

Enchanted Forest Nursery Thornliebank Day Care of Children

8 Spiersbridge Business Park
Thornliebank
Glasgow
G46 8NG

Telephone: 0141 638 1910

Type of inspection: Unannounced
Inspection completed on: 15 November 2017

Service provided by:
Enchanted Forest Limited

Service provider number:
SP2010010955

Care service number:
CS2010238287

About the service we inspected

Enchanted Forest Nursery (EFN) Thornliebank is registered to provide a daycare of children service to a maximum of 103 children at any one time. The age range of the children is from birth to those not yet attending primary school. This includes a maximum of 30 children aged birth to under two years, 25 children aged two to three years and 48 children aged three years to those not yet attending primary school.

The nursery offers full and part day care between 7am and 7pm Monday to Friday, 52 weeks per year. Children can attend on a full or part-time basis.

The nursery operates from a two storey property located within a business park in the East Renfrewshire area.

The nursery has a secure door entry system and enclosed outdoor play area.

The nursery has partnership status with East Renfrewshire Council to provide part-time commissioned places for children aged three to five years.

The full statement of the nursery philosophy, aims and objectives were available to people who use the service and included:

- To provide a well-balanced curriculum.
- To motivate staff team ensuring they are fully involved and committed to EFN.
- To create an environment and atmosphere that promotes children's happiness, as well as health, safety and wellbeing.
- To actively involve parents, carers and families in the life of EFN.
- To work collaboratively with the local community and other relevant agencies.
- EFN will take account of local and national priorities.
- To provide clear leadership, which focuses on a shared vision for EFN.

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.

How we inspected the service

We wrote this report following an unannounced inspection that took place on 17 November 2017, between 9am and 4pm. The inspection was undertaken by one inspector. We fed back to the manager of the service and an external manager on the same day.

During this inspection process we gathered evidence from various sources including observations within playrooms and discussion with the manager and staff. We also considered the service's policies and procedures, recruitment files, monitoring records and staff and children's registers.

Taking the views of people using the service into account

We did not consult with children during our inspection but observed that they were happy and engaged in a range of play experiences.

Taking carers' views into account

We did not speak to relatives or carers as part of this inspection.

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

Previous requirements

Requirement 1

To ensure that children's safety and needs are appropriately met the provider must ensure that appropriate staffing levels are maintained throughout the day.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 15(a) Staffing.

Timescale for implementation: on receipt of this report.

This requirement was made on 2 August 2017.

Action taken on previous requirement

The provider had reviewed and amended a range of policies and procedures to address this requirement. On the day of our inspection staff:child ratios were appropriate and staffing arrangements resulted in positive experiences for children. A range of staff and children's registers sampled demonstrated that appropriate staff:child ratios were consistently met.

Met - within timescales

Requirement 2

In order to make proper provision for the health, welfare and safety of service users, the provider must ensure that staff are subject to appropriate recruitment procedures and pre-employment checks. In particular, the provider must ensure appropriate references are in place to inform recruitment decisions about the employment of individuals in the care service

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 4(1)(a).

Timescale for compliance: 11 July 2017.

This requirement was made on 2 August 2017.

Action taken on previous requirement

The provider had audited staff recruitment files and developed an action plan arising from this to address identified issues. Management and staff had reviewed the recruitment policy and procedure and had further developed procedures to improve safer recruitment. Our sampling of recently recruited staff files demonstrated that appropriate checks were being carried out prior to staff commencing employment.

Met - within timescales

Requirement 3

The provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC), or who are newly recruited and are capable of achieving such registration within 6 months of commencing in post, may carry out work in the care service in a post for which such registration is required.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 9(2)(c) which refers to the provisions of regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered; also regulation 15 - Staffing, and regulation 19 Offences, in particular regulation 19(1) which makes it an offence to contravene or fail to comply with regulation 9(1) [together with and the Regulation of Care (Fitness of Employees in relation to Care Services) SSI 2009/118 (Scotland) (No 2) Regulations 2009 as amended by SSI 2009/439 and 2010/443.

Timescale for implementation: on receipt of this report.

This requirement was made on 2 August 2017.

Action taken on previous requirement

The provider had developed a range of systems to ensure that staff maintained appropriate registrations with the Scottish Social Services Council. At the time of our inspection staff were appropriately registered.

Met - within timescales

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

Previous recommendations

Recommendation 1

We recommend, to improve opportunities that support children to reach their potential, management and staff develop playrooms and resources further. Consideration should be given to providing experiences that challenge and stimulate enquiry, curiosity and creativity and create cosy, restful areas.

National Care Standards Early Education and Childcare up to the Age of 16, Standard 5, Quality of Experience and Standard 11, Access to Resources.

This recommendation was made on 2 August 2017.

Action taken on previous recommendation

The provider had purchased a range of toys and resources for all of the playrooms and had developed cosy areas within the baby rooms and room for children aged 2 to 3 years. Changes had been made to the layout of the playrooms to improve presentation and accessibility of resources and to create appropriate spaces for different types of experiences. Children were happy, engaged and stimulated by the range of experiences available. This recommendation was met.

Recommendation 2

In order to continue to develop quality assurance processes that improve children's experiences and support their learning and development, we recommend that management undertake regular observations of practice, with a focus on outcomes for children management and staff continue to develop ways to support children to be active and engaged learners.

National Care Standards Early Education and Childcare up to the Age of 16, Standard 4, Engaging with Children and Standard 14, A Well Managed Service.

This recommendation was made on 2 August 2017.

Action taken on previous recommendation

The provider had arranged a range of training and development opportunities for staff to enhance their knowledge of how children learn and develop and current best practice. As we have noted earlier we saw that children were happy and engaged in their play. Regular playroom monitoring and implementation of a monitoring calendar demonstrated that improvements were on-going and resulting in positive outcomes for children. This recommendation was met.

Recommendation 3

We recommend that to ensure the service complies with relevant legislation and standards, quality monitoring processes are further developed.

National Care Standards Early Education and Childcare up to the Age of 16, Standard 14, A Well Managed Service.

This recommendation was made on 2 August 2017.

Action taken on previous recommendation

Monitoring arrangements included consideration of systems to promote children's safety and well-being and of arrangements to ensure that the service complied with its statutory requirements. This recommendation was 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	
13 Dec 2017	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	3 - Adequate
25 May 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
22 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
5 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Jun 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Apr 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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