

# Enchanted Forest Robroyston Day Care of Children

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Glasgow  
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Telephone: 0141 375 3210

**Type of inspection:**

Unannounced

**Completed on:**

26 June 2018

**Service provided by:**

Enchanted Forest Nursery  
(Bishopbriggs) Ltd

**Service provider number:**

SP2015012422

**Service no:**

CS2015334602

## About the service

Enchanted Forest Nursery (EFN), Robroyston, is one of five EFN nurseries operating in the west of Scotland. This Daycare of Children Service registered to provide a maximum of 24 children aged 0 to 2 years, 25 children aged 2 to 3 years and 32 children from 3 years to those not yet attending primary school. The service operates from purpose built premises in the Robroyston area of Glasgow. The nursery is situated close the motorway, offices and retail outlets. The nursery offers full and part-time care for children, Monday to Friday throughout the year, between 7am and 7pm.

The service's summary of its stated aims is to:

Provide a well balanced curriculum empowering all children to progress whilst promoting the development of successful, confident individuals, responsible citizens and effective communicators, ensuring children are leaders in their own learning.

Provide the best possible care and professional service for young children and their families whilst providing best value at all times.

Create an environment of 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 statement of aims and objectives can be obtained from the service.

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 (GIRFEC). 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

Children who spoke with us said that they like their nursery. They talked about the things that they liked to do and play with, and said that they had lots of friends. We saw that younger children were happy, settled and content.

Parents who returned care standards questionnaires (questionnaires) were happy with the service. Their comments included the following:

"The 3 to 5 room has provided my little girls with a happy and safe learning environment. All staff at EFN show a caring attitude and it shines through in my child. After a poor experience at another nursery, EFN have absolutely excelled in making my little girl's time at nursery rewarding, positive, plentiful and worthwhile."

"Fantastic nursery. All of the staff very welcoming and show a genuine interest in the care and happiness of the children and families alike. The staff regularly plan a wide range of activities to help the children develop a range of skills. Children are offered a variety of extra activities too, for example dancing and football. My little girl absolutely loves her time at EFN and I know she is well cared for when there".

One parent had felt, at the time of completing the questionnaire, that they had not been involved in developing the service, and that they felt they would have liked their child to access the garden more. They did however stress that they were very happy with the quality of care and staffing. We contacted the parent for more information during our inspection. They confirmed that there had been recent improvements in communication and that their daughter now accessed the garden more. The parent also highlighted that they were very happy to see their child's journal, and the rich information that this contained. The parent suggested that the service could develop the ways that it shares these with parents. We highlighted this to the service's manager, who agreed to consider this.

One other parent highlighted that they sometimes felt more staff would be beneficial in the mornings. We discussed this with the manager who informed us that this was something she had already identified as many of the parents arrived at the same time, and was considering how to address this. The service was meeting recommended staff : child ratios.

## 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:

<b>Quality of care and support</b>	4 - Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	4 - Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

During our inspection children were happy and engaged in their play. Their interactions with staff who were caring for them reflected the positive and trusting relationships that had been developed. Staff were warm, welcoming and nurturing which helped children to feel safe and secure. Children played confidently, choosing from a good range of toys and materials. They had good opportunities to make independent choices: for example transporting toys and resources around the playrooms and outdoors to extend their play, and inviting friends to join them at the play dough table. Children enjoyed relaxed and sociable lunch and snack experiences.

Children benefitted from regular opportunities to play outdoors and explore a natural environment. Direct access from two of the playrooms meant that they could choose when to do this. We saw children using natural materials to develop their curiosity, looking for bugs and climbing on logs. Staff encouraged children to identify and manage risk. This was helping children learn to be responsible for leading their own learning and for keeping themselves safe.

Children enjoyed showing us their profiles and telling us about their learning, art work and experiences. They recognised themselves and their friends from photographs within these and excitedly told us about what they had been doing when these were taken. Children enjoyed choosing favourite pieces of their work for these, which was helping them to develop ownership of their profiles.

Floor books demonstrated the range of learning opportunities and experiences that children had been included in. Staff told us that the topics for these were chosen by the children through voting systems. We saw that children had taken part in a wide range of play based learning experiences.

Management and staff were keen to provide positive outcomes for children. They were committed to the development of the service and worked well together to support this. One of the service's main aims is to work in partnership with parents. There had been significant developments in this aspect of the service recently.

A well organised parents' forum was now established and was enthusiastically supporting various initiatives, such as the children's 'graduation'. The parents' forum was actively encouraging wider parental involvement to encourage inclusion and to support nursery developments.

Parents valued recent improvements in communication. They had enjoyed attending 'parents' evenings' and the opportunities that these had given them to discuss and plan for their children's learning and development.

Recruitment processes focussed on ensuring staff were recruited safely, and had the right skills and knowledge. Staff worked very well together and willingly took on extra responsibility to improve outcomes for children. Where there were potential issues with staff ; child ratios due to illness etc. management ensured staff brought in to support the service had the right mix of skills and experience. The helped minimise any disruption to the service and provided continuity of care for children,

## What the service could do better

Arrangements for the storage and management of medication did not reflect best practice. We highlighted issues to the acting manager, who resolved these prior to the conclusion of our inspection. The acting manager should now implement her plan to update staff training in relation to medication.

We highlighted a few instances where children may have benefited from more opportunities to learn independently, for example during snack time and through an increased range of natural resources and loose parts.

We also suggested that reviews of personal plans could include a clearer focus on children's future learning and progress. We saw that children's profiles included sections for parents to comments on their children's progress and next steps, but that these were rarely completed. We suggested that the six monthly reviews of children's personal plans could be adapted to include more of a focus on learning. We concur that the service's plans to further develop links between home and nursery will support positive outcomes for children.

The acting manager agreed to consider these potential developments as part of the service's on-going journey of improvement.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

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

## Inspection and grading history

Date	Type	Gradings								
26 Jul 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	4 - Good									
Management and leadership	4 - Good									

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