

# Thrive Childcare and Education Corner House Perth Day Care of Children

7 Strathview Terrace  
Perth  
PH2 7HY

Telephone: 01738 500145

**Type of inspection:**  
Unannounced

**Completed on:**  
26 November 2024

**Service provided by:**  
Paint Pots Nursery (Scotland) Limited

**Service provider number:**  
SP2003002195

**Service no:**  
CS2003010149

## About the service

Thrive Childcare and Education Corner House Perth is a daycare of children service and is registered to provide care to a maximum of 69 children not yet attending primary school at any one time.

- no more than 12 are aged under 2 years
- no more than 21 are aged 2 years to under 3 years
- no more than 36 are aged 3 years to those not yet attending primary school full time.

The service is close to parks, woodlands and other amenities.

Children have access to an enclosed outdoor area.

## About the inspection

This was an unannounced follow up inspection which took place on 26 November 2024 between 09:45 and 17:00. The inspection was carried out by two 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 children's experiences
- reviewed documents.

## Key messages

- The service had met the requirement and most areas for improvement, demonstrating improved outcomes for children's wellbeing.
- The service should build on improvements made to support positive outcomes for children and families.

## 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 staff team?	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

At the previous inspection we made an evaluation of weak for this key question. The service has made improvements since then and met the requirement which has improved outcomes for children. As a result, we have re-evaluated this key question to adequate.

The overall evaluation for this key question is now adequate, where there are some strengths but these just outweigh weaknesses. Strengths may still have a positive impact but the likelihood of achieving positive experiences and outcomes for people is reduced significantly because key areas of performance need to improve.

## How good is our staff team?

3 - Adequate

At the previous inspection we made an evaluation of weak for this key question. The service has made some improvements since then which has improved outcomes for children. As a result, we have re-evaluated this key question to adequate.

The overall evaluation for this key question is now adequate, where there are some strengths but these just outweigh weaknesses. Strengths may still have a positive impact but the likelihood of achieving positive experiences and outcomes for people is reduced significantly because key areas of performance need to improve.

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

### Requirements

#### Requirement 1

By 29 August 2024, the provider must ensure that all children receive nurturing care and support that is right for them and which meets their needs. To do this, the provider must, at a minimum, ensure:

- a) personal plans are in place for all children attending the service
- b) each child's personal plan reflects their current needs and sets out how these needs should be met
- c) plans are developed in partnership with parents and children (where appropriate) and are reviewed and evaluated at a minimum of six-monthly intervals, or sooner where required
- d) where children require additional support, their personal plans are supported by accurate assessments of risk and chronologies of significant events within the child's life
- e) that where children have identified support strategies in place, all staff caring for those children have an understanding of how to meet children's individual needs and are skilled at putting any strategies into practice.

This is to comply with Regulation 5 (Personal plans) 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:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This requirement was made on 19 July 2024.**

#### Action taken on previous requirement

Personal plans were in place for children which had been created in partnership with families. These were now reviewed and updated regularly to ensure information was current and relevant. Information recorded in the plans enabled staff to have a good knowledge of children's needs. Where children required any additional support, strategies had been identified and documented to support a consistent approach between staff. This meant children experienced individualised care and support which met their needs.

**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 ensure all children experience a lunchtime that is calm, nurturing and supportive, the management team and staff should continue to improve the mealtime experiences. This should include but is not limited to:

- a) ensuring children are accessing their water bottles at mealtimes to support them to stay hydrated
- b) ensuring there are sufficient staff to sit with children to support a safe, sociable experience.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible (HSCS 1.35); and

'If appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it, and can choose to grow, cook and eat my own food where possible' (HSCS 1.38).

**This area for improvement was made on 19 July 2024.**

#### Action taken since then

The service had reviewed their approach to staff lunches which meant during children's mealtimes there was now sufficient staff to sit with children and staff to focus on task. This ensured appropriate supervision of children. Most staff who sat with children encouraged conversations which supported a sociable

experience. Children had access to fresh water at mealtimes and water was available for children to access throughout the day. This promoted children's health and wellbeing.

**This area for improvement has been met.**

## Previous area for improvement 2

To ensure that children are make progress in their learning and development, the provider should ensure that they experience high quality play experiences. This should include, but is not limited to:

- a) developing staff skills and knowledge on child development
- b) reviewing information about children's learning and development to ensure it is consistently recorded and shared with parents
- c) developing the indoor and outdoor environments to ensure they are fully resourced, interesting and motivate children to play and learn
- d) ensuring resources support curiosity, discovery and creativity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling (HSCS 1.30); and

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

**This area for improvement was made on 19 July 2024.**

### Action taken since then

Staff had developed their skills and knowledge of child development through research and training opportunities. Some staff were able to share children's developmental needs and interests and how they planned relevant activities to meet these.

Observations of play and learning were being consistently completed and were the basis for a child development report for each child which was shared with families. There was still room for development to ensure observations were of a consistent quality to support children's play, learning and development.

Current best practice and guidance had been considered to support the development of spaces and experiences in the environment. Broken or missing resources had been replenished and play areas were now more interesting and attractive to children. As a result, we saw children engaged in their play.

Improvements had been made to the outdoor area which included new fencing and gates and new outdoor shelters for children to play in. Toddlers had their own designated garden area with an added area for woodland play. This supported children to remain engaged while exploring the outside space.

There was still room for improvement to develop the indoor and outdoor environments further which the service recognised. This included ongoing development of spaces and the addition of more loose parts outdoors. This would further support children's creativity and problem-solving skills.

Planning for play and learning had been developed and considered individual children's interests. There was

still scope to develop this to support a depth and breadth of learning opportunities.

**This area for improvement has not been met.**

### Previous area for improvement 3

To ensure all children experience positive interactions and consistent, nurturing care, the provider should support the service to further develop staff skills, knowledge and practice through effective training, learning and mentoring opportunities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14); and

'As a child or young person I feel valued, loved and secure' (HSCS 3.10).

**This area for improvement was made on 6 September 2023.**

#### Action taken since then

A training calendar highlighted training planned for the year ahead. Staff had attended training which included child development and some reflections identified the benefits of training and how this impacted on children's experiences and outcomes. As a result, children experienced more caring and kind interactions from all staff.

**This area for improvement has been met.**

### Previous area for improvement 4

The service should continue to develop and build a cycle of continuous improvement that supports positive outcomes for children and families and addresses the areas that parents and children feel need most improved, including monitoring and supporting staff practice.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

**This area for improvement was made on 17 August 2022.**

#### Action taken since then

An action plan had been created which included the requirement and areas for improvement from the previous report. This identified how improvements would be made. The service had taken action on parts of this plan and had plans in place to continue to improve.

A quality assurance calendar was in place and the manager had delegated some responsibility to the team to ensure this was now manageable.

Current best practice and guidance had been considered to support the development of spaces and experiences in the environment.

Peer observations were being completed which identified staff strengths and areas for development. Room leads were now included in aspects of monitoring which included observing staff interactions and experiences for children.

Following the previous inspection, the service had made progress in actioning areas from their improvement plan. The service should continue to progress with the identified priorities and their own action plan to address key areas of the service.

Quality assurance and self-evaluation systems were at the early stages of development. We suggested the service continue to develop these to ensure they are embedded in practice. This would ensure children continually experience quality care.

**This area for improvement has been met.**

## Previous area for improvement 5

To promote consistently positive experiences for all children, the provider should support the management team to effectively review the deployment of staff responsively across the day and when forward planning. Staffing arrangements should be well-planned to ensure there is the correct mix of skills, knowledge and experience available within each playroom.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14); and

'If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity' (HSCS 4.17).

**This area for improvement was made on 6 September 2023.**

### Action taken since then

Some improvements had been made to staffing arrangements and deployment throughout the service. This included the upskilling of staff in each room.

At times, children's experiences and care was impacted due to the number of qualified practitioners in the service. For example, at times children did not have access to outside. The manager recognised this and had begun to put in place opportunities to develop staff's skills and professional qualifications.

**This area for improvement has not been met.**

## Complaints



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 staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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