

Thrive Childcare and Education Happitots Robroyston Day Care of Children

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Type of inspection:
Unannounced

Completed on:
10 October 2024

Service provided by:
Enchanted Forest Nursery
(Bishopbriggs) Ltd

Service provider number:
SP2015012422

Service no:
CS2015334602

About the service

Thrive Childcare and Education Happitots Robroyston was registered with Care Inspectorate on 22 May 2015. The service is provided by Enchanted Forest Nursery (Bishopbriggs) Ltd and is registered as a day care of children service to provide a service to a maximum of 81 children not yet attending primary school at any one time. No more than 24 are aged under 2 years, and no more than 57 are aged 2 years to those not yet attending primary school full time, with no more than 25 aged 2 to under 3.

About the inspection

This was an unannounced follow up inspection which took place on Thursday 10 October 2024 between 09:30 and 18:00. The inspection was carried out by three inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with children using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Following our previous inspection, the service had three requirements and two areas for improvement that they had not met. They have now made sufficient progress to meet all three requirements and one area for improvement. One area for improvement had not been met and there had been limited progress to achieve this.
- Children were cared for by staff that knew them well.
- The provider, manager and staff team had made significant progress in improving the playroom environments to be, homely, safe and clean.
- Further training should be sourced to support staff develop their knowledge and skills relevant to their role.
- Quality assurance processes including self-evaluation and monitoring aspects of service delivery had been introduced.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our leadership?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality Indicator: 1.1 Nurturing care and support

During our inspection in April 2024, we raised concerns about some staff's interactions with children not being caring or respectful and we made a requirement for the service to address this. During this follow up inspection, we found that the service had made several improvements to meet the requirement. Children now benefited from warm and nurturing interactions from staff who knew their needs and preferences well. As a result, children were happy and settled within the setting.

Staff were responsive to children's needs, and engaged with children at their level, making eye contact. Staff asked children's permission to offer them support with personal care such as nappy changing and dressing, and respected their preferences. Staff recognised children's efforts and achievements by providing praise and encouragement. This approach demonstrated staffs increased understanding of children's rights-based practice, gave children the message that they mattered and provided children assurance that their care needs would be met.

The management team had prioritised improving staff's knowledge and awareness of safeguarding. Varying levels of safeguarding training, relevant to staff's roles and responsibilities had been undertaken and further training was planned. Chronologies were in place where required to track key events in children's lives. As a result, children were cared for by staff who were confident in how to report and action any safeguarding or wellbeing concerns.

Quality Indicator: 1.3 Play and learning

Significant improvements had been made to the play and learning environments. New resources had been purchased and the introduction of soft furnishings and natural materials supported a calm homely environment for children to play, explore or rest. Children's photographs and artwork were on display throughout the setting, providing them with a sense of belonging.

Children were happy, confident and approached staff for assistance or to include them in their play. Most confident children were able to access some resources independently and choose where and how to play and explore. This supported children's independence.

Child-centred planning systems were not yet fully established. We recommended improving planning for play and learning processes at the services' previous inspections, as this supports children to progress in their learning and development. However, we found that limited improvements had been made and as a result, children were not consistently supported by good quality observations and effective assessments that demonstrated an understanding of children's play or behaviours. There were also some missed opportunities to support children in their choice of where to play. This included when the routine of the day interrupted children's engagement unnecessarily to engage in large group, adult directed activities. To ensure children benefit from play opportunities that take account of individual interests and meet their needs, planning for play and learning should be improved. An area for improvement has been in place since September 2022, with very limited progress made. This area for improvement has not been met and remains in place.

How good is our leadership?**3 - Adequate**

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality Indicator 3.1: Quality assurance and improvement are led well

During our previous inspection, we raised concerns about the lack of training and support for the management team and the lack of quality assurance processes in place to ensure the service was operating to a standard that supported good outcomes for children and their families. We made requirements for the service to address these concerns. During this follow up inspection, we found that the service had made several improvements to meet the requirements.

The provider had developed a plan to support the current management team and this was effectively implemented to ensure support opportunities including training, leadership meetings, video chats and monthly check ins were available should they be needed. As a result, the management team felt well supported and demonstrated the necessary knowledge and skills to manage the service.

In February 2023, we made a requirement for the service to implement quality assurance processes. Some processes had now been introduced to support improvements. This included self-evaluation and monitoring aspects of service delivery and staff practice. These processes were at the early stages of development and were not always leading to improvements. We made some suggestions on how these could be further developed to ensure staff, children and families were more meaningfully involved in influencing change. By developing a process for identifying and revisiting aspects of practice which required improvement and by outlining specific, measurable, achievable, realistic and time bound tasks, this will ensure a culture of shared responsibility and ownership of the services' improvement journey.

Communication with families had improved and now included emails, monthly newsletters and digital communication through electronic applications. This meant families were better informed of changes within the service and were consulted in their child's care.

A succession of changes to the senior leadership and staff team had at times led to uncertainty for children and families. As the result of significant changes, the service would now benefit from revisiting the vision, values and aims for the service. This would ensure they reflect the views, wishes and aspirations of people that are currently involved with the service.

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

Requirements

Requirement 1

By 27 September 2024, extended from 31 May 2024, the provider must ensure that all staff understand and demonstrate child centred, value-based practice in line with children's rights. To do this the provider must, at a minimum, ensure that all staff receive training or undertake self-directed study which supports their understanding to consistently acknowledge children's emotions, listen and respond respectfully to their needs and wishes and to challenge and report staff practice that does not respect children's wellbeing.

This is to comply with Regulation 4(1)(a)(b) (Welfare of users) of the Social care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1).

This requirement was made on 3 April 2024.

Action taken on previous requirement

Most staff had undertaken training on nurture and respecting children's rights. Most staff were applying learning from training into practice and as a result children's rights, preferences and wishes were respected. Management should continue to monitor language used by staff to ensure a consistent approach across the team at all times.

We concluded that this requirement had been met.

Met - within timescales

Requirement 2

By 27 September 2024, extended from 28 April 2023, the provider must demonstrate to the Care Inspectorate that the service has reviewed and further developed monitoring and quality assurance arrangements to ensure the service is identifying areas of success and areas for further improvement. In order to achieve this, the provider must, at a minimum:

- a) develop and implement an improvement plan which identifies clear priorities for improvement and the actions taken to achieve this
- b) improve communication methods with families to ensure all families are included within these processes and ensure that relevant information is shared with families timely. This will ensure all parents feel well informed

- c) ensure views are routinely sought from children, staff and parents on aspects of the service and that these views are used to inform improvement planning
- d) ensure self-evaluation processes are developed which include the introduction of formal systems that supports reflective practice across the setting
- e) ensure monitoring of staff practice and children's play and learning experiences is regularly carried out to identify strengths and any areas for further improvement. Monitoring the quality of children's mealtimes should be prioritised to ensure they are safe and nurturing
- f) monitor the quality of children's personal plans and learning journals to ensure these reflect children's current health, welfare and safety needs
- g) implement a process for monitoring staff registration with regulatory body Scottish Social Service Council(SSSC) to ensure all staff are registered

This is in order to comply with Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement with an organisation having robust and transparent quality assurance processes' (HSCS 4.19)

This requirement was made on 7 February 2023.

Action taken on previous requirement

The provider and management team had developed a service improvement plan and introduced quality assurance processes. These included monitoring aspects of service delivery, staff practice and self-evaluation. These processes were at the early stages of development and had led to some service improvements, for example the development of playroom environments. We shared advice on how these processes could be further developed involving staff, children and families to ensure a culture of continuous improvements. This will further support improved outcomes for children and families.

We concluded that this requirement had been met.

Met - within timescales

Requirement 3

By 27 September 2024 extended from 31 May 2024, the provider must ensure that management team demonstrate the skills, knowledge and experience necessary to manage the service. They must ensure that those employed to manage and lead the service are provided with the opportunity to develop skills appropriate to their role and to seek support and guidance where required. In order to achieve this, the provider must at a minimum;

a) develop and Implement a plan for further support and training for the management team. Training and support should include but not be limited to; reviewing national and local child protection guidance, implementing internal policies and procedures to ensure investigations are undertaken where children's health, welfare or safety is compromised or at risk and reviewing Care Inspectorate's 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

b) complete written retrospective accounts or internal investigations for the incidents identified during inspection which had not been actioned appropriately. This should document the providers findings, any future learning including identified training needs for staff, disciplinary action taken and any referrals to the regulatory body Scottish Social Services Council (SSSC) if required.

This is to comply with Regulation 7(2)(c) (Fitness of managers) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state; "I use a service and organisation that are well led and managed" (HSCS 4.23).

This requirement was made on 3 April 2024.

Action taken on previous requirement

The provider had developed a plan to support the management team and this had been implemented effectively to ensure the they were supported to develop the skills, knowledge and experience necessary to manage and lead the service. The provider had undertaken retrospective internal investigations for incidents as requested by Care Inspectorate. Overall, these were completed to a good standard and the current management team demonstrated increased knowledge on how to undertake investigations should this be required.

We concluded that this requirement had been met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support children's wellbeing, learning and development, improvements should be made to the planning for play and learning processes. Children's ideas, wishes and interests should inform planned play experiences and should be evident within the observation, assessment and planning cycle. The provider, manager and staff should ensure that information about children's development and learning is consistently recorded and shared with parents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am supported to achieve my potential in education' (HSCS 1.27) and 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials' (HSCS 1.31).

This area for improvement was made on 6 September 2022.

Action taken since then

Children's ideas, wishes and interests were not evident within the planning for play and learning processes and experiences for children were often adult directed. Learning journals had recently been introduced and management told us their plans to use the electronic application to track children's progress and achievement over time. However, this was not yet imbedded and as a result, it was not clear where support or challenge was needed to enable children to reach their potential. Further support and training is required to upskill the staff team to understand and implement effective planning for play and learning processes which support children to lead their own learning and develop new skills.

We concluded that this area for improvement was not met.

Previous area for improvement 2

All children should have routine daily access to stimulating outdoor play. Staff should recognise that some children have a preference for learning outdoors and should minimise the barriers for them accessing the outdoor space. Management and staff should review the outdoor provision and include planning for outdoor learning within the planning cycle that include planning for outdoor play and learning experiences beyond the setting.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

This area for improvement was made on 6 September 2022.

Action taken since then

Improvements had been made to ensure children accessed outdoors daily and had some planned access to their community. This ensured children's health and wellbeing was supported.

We concluded that this area for improvement 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.

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

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