

Cherry Tree Early Years Centre Day Care of Children

Dalmilling Drive
Ayr
KA8 0QP

Telephone: 01292 612037

Type of inspection:

Unannounced

Completed on:

19 December 2018

Service provided by:

South Ayrshire Council

Service provider number:

SP2003003269

Service no:

CS2003014328

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Cherry Tree Early Years Centre is registered to provide a care service to a maximum of 77 children: 9 children aged 0 - under 2 years, 20 children aged 2 - under 3 years and 48 children aged 3 years and over. The service is provided by South Ayrshire Council and is located within the Dalmilling Primary School campus in a residential area in the town of Ayr, South Ayrshire.

A copy of the service aims and objectives are available.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

Throughout this report, any reference to 'parents' also includes carers and guardians.

Prior to inspection, we sent 22 care standards questionnaires to the Centre manager to distribute to parents using the service. We received six completed questionnaires prior to this inspection. Comments made included:

"I could not be happier with all the staff and facilities at the nursery. Both 0-2 and 3-5 staff have been amazing for my child's development and education. I know by the time he goes to school by next year, he will be more than ready".

"Staff always welcoming, friendly and accommodating of my child's needs and mine".

During this inspection, we spoke with seven parents. They all spoke highly about the service and they all told us that their children were settled and happy attending. All parents commented positively on the staff team. Comments made included:

"I feel very welcome and receive daily updates on my child, My child recently moved from the baby room into the 2-3 room and I feel that they were very well supported".

"I like the fact that the children in the 2-3 room go straight outdoors".

"Cherry Tree is a fantastic nursery. I know everything I need to know about my child and would definitely recommend it others".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan . This demonstrated their priorities for development.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

Staff had successfully created a welcoming environment for children and families. Parents we spoke with told us they felt welcome within the service and spoke positively of the numerous opportunities provided for them to be involved in their child's learning. These opportunities included parents attending regular review meetings and group work programmes. The service regularly delivered sessions on baby massage and book bug at their 'Together Time Tuesdays'. There was good evidence to show that the staff were well respected by parents and actively involved them in the life of the centre.

Staff demonstrated that they knew children well and planned experiences for them based on their knowledge of children's interests and needs. Experiences provided included opportunities for children to play and learn within the indoor and outdoor environment. Staff should continue to develop planning processes in place, to provide children with a range of different experiences.

Staff were working closely with other agencies to ensure children with identified needs benefitted from the right support at the right time. Where additional needs were identified, appropriate plans were in place. Individual personal plans had been developed for all of the children sampled, however some plans were not reflective of children's current needs. We spoke with management and made some suggestions of how plans could be improved further.

During inspection we observed staff interacting with children and found that the majority of interactions were positive. We observed most staff responding to children appropriately providing reassurance, encouragement and praise at the relevant times. We observed children who were mostly happy, confident and active in exploring resources and activities on offer. Children appeared familiar with playroom routines and could follow these independently.

Snacks provided for children were mostly nutritious and healthy. At lunchtime children had good opportunities to enjoy their lunch in a relaxed atmosphere alongside their friends. We observed children confidently interacting with each other and sharing stories.

Staff told us about opportunities provided termly for them to meet with management. Annual performance reviews were in place and used to help support staff development. Staff had opportunities to attend external training sessions and were encouraged to share professional learning at team meetings. Although good opportunities were provided for staff to build on their skills and knowledge, there was limited evidence to suggest that this was impacting positively on outcomes for children. Staff should now fully reflect on training attended and measure the impact of any changes made.

What the service could do better

Planning processes in place should be reviewed to ensure the quality of experiences provided to children is consistent. Evaluations of planning should be fully reflected in the planning cycle, promoting depth in children's experiences. Children's personal plans should fully reflect their individual health, welfare and safety needs to ensure staff are providing the appropriate support and challenge to children, enabling them to reach their full potential (Recommendation 1).

Samples of children's medication records highlighted that they were not always fully completed. For example, we found that a parent had not signed their permission for the service to administer a medication. We discussed with the management team that medication forms should be fully completed to reflect their administration of medication procedures.

During this inspection, our observations highlighted that some areas of infection control practice did not reflect current best practice. We shared our observations with the management team and have asked them to undertake a review of their infection control procedures and to make changes identified (Recommendation 2).

During the inspection we observed some staff interacting poorly with children present. We spoke with management and provided them with examples of our observations. We asked the management team to monitor staff practice to ensure children are fully respected at all times. Children should experience warmth, kindness and compassion from all staff (Recommendation 3).

Whilst as we have reported there were opportunities for staff to influence service developments, staff did not always feel that their ideas and suggestions were valued, and felt that management interactions could have been better (Recommendation 4).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. Management should ensure that children's personal plans are reviewed in line with legislation and reflective of children's progressive needs. Planning processes should be reviewed with a focus on improving experiences and resources provided to stimulate children's natural curiosity, learning and creativity within the indoor and outdoor environment.

This is to ensure that the care and support provided is consistent with the Health and Social Care Standards which state "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

2. Cherry Tree Early Years Centre should take appropriate measures to minimise any potential risk of cross infection.

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

3. The management team should monitor staff practice to ensure that children are fully respected at all times. Children should experience warmth, kindness and compassion from all staff.

This is to ensure that staffing is consistent with Health and Social Care Standards which state "I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me". HSCS 3.9

4. The provider should support the early years team to develop a more positive approach when working together, ensuring all are valued and respected.

This is to ensure that the organisation is consistent with the Health and Social Care Standards which state that I experience care and support where all people are respected and valued. HSCS 4.3

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings								
31 Jan 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	Not assessed	Management and leadership	Not assessed
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Environment	5 - Very good									
Staffing	Not assessed									
Management and leadership	Not assessed									
8 Jan 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									

Date	Type	Gradings
11 Oct 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
15 Oct 2009	Unannounced	Care and support 5 - Very good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
11 Sep 2008	Unannounced	Care and support 5 - Very good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

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