

# Green Apple Nursery Day Care of Children

18 Clydesdale Street  
Hamilton  
ML3 0DA

Telephone: 01698 891141

**Type of inspection:**

Unannounced

**Completed on:**

2 April 2019

**Service provided by:**

Green Apple Nursery Ltd

**Service provider number:**

SP2012011873

**Service no:**

CS2012309777

## About the service

Green Apple Nursery registered with the Care Inspectorate in November 2012. It is registered to provide a care service to 79 children as follows; 21 children from birth to under 2 years, 20 children from 2 years to under 3 years, and 38 children aged from 3 years to those not yet attending primary school.

The nursery is a private organisation and forms part of a small chain of early years services. The provider is Green Apple Nursery Limited. The service works in partnership with South Lanarkshire Council to provide early learning and childcare to children aged three to five years.

The service is located in a large renovated detached house near the town centre of Hamilton, South Lanarkshire. It is close to local transport links, shops, a park and other amenities.

Children are accommodated within four separate playrooms separated by their age and stage. Secure garden spaces are also accessible from each playroom.

The service aims include, providing a welcoming, safe, calm, stimulating, challenging, encouraging and reflective environment where children have the opportunity to develop as happy, confident and independent individuals.

All areas of the nursery were in operation during the day of our inspection. We found that 28 children were attending on the first day that we inspected, and 36 on the second day.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time, from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, active, nurtured, achieving, respected, responsible, included.

## What people told us

Before the inspection, we sent 20 care standard questionnaires to the service to distribute to parents and carers. Fourteen of these were returned to us. All respondents indicated that they were happy with the quality of care and support their children were receiving at the service. Parents commented positively on the friendly staff and approachable management.

We also spoke with two parents during the inspection. They described their experience at Green Apple as being very positive and commented that their children enjoyed attending. One parent told us that the service was quick to respond to any concerns, demonstrating their commitment to resolving issues and improving the service.

Children were confident and happy in the nursery environment. They told us that there was 'lots to do', and spoke positively about experiences they had been involved in. For example, dancing, using tools, reading books and going outside.

## 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 paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Children attending the service were settled, happy and confident. They had positive attachments with staff who were kind and responsive to their needs. Children were showered with hugs, high fives, tickles and affection. This contributed to children feeling safe, valued and loved.

Children participated in good quality play experiences, which included the opportunity to play with a variety of natural, open-ended resources. For example, water, blocks, wooden objects, dough and crates. Children played for extended periods of time with these materials, developing their thinking, creativity and problem solving ability. The service were committed to increasing the use of natural objects within the three to five years room, to further enhance children's experiences. .

All children had the opportunity to play outdoors every day. The older children could access the garden on a free-flow basis from their playroom. This allowed them to make choices about where they wanted to play. The large garden was a stimulating play space. Children enjoyed moving sections of tree trunks, planks and crates, as they developed their own ideas, leading their own learning. Their health was also developing as they made use of good quality physical apparatus, for example, bikes and swings. The service made good use of the local park and wooded areas ensuring children benefited from a variety of outdoor experiences.

We discussed with the service, how children could be further involved in managing their own risks outdoors, to promote their awareness, problem solving and build their resilience. The service told us that they had identified this as part of their own evaluations and had plans to progress this.

The service provided children with a nutritious appetising lunch. Since the last inspection, the three to five room had significantly improved their lunch experience for children. Children (in the three to five years room) enjoyed a social, relaxed and unhurried meal experience. We discussed with the service ways that lunch time could be improved for children in the two to three's room. For example, by providing children with bib's, ensuring food was the appropriate temperature and taking a more relaxed approach to eating.

Each child had a written personal plan, which identified their significant needs. We asked the service to further develop these by recording the strategies that would be used to meet children's needs. This would support children to progress their wellbeing and development.

The service had introduced online learning journals to document children's learning. These demonstrated that children were participating in a wide variety of experiences. However, we suggested to the service that they could improve the way they document children's learning, to show a more individualised approach. This would support staff to track children's development, offering them support to reach their full potential.

Overall, staff had a good understanding of their responsibility to safeguard children. Staff understood what to do if they suspected a child was at risk of being abused. However, we asked the service to ensure that all staff completed regular child protection training.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The environment was bright and welcoming. Staff warmly welcomed children and parents and we felt like it was a happy place for children to be cared for in.

The environment was clean, tidy and well maintained. Infection control practices, such as hand washing and regular cleaning ensured children were kept healthy, minimising the risk of the spread of infection.

Children accessed a wide range of toys and equipment that stimulated their interests and supported their learning. Toys were readily accessible and were stored within children's reach. This enabled children to make choices about what they wanted to play with.

Children were kept safe through a modern secure entry system. Entry to the premises was through a buzzer system linked to CCTV camera's. Each playroom was covered by CCTV for added security.

Children could safely and independently access different parts of the environment. The security and layout of the building allowed them to do this. For example, moving from playroom to garden or from playroom to bathrooms.

Children were observed to be sleeping safely in line with the Scottish Cot Death Trust's guidance. Staff had attended training on this and had the appropriate knowledge to keep children safe.

Many of the staff were first aid trained, or booked in to attend first aid training. This ensured they had the skills to respond quickly to any incidents, keeping children as safe as possible.

Display's around the nursery were well presented and shared information about children's learning. Children's own work was valued, contributing to them feeling a sense of achievement.

Children's experiences had been enhanced through increased use of the local community. For example, some children had been visiting the local nursing home, park, library and shops. The staff had plans in place to ensure that all children had an opportunity to participate in these outings safely throughout the course of the year.

The baby room environment was a particular strength to the service. Careful consideration had been given to the lay out and equipment to ensure that the youngest children had the opportunity to develop their learning through all of their senses. Children were very curious within the environment, exploring, problem solving and developing their thinking and communication.

We asked the service to consider developing some quieter spaces within the busy two to five years playrooms. This would ensure that children had a stress free space to relax, read and manage their emotions.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

Staff were friendly and engaged fully in the inspection process. Parents told us that they had trust in the staff caring for their children, and we observed nurturing and positive interactions between staff and children.

Staff were appropriately registered with the Scottish Social Services Council and aware of their professional responsibilities and codes of conduct.

Since the last inspection, there had been significant changes to the staff team. We found that these changes had been positive. The new team worked well together and shared the same vision for high quality care. They met regularly to discuss how they planned to meet children's needs. Staff were involved in peer assessing, and provided each other with constructive feedback which supported their development, and in turn enhanced experiences for children.

There was a mixture of skills in the workforce, however the knowledge of all staff was improving. Staff had developed confidence in planning experiences and care for children following a number of important training courses. For example, curriculum training, engaging boys and safe sleeping.

The provider had invested in an online training programme that all staff could access. We found that some staff were making very good use of this resource. Some staff however, would benefit from accessing this more. We

asked the management team to monitor this and link training to the individual development needs of staff. We also suggested that staff make use of the Care Inspectorate hub website, familiarising themselves with and making use of the good practice guidance accessible to them.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The management team was welcoming and approachable. They operated an open door policy, breaking down communication barriers. The parents we spoke to felt the manager would take action in response to their comments. This helped build partnerships with parents and discussions around meeting children's needs more likely.

The manager and depute manager distributed their management responsibilities, ensuring staff had leadership support on the playroom floor. This had supported the development of some aspects of practice. For example, curriculum planning and meal times in the three to five year's room.

The service maximised opportunities to communicate with families. They made use of a variety of tools to ensure families were well informed about the life of the nursery. For example, notice boards, Facebook page, online nursery app, newsletters and online learning journals.

The service had developed quality assurance processes which had resulted in continuous improvement of the service. For example, observations of practice and auditing staff registration with the Scottish Social Services Council. We asked the service to continue developing some of these processes to ensure they were more robust. For example, auditing the staff recruitment process and medication storage and administration records.

The manager proactively sought the views of parents, carers and staff. A survey monkey approach allowed parents to respond anonymously, contributing their honest views. Responses were audited and appropriate action taken and recorded.

One parent commented on the security of the public Facebook page, that the service used. We shared the Scottish Social Services social media policy with the service as a guide to develop their own procedures. The manager told us that she planned to develop more detailed permission records for children's photographs appearing on Facebook. We were satisfied with this action.

Staff development and reflection had been supported through a new supervision process. We asked the service to link this directly to individual training plans for staff, to meet their development needs.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## 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

#### Recommendation 1

We recommend that staff within the three to five room review their current practice to develop a culture of warmth, kindness and compassion where children feel supported and settled. This should include;

- Making time to support and speak to children who need support.
- Responding promptly to children when they present as being upset.
- Sensitively anticipating issues and proactively planning for known vulnerability.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "as a child, I am supported and cared for sensitively by people who anticipate issues and are aware of an plan for any known vulnerability or frailty (HSCS 3.18), and "as a child my care and support meets my needs and is right for me (HSCS 1.19).

**This recommendation was made on 2 July 2018.**

#### Action taken on previous recommendation

The service had taken action to create a nurturing environment within which children felt loved, safe and secure.

This recommendation is met.

## Recommendation 2

We recommend that accidents and incidents are carefully audited, so that appropriate action is taken and plans are put in place to prevent repeat incidents.

This is to comply with the Health and Social Care Standards, standard 4: I have confidence in the organisation providing my care and support (responsive care and support).

**This recommendation was made on 2 July 2018.**

### Action taken on previous recommendation

Accidents and incidents were appropriately audited to limit repeat accidents.

This recommendation is met.

## Recommendation 3

We recommend that staff develop their skills through the use of an individual training plan, which meets their specific development needs. This should include;

- Reading best practice documents.
- Visiting other high quality services.
- Reflecting on practice.
- Attending training
- Participating in observations of their practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "as a child I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14)

**This recommendation was made on 2 July 2018.**

### Action taken on previous recommendation

The staff team had changed significantly since the last inspection, so some staff were still at the beginning of this journey.

This recommendation is not fully met and is therefore repeated and will be followed up at the next inspection.

## Recommendation 4

We recommend that the manager formally reviews staff performance at least annually. The performance review should be recorded in writing, identify training needs, support staff reflection and provide staff with the opportunity to discuss their development needs.

This is to ensure care and support is consistent with the Health and Social Care Standards "as a child I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and "as a child I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

**This recommendation was made on 2 July 2018.**



## Action taken on previous recommendation

Staff had received performance reviews. We spoke with the manager about linking these more closely to individual training plans in future though.

This recommendation is met.

## Recommendation 5

We recommend that the manager devises communication systems which ensure her awareness of events within the service that impact on children's care and support needs. These systems should support the managers understanding of children's needs after a period of absence from the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards "as a child my care and support is consistent and stable because people work well together" (HSCS 3.19) and "as a child I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation" (HSCS 4.15).

**This recommendation was made on 2 July 2018.**

## Action taken on previous recommendation

Relationships had been developed and communication improved. A communication diary was in place between the manager and depute manager.

This recommendation is met.

## 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

Date	Type	Gradings
15 May 2018	Unannounced	Care and support Environment Staffing
		3 - Adequate 4 - Good 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
31 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 4 - Good
15 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
18 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good

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