends, liked the snacks and liked all the toys they had to play with. They also said that the people who looked after them were nice and kind. We observed that children who were too young to share their views verbally with us, were settled and content.

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	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Children's health and wellbeing was effectively promoted and very good quality assurance processes supported consistently positive outcomes for children.

Very positive partnership arrangements with parents, carers and partner agencies enhanced children's health and wellbeing. Staff supported children to have good physical and mental health, effectively helping them to develop their skills, confidence and self-esteem. Children were encouraged to make healthy and safe choices, for example, by learning about the benefits of healthy eating and exercise. The service was focussing on this as an area for on-going development and had a clear plan to implement this. During our inspection children enjoyed plenty of time outside and healthy and nutritious meals and snacks.

Management and staff worked hard to remove barriers to learning and to include children in nursery life. Medication was managed safely and in line with best practice guidance and, where required, detailed plans, developed in partnership with parents and specialists, were in place to ensure staff could meet children's specific health needs.

Children were assured of continuity of care and effective communication between staff, children, parents and carers. In each of the playrooms children had individual profiles with a range of interesting photographs, observations and next steps in learning. Staff spoke confidently about children's needs and how they supported positive outcomes for the whole family. Children's personal plans were regularly reviewed with parents. Children were well supported to acquire the strength and resilience they needed to overcome challenges.

Effective individualised approaches were evident, for example to support transitions between playrooms.

Staff, parents and children felt that their views were valued and influenced service developments. Where areas for improvement were identified, appropriate training and support was provided to ensure everyone involved had a shared understanding about how to take these forward. Effective review arrangements provide regular opportunities to review progress, and to make any changes required. Staff willingly undertook responsibility for leading specific service developments and peer assessment processes. These factors demonstrated that the service had an ethos of continuous improvement.

What the service could do better

We discussed ways that the service could continue to develop and encourage children to be involved in planning and evaluating their learning and the further development of learning opportunities relating to healthy eating.

We also discussed how ongoing quality monitoring and peer assessment processes could enhance the quality of interactions between staff and children and ensure consistently effective staff deployment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
8 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 May 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 Dec 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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