

# Enchanted Forest Nursery, Inverkip Day Care of Children

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Type of inspection: Unannounced  
Inspection completed on: 31 October 2016

**Service provided by:**  
Enchanted Forest Nursery (Inverkip) Ltd

**Service provider number:**  
SP2012011768

**Care service number:**  
CS2011305898

## About the service

Enchanted Forest Nursery is provided by Enchanted Forest Nursery (Inverkip) Ltd. It operates from the first floor of a two storey building in the Inverkip area of Inverclyde. The service is registered to care for a maximum of 76 children within the following age ranges:

- 20 children under 2 years
- 25 children aged 2 to 4 years
- 16 children aged 3 to those not attending primary school
- 15 children attending school up to the age of 16

There are currently 90 families using the service with a mixture of full-time and part-time places. The service works in partnership with Inverclyde and North Ayrshire Councils to provide early learning and childcare.

The service aimed to "create an environment and atmosphere that promotes children's happiness, as well as health, safety and well-being."

From April 2016 we will carry out a quality audit to gather information relating to 'How Good is Our School Aged Childcare'. The audit will focus on the quality of children and young people's play experiences and how their rights to play and have fun are promoted and protected. The Getting it Right for Every Child (GIRFEC) framework - SHANARRI, Playwork Principles and Article 31 will underpin a list of outcome-focussed questions developed for inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017, along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at [www.careinspectorate.com](http://www.careinspectorate.com).

## What people told us

Throughout this report we refer to parents and carers as parents. We spoke with two parents during our inspection and received 11 completed questionnaires. All of the parents who spoke with us or completed questionnaires were extremely happy with the quality of the service. They felt that the service was very well managed and that management and staff worked hard to provide the best possible outcomes for children. They felt that everyone involved in the delivery of the service was genuinely interested in children and their families. Parents comments included the following:

"The staff all work very hard and have a genuine love for the children. The manager takes on board any comments made and rectifies issues very quickly."

"Daily feedback from staff allows me to keep up to date with my child's progress. The weekly home links emails allow me to extend her learning at home. The manager has a great relationship with staff and families alike. Her passion and drive has been proven in recent awards and is therefore an asset and a credit to Enchanted Forest Nursery."

One parent commented about a concern relating to the side door being left open. We found that this issue had been resolved some time ago. Another parent commented that they would prefer e-mails and tweets to be issued more consistently.

During our inspection we observed approximately 35 children. We asked some of the older children for their views. They told us that they enjoyed going to nursery and out of school care. They said that they had lots of

friends and talked positively about the things that they liked to do. We saw that younger children were happy and secure and enjoyed nurturing and responsive care from staff who knew them well.

## Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development in relation to the continued development of the service and in parental and children's involvement in this. The provider told us how they gathered the views of parents, children and staff to help the service make improvements.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

Staff were very knowledgeable about the service's child protection procedures and their roles and responsibilities. Regular training and reviews supported staff in keeping their knowledge up to date on how to ensure children were safe and protected from harm.

Management and staff worked hard to promote parental, and sometimes specifically fathers', and children's involvement in developing the service and in children's individual learning. This meant that staff had a very good knowledge of children's development, and were highly responsive to children's interests. As a result children were engaged and motivated by the learning experiences available. They persevered for significant lengths of time in challenging and interesting play. This effectively helped children to achieve their next steps of development and to become active, confident, learners.

The manager of the service led the staff team very effectively and promoted a culture of continuous improvement. Everyone involved in the service was highly committed to its continuous development. Very effective communication at all levels helped to support this. Priorities for improvement had been identified and information about these was widely shared with everyone involved in the service. This helped promote a clear vision and improvement agenda to support positive outcomes for children. Effective and rigorous monitoring ensured effective processes to promote children's safety and well-being were implemented, and that children had a happy, nurturing and stimulating learning environment.

Management and staff were knowledgeable about current best practice guidance, and took very good account of this in developing the service. For example, reference to National Practice Guidance on Early Learning and Childcare, 'Building the Ambition', had influenced the cessation of 'set' group time. This has given children increased opportunities to take the lead in their learning and staff greater opportunities to extend challenge in children's play through effective interventions. The service had also taken very good account of 'My World Outdoors' a resource that supports high quality play outdoors, which had enhanced children's experiences.

Management and staff were making very good progress using the relatively new 'How good is our early learning and childcare' document to support continuous improvement.

## What the service could do better

To build on the very good practice relating to child protection arrangements, we discussed how to further support staff to use the right techniques and language if they needed to talk about a concern with a child.

Some of the very young children anticipated the imminent arrival of their lunch as soon as staff started to prepare for this. They then become unsettled in the period until the food arrived. The manager agreed to consider how to reduce the period of time in which children were expecting their lunch.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
27 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
4 Dec 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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