

# Green Apple Nursery Ltd

## Day Care of Children

25 Broomknoll Street  
Airdrie  
ML6 6BN

Telephone: 01698 537800

**Type of inspection:**

Unannounced

**Completed on:**

10 April 2019

**Service provided by:**

Green Apple Nursery Ltd

**Service provider number:**

SP2012011873

**Service no:**

CS2016353083

## About the service

Green Apple Nursery Ltd registered with the Care Inspectorate in May 2018. It is registered to provide a care service to a maximum of 65 children aged from birth to those not yet attending primary school, of whom no more than 33 are under 3 years, and of whom no more than 18 are under 2 years.

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 is currently applying to enter into partnership with North Lanarkshire Council.

The service is located in a large renovated commercial property which is situated close to the town centre in Airdrie, North Lanarkshire. Airdrie train station is adjacent to the premises, and other local amenities such as shops, a library and park are close by.

Children are accommodated within four playrooms, separated by their age and stage. Secure garden spaces are also accessible for all age groups to use.

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.

This was the nursery's first inspection since opening. We found that 11 children were attending on the first day that we inspected, and 12 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

Children were happy and settled throughout the inspection. The oldest children told us that they liked coming to nursery. They spoke excitedly about going to the park, playing in the garden and making things with sand.

We received three completed care standard questionnaires from parents and carers who used the service. The responses from these indicated that parents were overall, happy with the quality of care their children were receiving at the service.

## 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	5 - Very Good
Quality of environment	4 - Good

Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Children experienced very good care and support at the service. Staff had taken time to get to know children as individuals and had a deep understanding of how to meet their needs. This was reflected clearly within children's personal plans.

Staff were loving and kind, and had created a nurturing, and positive environment. Children were given cuddles and staff were responsive to their verbal communications and non verbal cues. This contributed to children feeling loved and secure.

Children were shown respect as staff met their care needs, keeping them comfortable. For example, babies nappies were changed in response to their needs, noses were wiped when required, and the youngest children's clothes were protected with bibs at lunch time.

Sleep time for the youngest children was a calm and relaxed experience. Soft music was played and children were reassured and given physical comfort if they required it to help them settle. The service also followed best practice in relation to safe sleeping.

Meal times were a relaxed, calm and sociable experience for children. Children were encouraged to be independent, but were also sensitively supported by staff, when required. The service provided fresh home cooked meals and snacks. The quality of food provided was excellent. The children thoroughly enjoyed lasagne, garlic bread and salad for lunch. For snack the cook presented the children with fluffy fresh pancakes and a fruit platter. The menu's supported development of healthy lifestyles.

Children's medication was stored appropriately to ensure the safety of children. Staff had a good understanding of the needs of children requiring long term medication. Information about children's medical needs were well documented and regularly reviewed with parents. We asked the service to review their long term medication form, to make it clearer that parents were signing, to authorise the nursery staff to administer medication.

Children were protected from harm by staff who had a very good understanding of safeguarding. All staff had participated in online child protection training, and told us verbally about the steps they would take if they had any concerns about children in their care.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

The building had been refurbished to a very high standard for the nursery opening. All areas of the service were fresh, bright, clean and welcoming.

Appropriate safety measures were in place to protect children. For example, door guards and a secure entry system. Risk assessments were on the whole well thought out, and appropriate measures were put in place to keep children safe. We asked the service to develop their outdoor risk assessment to take in to account adult access to the garden.

Accidents and incidents were appropriately logged and audited to prevent any reoccurrences of incidents. This enhanced the safety of children.

Very good cleaning procedures were followed, to ensure that the spread of infection was minimised. This supported children to be healthy.

Staff maintained displays throughout the service to a high standard. They were attractive and interesting, and showcased children's experiences. One child proudly pointed out a pictures of themselves on the board, celebrating their achievement. Some of the photographs on display were however very small, and we asked the service to consider using larger images to encourage all children to see and celebrate their work.

Children made good use of the toys and equipment available to them, and children were on the whole busy at play. The baby room was very well resourced and children had a variety of opportunities, to develop their thinking and learning through their senses. We asked the service to consider the way that toys and equipment were used in the two to five years playroom, to promote greater choice, challenge, imagination and problem solving.

The service had identified outdoors as an area for improvement. A very positive start had been made on developing the outdoor space, however, action was now required to create more purposeful and challenging gardens. A particular emphasis should be placed on developing the babies garden.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff were welcoming, friendly, confident and genuinely committed to improving outcomes for all children in their care.

Staff engaged in reflection of their practice, benchmarking against good practice guidance. This was evidenced well in the self-evaluation folder, and supported improvements to practice.

Staff told us about their learning and development. They had participated in a number of training courses, which had impacted positively on their practice. For example, first aid training, curriculum training and health and safety training. In addition, staff kept up to date with good practice guidance and regularly adjusted their practice accordingly. This helped to ensure that children received high quality care.

Despite being a relatively new team, the staff had developed a very good team ethos, and worked well together to ensure consistency for children. They attended regular team meetings and made good use of communication diary's within each room.

Staff ensured that the children were their primary focus when at work. They had developed secure attachments with children, supporting them to feel loved, settled and valued.

Staff experienced a full and thorough induction which gave them the appropriate knowledge required to carry out their roles. Mentoring systems were in place, to support new and training staff. This ensured that children received care from staff who were confident about how to meet their needs.

Staff had been developing their understanding of their professional codes of conduct in relation to their registration with the regulating body for care, the Scottish Social Services Council. We found however that one member of staff had not completed their registration with the Scottish Social Services Council within the agreed six months timescale of commencing employment. During the inspection the manager addressed this and we were satisfied with the outcome. It is however important that all staff familiarise themselves with their registration responsibilities in future.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

The service was well led and managed. The acting manager took a hands on approach to leading the team and was visible and aware of what was happening in each playroom. She had a very good understanding of the strengths and areas for improvement within the service. These were recorded within the services improvement plan.

Communication with parents was strong. Various systems were in place to convey information to families. For example, notice boards, nursery app, online learning journals, and a Facebook page. The manager also operated an open door policy and made positive efforts to chat informally with parents at drop off and collection time. This fostered positive relationships with families and involved them in the life of the service, contributing to it's development.

The views of parent's and staff were sought regularly. Responses were audited and used to secure improvement.

Some robust auditing procedures were in place which secured continuous improvement within the service. For example, audit's of accidents and incidents and medication. We asked the manager to monitor staff registration with the Scottish Social Services Council more closely in future.

The acting manager was very focused on developing the workforce. She took a lead role in identifying the training needs of staff and ensuring that these were met. This ensured that skills were developing.

The acting manager had only been in post for a few days when we carried out this inspection. She was well supported by another manager within the nursery chain and had the confidence of the staff. To ensure that she continued to develop the service we suggested that she builds a network with other local services. This would help her to benchmark practice and would provide her with inspiration to lead the team forward in developing the environment.

### 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

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.

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.