

# Green Tree Nursery Day Care of Children

Green Hall  
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Smithon  
Inverness  
IV2 7NP

Telephone: 01463 791177

Type of inspection: Unannounced  
Inspection completed on: 6 September 2017

**Service provided by:**  
Green Tree Nursery Ltd

**Service provider number:**  
SP2016012685

**Care service number:**  
CS2016346063

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was registered with the Care Inspectorate on 29 June 2016.

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.

Green Tree Nursery is registered to provide a care service for a maximum of 36 children aged from birth to not yet attending primary school, of whom no more than 20 are under 3 years and 10 under 1 year. In addition afterschool provision can be provided for up to a maximum of 6 primary school aged children who are siblings of existing children attending the service. These children will be included in the overall maximum numbers.

The service operates from Monday to Friday from the Smithton and Culloden community hall (the green hall) in Inverness. Children have access to a large community hall with toilet and kitchen facilities and an enclosed outdoor space.

## What people told us

The children present were all observed to be very happy and relaxed in the care of the staff. The children all enjoyed spending time outdoors either playing and investigating in the garden or going for a walk in the local community.

During the inspection we spoke with five parents, and 13 parents and carers gave us feedback through our questionnaires. They were all extremely positive in their comments about the quality of the service provided and the approachability of the staff. They were very happy with the range of activities on offer, especially the opportunities for outdoor learning and play.

Comments made included:

'Green tree nursery is simply a great place. The staff are amazing. Childcare is professional but relaxed'.

'Green tree nursery is an excellent place that my daughter loves to go to'.

'The nursery is extremely flexible and accommodating'.

'They have provided a fantastic environment that has allowed my child to develop into a confident girl who is ready for school'.

'Both my daughters have formed strong bonds with staff and children'.

'My child loves coming to nursery and is happy and well settled. She talks about her learning experiences'.

'Both my children love green tree. My daughter especially looks forward to going'.

'This is an excellent environment for my child to learn and have fun'.

'At such a young age it is important for my child to learn through play with his friends, which is very much catered for at the green tree nursery'.

'The staff are always friendly and polite'.

'The staff are warm, kind and approachable'.

'Staff are helpful, flexible and supportive'.

'The staff are friendly, know each of the children well and my daughter has a good relationship with each one'.

'Would be beneficial to know what snacks are given each day'.

'My child has a lot of special dietary requirements and feel confident every session that the staff are aware and are excellent at catering for her needs'.

'The nursery does a fantastic job of encouraging the children'.

'They have plenty of fresh air on the walks and are very accommodating especially towards shift workers'.

'They are outside on a daily basis whether that may be the garden or out for walks in any weather too'.

'The flexibility of the service is fantastic, my life would be more stressful without this'.

'Our experience here has been very positive and I would have no hesitation in recommending this nursery'.

'Would recommend this establishment to any parent within the area'.

'As a parent it is reassuring to know that my children are with people I trust and that I know that they are having a fabulous time'.

## 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 and quality assurance systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	5 - Very Good
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	5 - Very Good

## Quality of care and support

### Findings from the inspection

During this inspection we looked at quality 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, and quality statement 3 - We ensure that service users' health and wellbeing needs are met. In particular we focussed on communication and information sharing between the nursery and all relevant stakeholders and how the nursery supported and encouraged the children to develop a healthy lifestyle.

We found that the service was performing to a very good standard. We concluded this after:

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- talking with the children
- talking with parents and carers
- speaking with staff
- discussion with the manager
- observing staff interaction with the children
- inspection of relevant paperwork
- evaluation of completed care standards questionnaires.

Ensuring there was good communication and regular consultation with parents and carers was a priority for the manager and the staff. They had very well established and long standing relationships with the majority of the families. This was confirmed by the parents we spoke with. There was a very good range of both formal and informal methods for information sharing with parents and carers. There was also a good range of opportunities for the children to be actively involved in day to day decision making as well as being involved in the ongoing development of the service.

We discussed with the staff ensuring that when they created mind maps they were of a size big enough to be displayed on the wall and for the children to easily see them. We also suggested that they may wish to move where they displayed mind maps so that the parents could see what the children wanted to learn about.

Encouraging the children to develop a healthy lifestyle was an on-going process within the nursery and included learning about how healthy food is good for them, looking after their bodies and their teeth, taking part in physical exercise and energetic play, and keeping themselves and others safe while outdoors.

As part of the inspection, we observed afternoon snack. We discussed with staff how they could involve the children more in snack choice and snack preparation. Snack time should be seen as an opportunity for the children to develop their independence skills. We also talked with the manager and staff about expanding what was offered for snack and giving children the chance to try new tastes and textures.

Outdoor play and learning was a priority for the nursery. The staff were all enthusiastic about how this element of the service could be expanded to enrich the children's learning and experiences. The playroom opened directly onto an exciting and fun outdoor space which the children could access throughout the day. Very good use was also made of local parks and walks to offer the children the opportunity to take part in outdoor activities and physical exercise.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

## Findings from the inspection

During this inspection we looked at quality statement 2 - We make sure that the environment is safe and service users are protected, and quality statement 5 - The accommodation and resources are suitable for the needs of the service users. In particular, we focussed on the opportunities for outdoor play and learning. We found that the service's performance in this area was very good.

The nursery service operated from a local community hall and as a consequence had to set up and then put away their equipment each day. They made very good use of the space available to them. There was a wide range of toys and equipment which challenged and motivated the children.

Outdoor play and learning was a priority for the nursery. The staff were all enthusiastic about how this element of the service could be expanded to enrich the children's learning and experiences. The playroom opened onto a fully enclosed outdoor space which the children could access throughout the day. As well as making use of the outdoor area, the service made very good use of a range of resources in the local community. All the parents we spoke with were extremely happy with the opportunities the children had to play and learn outdoors.

We discussed with the service how they were proposing to continue to develop the outdoor learning experience for children. The manager explained that when they moved to their new purpose built nursery, each of the playrooms would have direct access to the outdoor area.

We directed the manager and staff to various websites where they could access relevant guidance and best practice to develop this area of their service, including 'Loose parts play' and 'My World Outdoors'. We discussed the benefits of introducing more natural resources into the playroom. We also suggested it would be helpful for staff to visit other services to see their outdoor learning facilities.

The manager and staff fully recognised the importance of risk and challenge in children's outdoor play. As a consequence, the children were being offered greater opportunity to take part in activities which involved challenge, learning about risk and taking responsibility for their own safety and that of others. The role of the staff was more to supervise and offer support when required. When out for walks, the children learnt about road safety and how to keep themselves safe.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

During this inspection we looked at quality statement 3 - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice, and quality statement 4 - We

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ensure that everyone working in the service has an ethos of respect towards service users and each other. We found that the service's performance was very good.

We spoke with two of the newest members of staff. They both confirmed that they had received a period of induction which they had found to be a very positive experience. They explained that more experienced members of staff had been identified as their buddies for their induction. They both very much felt part of a team. One member of staff commented 'Since starting at green tree, I have felt very welcome and have built good relationships within the team and all of the children'. We saw a very good rapport between all members of the staff team.

We observed staff being very welcoming when the children and their parents and carers arrived. They were extremely caring and nurturing towards the children. Staff interacted well with the children and offered very good levels of praise, encouragement and reassurance when it was required. While outdoors, the staff encouraged and supported the children's learning.

The parents and carers we spoke with and the comments contained in our questionnaires indicated that they found all the staff to be friendly, approachable and professional. Several parents/carers commented on how much they appreciated how flexible, helpful and supportive the staff were.

There were regular staff meetings to which all staff were supported to attend. The manager explained that staff meetings were an opportunity to sign post staff to current guidance and to discuss how it impacts on their service. The staff appreciated having a regular meeting to discuss the work of the nursery and to raise any suggestions and issues they might have. Staff also made very positive comments about having a manager who operated an open door policy and who made themselves available to speak to staff, the children and parents and carers.

On going training was seen as very important by the manager. Staff had the opportunity to attend a range of training to ensure they had the necessary knowledge and skills to meet the needs of the children attending. They discussed with us the various ideas they had taken from the training they had attended to improve the children's learning experiences.

During the inspection we directed the manager and staff to various useful websites including Education Scotland, Scottish Social Services Council and the Care Inspectorate Hub which provide information in relation to professional learning. We discussed the various options available in terms of training as well as visiting other similar child care services.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

## Findings from the inspection

During the inspection we looked at quality statement 2 - We involve our workforce in determining the direction and future objectives of the service, and quality statement 4 - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide. We found that the service was performing to a very good standard.

The manager explained that she and many of the staff had worked together as a team for a number of years. As a consequence they had very well established working relationships. She stated that she very much valued their feedback and involvement in the on-going evaluation of the service. There were various options available to allow for staff consultation and feedback. These included staff meetings, individual annual appraisals, as well as daily ongoing informal discussion and feedback. All the staff we spoke with felt very much involved in the identification of the future objectives of the service. They were able to talk to us about how they had been actively involved in decisions about the service's new premises which were being built. They were of the opinion that the manager appreciated, valued and took account of their suggestions.

There were also options available for parents and carers and children to give feedback. The manager and staff recognised that meaningful communication with parents and carers was an ongoing priority as was encouraging greater stakeholder participation in the process of quality assurance. The parents and carers we spoke with confirmed that the manager and staff were very approachable and welcomed any feedback they might have. As well as informal feedback, the service also routinely circulated questionnaires. Listening to the children and taking forward their ideas and suggestions was a priority for the manager and staff. The children were actively involved in decisions relating to planning. There were mind maps and floor books illustrating what the children wanted to learn about, what they already knew about any given subject, what they had learnt and what they would like to learn next. We discussed with the manager and staff the physical size of the mind maps and their locations. They recognised that it would be better to display the mind maps nearer to the entrance of the play room so that parents and carers could readily see them.

The service received quality assurance visits from the local authority and would also be receiving visits from Education Scotland. The most recent visit by the local authority offered positive feedback about the quality of care provided.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

This service does not have any prior inspection history or grades.

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