

# Inspection report

## Enchanted Forest Nursery Day Care of Children

The David Boyle Accommodation  
Erskine Hospital Estate  
Bishopton PA7 5PU

**Inspected by:** Yvonne Metcalfe  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 28 November 2007

**Service Number**

CS2005107944

**Service name**

Enchanted Forest Nursery

**Service address**

The David Boyle Accommodation  
Erskine Hospital Estate  
Bishopton PA7 5PU

**Provider Number**

SP2005007827

**Provider Name**

Mariessa Devlin

**Inspected By**

Yvonne Metcalfe  
Care Commission Officer

**Inspection Type**

Unannounced

**Inspection Completed**

28 November 2007

**Period since last inspection**

14 months

**Local Office Address**

Central West  
4th Floor  
1 Smithhills Street  
Paisley  
PA1 1EB

## **Introduction**

Enchanted Forest Nursery was registered by the Care Commission on 20th June 2006. The service is registered to provide care to a maximum of 63 children aged from 0-5 years. The service operates from Monday to Friday from 7am to 7pm. Children can attend on a full or part-time basis. The nursery is in partnership with Renfrewshire Council to provide pre-school education for 3-5 year olds.

The nursery is located within the grounds of Erskine Hospital. The nursery consists of a two playrooms for children aged 2-5 years, with three separate rooms for children aged 0-2 years. An enclosed outdoor area is also available for children to use.

The nursery aims to "create an environment and atmosphere that promotes children's happiness and well-being and encourages independence and confidence, with excellent work practices for young children to develop individually to their best potential.

## **Basis of Report**

This inspection was conducted as part of a small number of pilot inspections. The Care Commission is using these pilots to develop and improve the inspection process.

Some pilot inspections may also be reported in a pilot report format. These developments form part of the Care Commissions Regulating for improvement project and the Care Commission is grateful to this service for volunteering to take part in a pilot inspection.

The Care Commission has developed four Quality Themes to divide service quality into issues that we know concern service users and carers:

1. Quality of Life
2. Quality of Environment
3. Quality of Staffing
4. Quality of Management

Each Quality Theme is made up of a number of Quality Statements and both the themes and statements reflect the National Care Standards which lie at the heart. For this service the relevant National Care Standards are Early Education and Childcare up to 16 years.

Each year, care services are requested to complete and return a self-evaluation form. For the pilot the service returned a self-assessment form in respect of how well the service felt it was meeting the four Quality Themes. This provided evidence of the service's strengths and where it thought improvements could be made.

This report was written following an announced inspection that was conducted over two days, on the 28th and 29th November 2007. The visits were carried out between the hours of 10.30 and 14.30 and 9.30 and 16.00. The inspection was conducted by two Care Commission Officers: Yvonne Metcalfe and Julia Bowditch.

### **Before the Inspection**

#### **The Annual Return**

The service submitted a completed Annual Return as requested by the Care Commission.

#### The Self-Evaluation Form

The service submitted a self-assessment form as requested by the Care Commission.

#### Views of service users

Nine parents responded to the questionnaire.

#### Regulation Support Assessment

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant inspection focus area(s) and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

#### During the inspection process

##### Staff at inspection

The officers spoke with the provider/manager, deputy manager, 8 staff members and two parents.

##### Evidence

During inspection, evidence was gathered from a number of sources. A review of a range of policies, procedures, records and other documentation, including the following:

- Child Protection policy
- Public Liability Insurance
- Risk Assessments
- Equal Opportunities Policy.
- Staff training plans
- Infection control policy
- Activity plans within the playrooms.
- Cleaning schedules
- Health and safety policy
- Staff, children and parents questionnaires
- Discussions with children present

Interaction was also observed between the staff team and the children present, as well as observations of the environment.

#### Inspection Focus Areas and associated National Care Standards for 2007/08

This year's inspection focus areas (IFAs) have been developed from statutory and policy considerations and have been widely consulted upon. The IFAs are directly linked to relevant National Care Standards (NCS). Details of the inspection focus and associated standards to be used in inspecting each type of care service in 2007/08 and supporting inspection guidance can be found on

[http://www.carecommission.com/index.php?option=com\\_content&task=view&id=4557](http://www.carecommission.com/index.php?option=com_content&task=view&id=4557)

The following focus areas were covered:

Child Protection  
Active and Energetic Play  
Infection Control  
SSSC and staff training

#### Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

#### Action taken on requirements in last Inspection Report

There was one requirement from the previous report relating to safe staff recruitment procedures. This has been successfully actioned.

#### Comments on Self-Evaluation

N/A

#### View of Service Users

Children present within the nursery at the time of the inspection were happy to talk to the officers. Children could confidently describe how they spent their time at nursery. Children could describe their favourite activities and appeared happy and relaxed within the nursery.

#### View of Carers

Nine parents responded to the Care Commission questionnaire. Two parents gave their views during the inspection.

Seven parents stated staff always treated information they provided to them appropriately while two parents felt this was usually the case. The majority of parents felt staff knew their child as an individual. All parents felt the premises were safe and secure and were very happy with the cleanliness of the service. All parents were aware of the services child protection policy. All parents were happy or very happy that staff respected and valued their personal beliefs while caring for their child.

All parents were very happy with the overall service provision.

Comments from parents included:

"...I am very particular about my daughters care and have always been impressed with the ethos at EFN"

"There was a problem with parents not closing the door properly, however the nursery sent letters home with the children to remind parents to ensure the door is closed. Since then this seems to have improved"

"I am extremely satisfied with care and attention my son gets at the Enchanted Forest Nursery."

"Couldn't ask for a more friendly, safe and secure environment for my child to be in."

"I am extremely happy with the service provided at EFN. My daughter enjoys going to nursery and as a parent, I believe that speaks volumes."

"I have asked that my child not be allowed to sleep and this is respected."

## **Regulations / Principles**

### **Regulation :**

### **Strengths**

### **Areas for Development**

## **National Care Standards**

### **National Care Standard Number 1: QAF Early Education and Childcare up to 16 - Quality of Care and Support**

### **Strengths**

On this occasion, the inspection focused on how well the service met those National Care Standards which are grouped under the following Quality Statements:

1.3: We ensure that children and young people's health and well-being are met.

1.7: We ensure that children and young people and carers participate in assessing and improving the quality of the service.

Comprehensive infection control procedures were in place throughout the nursery. Nappy changing procedures were carried out in accordance with good practice guidelines. The nursery provided nappies for children, which were stored in protective boxes prior to use. Nappies were disposed of in appropriate waste disposal bins situated within changing areas. Comprehensive procedures were also in place to ensure the safe management of terry nappies within the nursery. Disposable aprons and gloves were available to staff within all changing areas. Hand washing facilities for staff were well stocked with liquid soap and paper towels.

Procedures for the safe use and storage of potties were displayed throughout the nursery. Staff demonstrated a sound understanding of this procedure. Children's toilets were clean and well maintained. Liquid soap and paper towels were easily accessible by children. Staff carried out regular checks throughout the day to ensure high standards were maintained. Handwashing posters were displayed within the toilets to encourage children to carry out good handwashing procedures. Staff were observed encouraging and supporting children with good handwashing throughout the inspection.

The nursery had comprehensive procedures in place throughout the nursery to maintain a clean and healthy environment for children.

Individual bed linen was supplied for children who needed top sleep or rest during the day. Laundry systems were in line with good practice guidelines. Procedures in place included: cleaning and storage of feeding equipment and dummies, cleaning of toys and play equipment, and cleaning of floors and surfaces. Within the self-assessment document, the service had detailed the range of paperwork in place to support their infection control procedures. This included: cleaning logs, sterilising logs, room checklists, policies and information relating to care of sick children. Cleaning schedules in place were very

comprehensive and completed on a regular basis.

Infection Control information was available to the staff team and included good practice documents such as 'NHS guidance on control of infection for use in schools and nurseries' and 'National Toothbrushing Standards'. The provider had ordered copies of the good practice document 'Keeping it clean and healthy' to further enhance information for staff. The provider's self-assessment stated the Care commission's website was also used to keep the service up to date with changes in this field.

The provider and staff team actively sought the views of parents and children on the quality of the service. This was achieved in a variety of ways. Questionnaires were issued annually to parents. The manager feed back to parents, comments on an individual basis, outlining how the nursery intended to take account of these views. This was supported by parents who spoke to the officer during the visit. The nursery had recently introduced questionnaires for children. Parents were able to complete these at home with their child which enabled children time to think about their answers. Staff within the 3-5 room had recently introduced 'mind mapping' with children as part of the planning process. Information supplied by children was used to inform the activity programme. Comment clouds had recently been introduced within the foyer of the service. The was to enable parents to comment on elements which they thought the nursery carried out well, as well as an area for suggesting improvements.

### **Areas for Development**

The provider was working on developing policy folders for all playrooms to ensure all information was easily accessible to the staff team.

The provider and staff team were keen to expand systems in place to ensure service users and parents were routinely involved in evaluating the quality of the service provision. This included publishing the results of the parental surveys and incorporating their views into the improvement plan.

## **National Care Standard Number 2: QAF Early Education and Childcare up to 16 - Quality of Environment**

### **Strengths**

On this occasion, this inspection focused on how well the service met those National Care Standards which are grouped under the following Quality Statements:

2.2: The environment allows children and young people to have as positive a quality of life as possible.

2.4: We ensure that children and young people and carers participate in assessing and improving the quality of the service.

Staff within the service were observed interacting with children in a positive manner. During active play activities staff offered praise, encouragement and became involved in children's play, if children wished them to do so. Staff demonstrated a good understanding of individual children's needs and could confidently describe how they supported them.

A fully enclosed garden was available, which had recently been upgraded to include a barked area for children as well as a spongy surfaced area. This enabled children to access



the garden on a daily basis. Resources available for children to use during active play included bikes, slides, tyres for climbing, balls, prams and hoops. Children were able to access the local area for nature walks. Parents were encouraged to provide suitable footwear and clothing for children to play outdoors, however the nursery also had a supply of wellies and spare clothes.

Playrooms offered children space to play alone or as part of a larger group. The layout within all playrooms was flexible and furniture was moveable to ensure children could access active play indoors also. Indoor active play included 'Sticky Kids' tapes and ring games. Within the 0-2 rooms, furniture was kept to a minimum to enable children to have plenty of floor space to move around freely. Resources available within the 0-2 department included sand, push along toys and musical toys.

Staff within the nursery had attended training on the good practice document 'Birth to three'. Staff used this training to further enhance the programme for children.

Planning was displayed throughout the nursery for parents to view. This reflected children's opportunities for active and energetic play. Photographs were also displayed which highlighted children taking part in physical activities.

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### **Areas for Development**

The provider was aware of the need to develop the range of physical play resources to meet the needs of children who required more challenge. This was identified with the providers self-assessment form.

The provider was aware of the need to build on the resources in place for the 0-2 department, to offer children more natural play materials and indoor physical challenge and had plans in place to do so.

### **National Care Standard Number 3: QAF Early Education and Childcare up to 16 - Quality of Staffing**

#### **Strengths**

On this occasion, this inspection focused on how well the service met those National Care Standards which are grouped under the following Quality Statements:

3.1: We have a professional, trained and motivated workforce, which work to National Care

Standards, legislation and informed best practice.

3.4: We make sure the service is free from abuse in all its forms.

3.5: We ensure that children and young people and their carers participate in assessing and improving the quality of the service.

Staff within the service held or were working towards a relevant childcare qualification suitable to register with the Scottish Social Services Council (SSSC). The provider was registered with the GTC and several staff within the service had commenced the process of registration with the SSSC. A Comprehensive induction programme was in place for newly appointed staff within the service. A mentoring system was in place for new staff and staff undertaking training. This was supported by staff who described the good support systems in place for them.

A Learning and development policy was in place which outlined the services' commitment to staff development. Although a staff training programme was in place, the provider was in the process of updating and expanding this. The service had recently achieved partnership with Renfrewshire Council to provide pre-school education. This enabled the staff team to access training provided by the Council. The training programme was being updated to take account to these training opportunities.

The training programme in place covered Food Hygiene and First Aid. Training attended also took account of the needs of children using the service. Courses attended included: Eat well to Play well, Curriculum for Excellence, Additional Support Needs and Oral Hygiene. Promoting Positive behaviour was planned for the near future.

Staff training was planned and evaluated in a variety of ways. Management carried out observations of staff practice, gave verbal feedback and used supervision to discuss training needs. Staff meetings were used to share information with the rest of the team. Staff spoken with stated they were supported by the management to further develop their skills and knowledge.

The service had a child protection policy in place. The service had also developed child protection protocols for staff which were displayed within the staff room. The service had a copy of the local area Child Protection Committee Child Protection guidelines. The majority of staff had attended Child Protection training with further training planned for newly appointed staff. This had been recommended at the previous report.

The services welcome pack gave parents an overview of the child protection policy. The full policy was available for parents within the policy folder for parents to view. Leaflets relating to child protection were available throughout the nursery for parents. The service had copies of the Children's Charter and the framework standards for child protection.

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they thought the nursery carried out well, as well as an area for suggesting improvements.

## **Areas for Development**

Although the service had copies of the Children's Charter and the framework standards for child protection, staff needed to become more familiar with the content. This was discussed with the provider who agreed to take this forward with the staff team.

## **National Care Standard Number 4: QAF Early Education and Childcare up to 16 - Quality of Management and Leadership**

### **Strengths**

On this occasion, this inspection focused on how well the service met those National Care Standards which are grouped under the following Quality Statements:

4.4: We have developed a quality assurance process which involves service users, carers, staff and stakeholders.

4.5: We ensure that children and young people and their carers participate in assessing and improving the quality of the service.

The service had clear priorities in place which were included in the services' improvement plan. The plan took account of local and national priorities, as well as priorities identified by the staff team, parents and children. Clear outcomes and timescales for completion were identified in the plan. The manager intended to display the plan for all parents to view.

Good procedures were in place to review the provision provided as well as staff practice. Staff meetings were used as a platform for discussing service provision and identifying areas for improvement. Employee surveys were carried out and used to inform the improvement plan. Staff were keen to develop the service and were actively encouraged to bring new initiative into the service.

Staff spoken with were motivated and felt valued by management. A range of incentive schemes were in place including employee of the month. Staff stated management recognised their achievements in a variety of way including flowers. Staff achievements were also shared with parents through newsletters and display's within the service.

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## **Areas for Development**

Within the self-assessment, the provider stated the improvement plan was in its early stages

and was aware of the need to review the targets set over time, to ensure the plan is effectively implemented.

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

Interaction between children and staff in the 0-1 room was limited over the lunch time period. This was due to the timing of staff breaks. This was discussed with the provider who agreed to review this as a priority.

**Requirements**

There were no requirements made at this inspection.

**Recommendations**

There were no recommendations made at this inspection.

**Yvonne Metcalfe**

**Care Commission Officer**