

# Rivendale Nursery Day Care of Children

Houston Road  
Bridge of Weir  
PA11 3PX

Telephone: 01505 610 611

**Type of inspection:**  
Unannounced

**Completed on:**  
11 February 2025

**Service provided by:**  
Collin Care Limited

**Service provider number:**  
SP2008009795

**Service no:**  
CS2011280672

## About the service

Rivendale Nursery is registered to provide a daycare of children service to a maximum of 51 children aged from birth to those not yet attending primary school. Nine children from birth to under two years, 10 children aged from two years to under three years and 32 children aged from three years to those not yet attending primary school.

The service operates from a property in Bridge of Weir, Renfrewshire, which is located close to main roads, public transport routes and local amenities.

Care is provided from dedicated rooms for children aged 0-3 years and 3-5 years. Children also have access to outdoor play in the enclosed garden area.

## About the inspection

This was an unannounced follow up inspection which took place on 11 February 2025 between 10:00 and 16:30. This follow-up inspection focused on the requirements and areas for improvement made during the previous inspection and evaluated how the service had addressed these to improve outcomes for children.

During this follow-up inspection, we increased the evaluation for key question 1, 3 and 4 to adequate because the service had made progress by building on key strengths. 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 daily life
- reviewed documents.

## Key messages

- Improvement was evident in most required areas made during the previous inspection. As a result, children's needs were being met more effectively.
- Staff were kind, caring and nurturing in their approach with children.
- Personal plans had been developed and supported staff to meet children's individual needs, whilst also recognising their likes and preferences.
- The impact of training undertaken were emerging and influencing positive outcomes for children.
- The service had made substantial upgrades to the environment and resources available for children since the previous inspection.
- The service should continue to improve outdoor play opportunities, including resources to support child led play.
- Some areas of the nursery environment would benefit from more robust cleaning and maintenance.

## 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 setting?	2 - Weak
How good is our leadership?	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

Two requirements and three areas for improvement were made in relation to key question one 'How good is our care play and learning?' at the previous inspection. This inspection found that two requirements and two areas for improvement had been addressed and one area for improvement remained outstanding. We re-evaluated this key question as adequate, where strengths only just outweighed weaknesses.

During our observations within the playrooms we saw kind, responsive and nurturing care from staff. Staff knew children well and communicated well with each other, helping ensure children's needs were met. Staff had participated in training which supported them in their role and helped improve their practice. For example, child protection, safe sleep and schematic play training. As a result staff were continuing to review and develop the play spaces and experiences to support children to extend their play.

Following the last inspection, the service had worked hard to develop the indoor and outdoor spaces. The layout of all the playrooms had been reviewed and were now a stimulating environment, which supported children's play and learning. Play materials and spaces had been increased and revamped. Resources were in good condition and were reflective of children's interests and stage of development.

Children benefited from a wide variety of toys and materials that met their interests. For example, a home area with real objects, malleable station, block play and construction area. In addition, the use of open-ended materials supported children to discover and explore, which supported their natural curiosity, creativity, problem solving and imagination.

## How good is our setting?

## 2 - Weak

Three requirements were made in relation to key question two 'How good is our setting?' at the previous inspection. This inspection found that two requirements had been met and one requirement remained outstanding.

Since the last inspection the service had developed their outdoor spaces. This included resurfacing the garden and developing a play space for children under three. Whilst the outdoor play space had been improved to ensure a safe space for children, there were not enough resources. This meant children had limited choices and could not lead their own play. Play opportunities outdoors were not stimulating or challenging. The service shared they were in the process of consulting with children and their families to develop the variety of toys and materials outdoors.

Whilst we recognise the quality of the environment had improved. The service should continue to develop play opportunities outdoors for children to offer a stimulating, challenging and well resourced outdoor play space. (See Area for Improvement 1).

### Areas for improvement

1. To support children's wellbeing and outdoor play opportunities, the provider, should improve outdoor play opportunities for children. This includes, but is not limited to, ensuring all children can access outdoor play space daily and spaces are well resourced to support children play and learning.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25) 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).

### How good is our leadership?

### 3 - Adequate

One requirement and one area for improvement were made in relation to key question three 'How good is our leadership?' at the previous inspection. This inspection found the requirement had been addressed and the area for improvement remained outstanding. We re-evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The management team, with support from the local authority, had introduced a calendar and templates to support quality assurance processes. We saw evidence that monitoring was taking place by the management team for personal plans, the environment and health and safety. The provider and management team had actioned most maintenance and environmental issues highlighted at the previous inspection. We found the team had listened and responded to our ideas and suggestions to improve and actioned them accordingly. This showed us the service had capacity for change.

The management team had reviewed and updated the service's improvement plan following the previous inspection and requirements made. Actions had been progressed within timeframes set out in the plan. Staff, parents and children were involved in the improvement plans and actions. Evidence gathered was recorded in floor books which highlight the journey and kept families involved in the process. This included, photographs, comments and children's ideas.

### How good is our staff team?

### 3 - Adequate

One requirement was made in relation to key question four 'How good is our staff team?' at the previous inspection. This inspection found the requirement had been addressed. We re-evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Since the previous inspection the service had reviewed their staffing, employing additional staff to support the needs of the children. Staff were kind and respectful towards children, taking time to listen and respond to them. A member of the senior leadership team was available at all points of the day to provide support and guidance. This created a warm environment for children.

There was a mix of staff experience, skills, and abilities across the nursery. Staff had engaged in a variety of training opportunities to support their knowledge and skills. For example, play pedagogy, child protection, first aid, leadership of planning effective learning and provision of a high-quality environment. We could see training that had been undertaken was having a positive impact on staff practice, supporting positive outcomes and experiences for children. The service has identified training to further support staff to develop their understanding of child development, observations and tracking to support them in their roles.

The service was also using the 'National Induction Resource' to support all staff to reflect on their learning and evaluate their practice. Regular one-to-one meetings supported staff to reach their full potential. We found the staff team to be motivated, enthusiastic, and worked well together.

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

### Requirements

#### Requirement 1

By 14 August 2024, the provider must ensure that all staff interact with children in a way that supports their wellbeing and ensures their needs are met. To do this, the provider must at a minimum:

- a) ensure children experience warm and caring interactions
- b) ensure staff are well informed about the children attending and use this information to provide individualised and responsive care relevant to their needs.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'As a child or young person I feel valued, loved and secure.' (HSCS 3.10).

**This requirement was made on 9 July 2024.**

#### Action taken on previous requirement

Staff knew children well. They were responsive to children needs and could share with inspectors how they were supporting children. Information gathered from care plans supported this. Staff's interactions were warm, unhurried and responsive to children needs.

Children experienced sensitive and nurturing support with their play and personal care needs from staff. A key worker approach supported children with their individual care needs which provided consistency and fostered strong relationships.

**Met - within timescales**

#### Requirement 2

By 21 October 2024, to ensure children's health, safety and wellbeing needs can be met, the provider must ensure that each child has a personal plan that clearly outlines their needs and any strategies required to support them. To do this, the provider must, at a minimum:

- a) Undertake an audit of personal plans to ensure there is up to date information for every child attending the service, including the strategies staff will use to support children.
- b) Update any personal plans that do not have the required information in consultation with parents and carers.
- c) Update and review personal plans in consultation with children and their carers, at least every six months or when information changes.
- d) Where specific additional supports, strategies or risk assessments are required, ensure these are included within plans and all agreed strategies implemented.

e) Ensure staff are familiar with the content of personal plans.

This is in order to comply with Regulation 4 (1)(a) Welfare of users and Regulation 5 (1) and (2)(a)(b)(c) Personal plans of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that 'My personal 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) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

**This requirement was made on 9 July 2024.**

#### Action taken on previous requirement

Since the previous inspection the service had developed their personal plan format to ensure relevant information was recorded to support the wellbeing of children. Systems had been implemented to ensure personal plans were being reviewed every three months with parents, this ensured all information was current and reflected the individual needs of children. This included clear strategies for staff to support children.

All staff were knowledgeable about children's individual needs and could discuss the contents of children's personal plans.

All children attending the service had a chronology in place which staff were using appropriately to record significant events in children's lives. This ensured staff provided children with the right support at the right time. Staff told us they understood the importance of chronologies to record concerns and significant events. Staff told us they felt more competent completing chronologies for children in their care.

#### Met - within timescales

### Requirement 3

By 21 October 2024, the provider must ensure that the environment is suitably resourced and maintained to support children's play, learning and wellbeing. To do this the provider must, at a minimum:

- a) ensure children have access to a good variety of developmentally appropriate toys and materials
- b) ensure furnishings and fixtures are well maintained.

This is to comply with regulations 4 (1) (a) (welfare of users) and 10(2) (d) (Fitness of premises) of the Social Care and Social Work Improvement Scotland (Requirements for care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24) and 'I have enough physical space to meet my needs and wishes.' (HSCS 5.22)

**This requirement was made on 9 July 2024.**

## Action taken on previous requirement

Since the last inspection, the provider had made a significant investment in improving the facilities. Children benefited from freshly decorated spaces, cosy areas, new furniture and toys. This created a welcoming environment which supported children's play and emotional wellbeing.

Play spaces had been reviewed in consultation with children, ensuring children's thoughts, feelings, ideas and interest were reflected within spaces. The service had improved the quality and quantity of resources to support children's play and learning.

Resources were age and stage appropriate and were displayed attractively to support child led play and children in making choices.

We discussed with the service how there was still scope to further develop areas, ensuring they were rich in resources that promote natural curiosity.

This meant we considered the requirement met, however as the service were still working to improve in this area we have made a new area for improvement in relation to supporting children's play, learning and wellbeing, with a focus on outdoor play (See key question 2).

## Met - within timescales

### Requirement 4

By 21 October 2024, the provider must ensure children are kept safe through robust infection prevention and control practices. To do this, the provider must, at a minimum:

- a) Ensure staff understand and implement safe and effective infection prevention and control practices.
- b) Ensure effective hand hygiene practice is understood and implemented.
- c) Implement a system for auditing and monitoring infection prevention and control practice within the setting, acting on any areas for improvement identified.

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

This is to ensure 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)

**This requirement was made on 9 July 2024.**

## Action taken on previous requirement

The service had undergone a deep clean since the last inspection. Play spaces for children were mostly clean and well organised which helped ensure play materials were accessible to children. Storage cupboards had been repurposed with the creation of a separate changing area for younger children, which further supported infection prevention controls. However, we identified some areas that would benefit from further maintenance and cleaning. For example, floors, walls and changing mats within bathroom spaces.

Staff had undertaken IPC training and protocols were put in place, such as risk assessments to ensure system were in place to monitor and assess infection prevention and control practice. However, we asked the service to be mindful that these were followed. For example, ensuring appropriate ventilation within the changing areas at all times.



Maintenance records and risk assessments supported the environment in being well maintained. However, we identified some areas that could benefit from further development. For example, exposed wood in bathroom spaces.

**This requirement has not been met and we have agreed an extension until 12 May 2025.**

**Not met**

### Requirement 5

By 21 October 2024, the provider must improve the quality of the environment and resources to support children's health, welfare and safety. To do this, the provider must, at a minimum:

- a) Implement updated risk assessments that reflect all aspects of risk as well as current practice required to mitigate any risks or hazards.
- b) Ensure staff are fully aware of and follow all risk assessments.
- c) Remove any broken or damaged items and ensure equipment is well-maintained.
- d) Upgrade the toys, resources and equipment available to children to ensure they provide a safe, challenging and interesting environment as set out in the service's aims and objectives.

This is in order to comply with Regulation 4(1)(a) Welfare of users and Regulation 10(2)(a) Fitness of premises of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure 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 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22).

**This requirement was made on 9 July 2024.**

### Action taken on previous requirement

Since the last inspection, the provider had made a significant investment in improving the facilities. Work had been carried out to improve safety in spaces. For example, fresh décor, removal of walls between birth to three rooms, removing hazardous materials and the development of outdoor spaces to help ensure safe play spaces. Audits and reflections of the environment had been carried out to reflect on the improvement journey and highlighted the next steps for the service.

The service had reviewed their environment. Risk assessments were in place and staff followed procedures to identify and mitigated risks within the service. This helped ensure play materials were of a suitable standard and were appropriate for the age and stage of development. We discussed where improvements could be made to risk assessments. This included the manager monitoring risk assessments to ensure they reflective of the current environment and play opportunities.

All broken and damaged items had been removed or repaired, creating a safe environment for children. The service had taken steps to upgrade toys, resources and equipment available to children. We agreed that further improvement is required to ensure the environment is interesting and challenging whilst also supporting children's play.

**Met - within timescales**

## Requirement 6

By 31 January 2025, the provider must ensure quality assurance supports continuous improvement for children and families. To do this, the provider must, at a minimum:

- a) ensure they monitor the quality of provision and staff practice across the service.
- b) Identify and prioritise improvements needed and how that will be achieved.

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

This is 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 the organisation having robust and transparent quality assurance processes.' (HSCS 4.19) and 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

**This requirement was made on 9 July 2024.**

### Action taken on previous requirement

Since the previous inspection the service has worked alongside the local authority to support the development and improvement of the service. An enhanced improvement plan, accompanied by a robust quality assurance process supported continuous improvement within the service.

Quality assurance systems were in place to support practice within the service. For example, monitoring of staff practice and self-evaluation approaches to review the improvement journey. This included taking information, requirements and areas for improvement from the last inspection and making these the priority. This was reflected within the self-evaluation floor book and improvements were clear to see during our observations.

**Met - within timescales**

## Requirement 7

By 30 September 2024, the provider must ensure that children's care, wellbeing and safety needs are met by the right number of people. To do this, the provider must, at a minimum:

- a) ensure there are enough staff employed in sufficient numbers to meet children's needs
- b) ensure staff are deployed in a way that meets children's needs.

This is to comply with Regulation 4 (1) (a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'My needs are met by the right number of people.' (HSCS 3.15).

**This requirement was made on 9 July 2024.**

#### Action taken on previous requirement

Staff were mostly consistent since the last inspection. Staff supported children through kind and caring interactions, ensuring children's needs were met. For example, deploying themselves to ensure older children could access outdoor place space.

Overall ratios were met. However, at times we found staff deployment was tight due to staff lunches, this limited children's play opportunities. The manager should continue to review this and ensure staff are aware of the service approaches at lunchtime. For example, children remaining within their playroom to support their play choice during lunch period.

**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 children's health and wellbeing, the provider should review and update the procedures for the administration of medication in line with best practice. This is to ensure care and support is consistent with the best practice document: 'Management of medication in daycare of children and childminding services.'

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

**This area for improvement was made on 9 July 2024.**

#### Action taken since then

Children's health and wellbeing was supported by a clear administration of medication policy and procedures. The service was storing medication appropriately in line with best practice guidance 'Management of medication in day care and childminding settings.' We sampled the nursery's medication consent forms and health plans and found these were in line with current good practice guidance.

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

## Previous area for improvement 2

The provider should ensure that children have access to more opportunities for risky play, outdoor play, independent living skills and responsibilities and also provide an environment that promotes nurture and schematic play.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which states: '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 9 July 2024.**

### Action taken since then

The setting had started to develop their environment to enable children to direct their play. This included the development of play spaces, which helped to promote children's choice and supported children to access all play spaces within the playroom. Resources supported a variety of play experiences, including imaginative and schematic play. For example, children were able to transport resources between different areas and the house corner had been developed to support creative and imaginative play with a wide range of authentic everyday objects.

We discussed how the service should continue to develop opportunities to ensure depth, breadth and challenge in children's learning. This would include further developing risky play, loose parts and developing the outdoor play area to support independence and child led learning. The service should also develop approaches to ensure younger children can access outdoor play daily.

**This area for improvement is Not Met and will continue.**

## Previous area for improvement 3

To support staff to develop their skills, knowledge and understanding of children's play, learning and development, the provider should arrange for staff to undertake related professional development activities. Staff should then reflect on their learning and embed it in their practice.

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

**This area for improvement was made on 9 July 2024.**

### Action taken since then

Staff have accessed a range of learning opportunities to support their professional development. This included training on first aid, schematic play and child protection. Staff shared their knowledge and understanding from training with us and spoke about how this had impacted on their practice. We discussed with management further developing approaches to record the impact of training and how this had contributed to the delivery of positive outcomes for children.

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

#### Previous area for improvement 4

The provider must ensure that they are aware of their responsibilities for submitting notifications to the Care Inspectorate. This includes all circumstances in which the Care Inspectorate must be notified and required timescales.

Systems should be in place to ensure that the Care Inspectorate is notified of all circumstances, which can be found in 'Records services must keep and guidance on notification reporting' document. Submitting notifications and providing relevant information permits the Care Inspectorate to fulfil their regulatory functions and ensure positive outcomes for children.

This ensures care and support is consistent with the Health and Social Care Standards, 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)

**This area for improvement was made on 9 July 2024.**

#### Action taken since then

Since the previous inspection, the service had made adjustment to play spaces. This included removing a wall between the 0-3 playrooms and a significant refurbishment of the garden. Whilst these enhanced play opportunities for children and we were satisfied that the risks associated with refurbishment had been fully considered to ensure children's safety, we were not formally notify of these changes. We asked the service to ensure any future refurbishments in line with our notification guidance is reported to us.

**Therefore this area for improvement has Not been Met.**

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## 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 setting?	2 - Weak
2.2 Children experience high quality facilities	2 - Weak
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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