

# Care service inspection report

## Rainforest Nursery

### Day Care of Children

517 Windmillhill Street  
Motherwell  
ML1 2UD

Inspected by: Ann Dornan

Isabella Semple-Lawson

Type of inspection: Unannounced

Inspection completed on: 6 June 2011



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### **Service provided by:**

Rainforest Nursery Ltd

### **Service provider number:**

SP2009010375

### **Care service number:**

CS2009216755

### **Contact details for the inspector who inspected this service:**

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

The service provides a pleasant, safe and spacious environment for children to play and learn. Staff have a variety of qualifications and experience, and are committed to improving their skills and knowledge to provide stimulating and enjoyable play experiences for children.

Children and parents are encouraged to be involved in the service and to offer ideas and suggestions.

### What the service could do better

The service should continue to develop its methods of evaluation, particularly in relation to the environment. The work currently being undertaken in relation to developing the improvement plan for the service should be continued, along with a staff training plan that addresses the needs of the service and of individual members of staff.

### What the service has done since the last inspection

Since the last inspection, the service has addressed the safety issues identified in the previous report, and has extended its methods for seeking the views of parents and children. It has also made relevant documents available to staff and families in relation to the protection of families. Staff have undertaken additional training, and have implemented their learning within the playrooms.

## **Conclusion**

The nursery was continuing to improve the service it offered to families, and had recognised the importance of involving children and parents in this process. Staff felt valued by the management team, and felt that they were encouraged to be fully involved in the development of the service.

## **Who did this inspection**

Ann Dornan

Isabella Semple-Lawson

**Lay assessor:**

# 1 About the service we inspected

"Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS."

Rainforest Nursery is registered to provide a daycare of children's service for up to 12 children aged from birth to under two years, 20 children aged from two years to under three years, and 32 children aged from three years to those not yet attending primary school. The nursery operates between 8.00am and 6.00pm, Mondays to Fridays during term time and holidays.

The nursery is located in a Central area of Motherwell, North Lanarkshire. There are three playrooms available to children, with direct access to the outdoor play area from each of the rooms. There is a staffroom and an office that can be used for private meetings with parents or visiting agencies. There is also access to an additional room for staff training purposes. Children have easy access to toilet facilities. There is a secure entry system in place, and disabled access to the building. Children have programmed use of the adjacent soft play area.

The nursery aims to create 'a fun, safe, and caring environment, which offers challenges for all children to be happy, safe, and respected'. The nursery also aims to 'work in partnership with parents, enabling us to provide the most effective supplementary care to their children'. Parents and carers have access to the full statement of aims and objectives.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

This report was written following an unannounced inspection by Ann Dornan and Isabella Semple-Lawson, Inspectors with Social Care and Social Work Improvement Scotland. The visit took place on 19 April between 9.00am and 2.00pm. A second visit was made on 21 April 2011. Final feedback was given by telephone following the inspection.

As requested by the Care Commission, the service sent us an annual return. The service also sent us a self assessment form.

We issued ten questionnaires to parents and carers who used the service. Nine completed questionnaires were returned before the inspection.

In this inspection, we gathered information from various sources, including the relevant sections of policies, procedures and records, including the following:

- \* certificate of registration
- \* certificate of insurance
- \* information relating to partnership with parents
- \* documentation relating to additional support needs
- \* parents' and children's questionnaires
- \* child protection policy
- \* recruitment and selection policy
- \* two staff files.

Discussion took place with the manager and most staff members. Children were spoken with informally throughout the visits.

### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality

themes and statements.

Details of what we found are in Section 3: The inspection

## **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

## **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

### **What the service has done to meet any recommendations we made at our last inspection**

The following recommendations were recorded in the previous inspection report.

1. The manager should further develop the methods that are currently in place to gain parents' and visitors' views and suggestions for service improvement. This should take account of all four quality themes. Age and stage related opportunities for children to give their ideas and comments on the service should be developed. National Care Standards for Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.

The service had issued questionnaires to parents, and had introduced additional methods for children to give their views, including the use of mind mapping and floor books. Efforts had also been made to establish a parents' committee.

2. The manager should provide parents and staff with copies of the Children's Charter and the Framework Standards for Child Protection. Staff should familiarise themselves with these documents. National Care Standards for early Education and Childcare up to the age of 16, Standard 3:2, Health and Wellbeing.

Copies of these documents were on display in various parts of the nursery. All staff had attended training on the content of these documents.

3. The provider should carry out a full risk assessment of the car park, and put in place measures to prevent cars from parking so close to the outdoor play area. The provider should also take measures to reduce the number of cars driving through this area. National Care standards for Early Education and Childcare up to the age of 16, Standard 2:2, A Safe Environment.

Some measures had already been put in place to address these issues. Others involved liaison with the planning department and were still ongoing. Definite plans to implement additional safety measures were in place.

4. The provider should devise and display fire evacuation procedures in each playroom. National Care standards for Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.

This issue had been fully addressed.

5. The provider should put in place a more hygienic method of storing and disposing of nappies. National Care Standards for Early Education and Childcare up to the age of 16, Standards 2:1 and 2:4, A Safe Environment.



This issue had been addressed.

6. The manager should put in place her plans for a more robust system for monitoring and evaluating all aspects of the service, using best practice guidelines. Children, parents and staff should be fully involved in identifying areas for improvement. National care Standards for Early Education and Childcare up to the age of 16, Standard 14, Well-managed Service.

Procedures had been put in place to assist in this process. The manager, staff and parents were all involved in developing additional evaluation procedures.

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, some areas for development and any changes they planned. The service told us how the people who used the care service had taken part in the self-assessment process.

## **Taking the views of people using the care service into account**

Nine parents returned Care Standards Questionnaires, giving their views of the service.

Parents confirmed that they were able to visit the service before placements began, and were given good information about the service. Three respondents said that they 'did not know' that staff asked for children's views about activities and outings, and used the information to plan future activities. All other respondents were aware of this. One respondent did not agree that the service involved them and their child in developing the service, for example by asking for ideas and feedback. All other respondents agreed that this did happen. One respondent was unclear about the

nursery's policy on behaviour. Overall, however, parents were happy with the quality of care their children received. All agreed that the service was provided in a safe, secure environment, with enough space for children to play and be involved in a variety of activities. All respondents agreed that the service had a suitable range of equipment, toys and materials for the children.

Some comments from parents included:

"I am very happy with the service my children receive at the nursery".

"The nursery is brilliant. It is safe and secure, and staff are friendly and professional".

"The staff in the nursery are first class".

However, one parent raised concerns over parking issues, and was concerned that staff, including the cook, smoked outside the building near to the play area. There was also concern raised that cleaners started cleaning rooms while children were still in attendance. The manager and owner said that they would investigate all of these issues and that any problems identified would be appropriately addressed.

### **Taking carers' views into account**

Children were found to be happy and busy within the nursery environment. They were involved in a variety of activities both indoors and outdoors, and older children were confident about telling inspectors about the activities they enjoyed.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 4 - Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The nursery provided a number of different methods for parents and children to be involved in assessing and improving the quality of care and support within the service. Daily chats and opportunities for private discussions were offered. The parents' notice board and copies of the policy folder had been moved to make them more accessible to parents. Monthly e newsletters were issued to all families. Two way diaries encouraged feedback from parents. Parents had access to children's folders and were encouraged to offer comments. Parents were encouraged to participate in fun events as well as attending more formal parents' evenings. A parents' committee was in the process of being set up. Questionnaires had been issued to parents and evaluated.

Children were involved in mind mapping, floor books and small discussion groups. They were encouraged to share the contents of their folders with their parents. They took home soft toys with a book to record their activities and to share these with parents and other children. The nursery used the information gained in this way to influence the future direction of the service.

The service was found to offer a very good performance in relation to this quality statement.

#### Areas for improvement

The service had identified the need to encourage more parents to join their committee and to offer their skills and expertise in the play room where appropriate.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

### Service strengths

The service was making good progress in relation to this quality statement. Staff used relevant local and national guidance to plan and evaluate activities for children, and to ensure that they met individual needs. Daily planning and evaluation took place in relation to individual children. Children's profiles had been further developed to make them more meaningful. Parents were encouraged to view children's profiles and to add comments. Staff demonstrated an understanding of children's needs and planned appropriately for their future development. Staff had high expectations of children, and provided activities that were stimulating and enjoyable. They had developed very good relationships with children, and encouraged them to be involved in new experiences.

Staff were aware of legislation in relation to equality and anti-discriminatory practice. Some staff had undertaken training in relation to additional support needs of children, and some had extensive experience in this area. One staff member had been given responsibility for developing this aspect of the service.

The nursery was found to be offering a good service in relation to this quality statement.

### Areas for improvement

The service was in the process of developing procedures for accessing additional support for children from outside agencies. Staff were fully involved in this process.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

#### Service strengths

The procedures used by the service to allow parents and children to participate in assessing and improving the quality of the environment, were similar to those described at 1.1.

#### Areas for improvement

The questionnaires issued were limited in the information they requested in relation to the environment.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

#### Recommendations

1. The service should extend this aspect of their evaluations to encompass issues such as security, safety and cleanliness. This information should be collated and used to further develop the service. National Care Standards for Early Education and Childcare up to the age of 16, Standard 13: Improving the Service.

### Statement 5

The accommodation and resources are suitable for the needs of the service users.

#### Service strengths

The accommodation was bright, clean, and spacious, with lots of space for children to play individually or as part of larger groups. Improvements had been made to the outdoor area, which could be accessed directly from all of the playrooms. Additional safety measures had been put in place to ensure the health and safety of children when they were outdoors.

All playrooms were well equipped. Children were involved in choosing new resources, and toys and equipment were clean, well maintained, and easily accessed by children. Children had daily access to the soft play area. Regular risk assessments were carried out, and all areas were checked daily for safety.

The service was found to be offering a very good outcome for children in relation to this quality statement.

### **Areas for improvement**

Some additional resources were being purchased for the play room that accommodated children aged two to under three. Children were being consulted about the choice of equipment.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

The procedures employed by the service in relation to this quality statement were similar to those described at 1.1. Children were looked after by caring staff, and it was apparent that they had developed positive relationships with children.

Parents had been asked their views of staff, and had not identified any areas for improvement. Parents described staff as caring and sensitive, and felt that they provided positive role models for children.

#### Areas for improvement

The manager confirmed that the service would continue to seek the view of children and families in relation to staffing within the service.

**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

#### Service strengths

The service had developed relevant written policies and procedures. These included policies in relation to confidentiality and child protection. The manager and staff had reviewed some of the policies and procedures of the service, and some changes had been made as a result of this evaluation. Staff had been fully involved in this process. All staff had undertaken a wide ranging induction process, and demonstrated an awareness of the National Care Standards. Most staff were registered with the Scottish Social Services Council, and had begun to keep training folders.

Regular staff meetings took place and all staff were encouraged to contribute to the agenda. Staff confirmed that they felt their contributions were valued and acted on.

The nursery was found to be offering a good service in relation to this quality statement.

### **Areas for improvement**

The manager was in the process of developing the annual improvement plan for the service. This took account of staff's views and ideas. The manager was taking account of staff training needs when developing the plan. Some staff were a little unclear about their responsibilities in relation to the Social Services Council's codes of practice. This was being addressed by the manager as part of the annual review of the service.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0



## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

The opportunities provided by the nursery to allow children and families to participate in assessing and improving the quality of management and leadership within the service were similar to those described at 1.1. The service was looking at additional ways to improve the participation of parents on the parents' committee, including the provision of social events.

#### Areas for improvement

The service should continue with their current plans for more active participation by parents in the service. Any additional information received through these methods should be used to ensure that improvements to the service reflect the views of all participants.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

We involve our workforce in determining the direction and future objectives of the service.

#### Service strengths

The manager encouraged all members of staff to be fully involved in the development of the service. Staff were given specific tasks within the nursery, such as developing the service for children with additional support needs. Individual staff skills were recognised and implemented within the service. Staff were encouraged to share their knowledge and any training they had attended. Regular in service training took place, and details of this was disseminated at staff meetings. Staff confirmed that they were very well supported by the manager, and were encouraged to develop their skills in order to improve the service they offered to children. Staff had access to information and training resources, and were encouraged to increase their knowledge through personal reading and use of the internet.

The service was found to be making good progress in relation to this quality statement.

### Areas for improvement

The manager had begun to develop monitoring procedures within the playroom. She advised the inspectors that Information from these visits would be used to improve the areas within the playrooms, and to identify staff skills and any possible training needs.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The manager should formalise her monitoring procedures, and demonstrate how this information is used to develop the service and ensure relevant training opportunities for staff. National Care Standards for Early Education and Childcare up to the age of 16, Standard 13: Improving the Service.

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

#### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	4 - Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	4 - Good
Statement 5	5 - Very Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
29 Jul 2010	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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