

# Green Acres Nursery Day Care of Children

41 Helensburgh Drive  
Glasgow  
G13 1RR

Telephone: 01419 580 819

**Type of inspection:**  
Unannounced

**Completed on:**  
19 August 2021

**Service provided by:**  
KLR Childcare Ltd trading as  
Greenacres Nursery

**Service provider number:**  
SP2003003879

**Service no:**  
CS2003019954

## About the service

Green Acres Private Nursery has been operating since 2003 and registered with the Care Inspectorate when the Care Inspectorate formed in 2011. It is registered to provide a care service to a maximum of 83 children across the following age range:

- 21 children aged 0-2 years
- 18 children aged 2- under 3 years
- 44 children aged 3 to those not yet attending primary school.

The service is provided by KLR Childcare Ltd and is based within refurbished premises in the west end of Glasgow. The service has sole occupancy of the building including its own secure outdoor playing area. Children also have access to the adjacent school playing fields and pavilion.

The service aims are:

- All young people will be educated in a safe and stimulating environment.
- To provide high quality childcare throughout the centre.
- To ensure all children are successful and achieve their goals.
- Children are fully engaged in high quality learning experiences.
- Partnerships with parents and carers are met.
- Liaise with outside agencies, schools, nurseries, and the wider community.
- To ensure all children are involved with local area guidelines - Pre-birth - 3 curriculum and Curriculum for Excellence.
- Monitor and evaluate our practice and encourage continual professional development of staff to develop their skills and improve the centre.
- All children will work towards becoming, successful learners, confident individuals, responsible citizens and effective contributors.

We started the inspection of Green Acres Nursery with an unannounced visit on Tuesday 17 August 2021. We continued the inspection virtually using Teams technology, telephone discussions and email exchange then concluded the inspection by giving feedback on Thursday 19 August 2021.

This was a themed inspection where we evaluated the Quality of Care and Support, and the Quality of Staffing. As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator within Quality Care and Support.

The inspection was carried out by two inspectors. Our methodology for the inspection included:

- Observations of children's routines and staff interactions with children.
- Observations of infection prevention and control practice.
- Telephone discussions and email exchanges with the manager.
- Email exchanges with ten parents.
- Virtual discussions with seven members of staff.
- Reviewing key records, policies, and written procedures relative to Covid-19.
- Evaluating procedures for the safe recruitment and ongoing support for staff.

## What people told us

During our inspection visit we observed children enjoying their play experiences, both inside and outdoors. They were happy, settled and confident. Some of the older children proudly shared their learning journey book and explained what happened during their nursery day.

We asked the nursery to pass our contact details to parents so that they could share their experience of how the nursery had delivered care to them and their children during the pandemic. Ten parents agreed to be contacted and exchanged emails with us. Parents who responded were extremely happy with the quality of care provided by the nursery and believed staff worked very hard to ensure their children felt safe and loved. Examples of parents' comments included:

"The staff at Greenacres are caring, efficient and create such fantastic activities to stimulate the children. Communication at Greenacres is excellent and staff respond to all questions and keep us up to date with all key information about our daughter."

"The staff are all personable and unlike the previous nurseries (our child) has never said 'I don't want to back there' which is glowing in our books. The nursery is very organised, we get regular daily updates and photos of interactions and activities."

"We were very pleased to have been offered several settling in sessions to help our son transition into nursery. The staff were very accommodating and communication was excellent during this time. The Family app is a fantastic tool and staff regularly update the app to give us an insight into nursery life. This has proved reassuring and it is wonderful to see the range of stimulating activities the children are undertaking. Staff have been very nurturing in their approach and are supportive to both our son and my husband and I."

"The staff have worked hard to form positive relationships with my son and in particular his key workers in both rooms he has absolutely adored. (Manager and depute) took time out to zoom call with me about his transition to the Sunflower room and put in special supports for him."

"They have worked hard to ensure that all the children are safe and in bubbles and whilst the restricted times might be slightly inconvenient, I absolutely appreciate that they are necessary for health and safety reasons for both children and staff. I would rather that than the whole nursery having to shut down. The communication from the nursery has been excellent with (the manager) providing as much information as possible as soon as possible - even if it is a late night email to say that she is waiting for guidance. It is helpful to know that we might have to make alternative arrangements once that guidance comes in."

"The staff are approachable, helpful and communicate very clearly about all aspects of our boys learning, social interaction and wellbeing. I have been really impressed that all of these updates have continued, including photos and picture evidence (via the app) and personal, individual posts during the pandemic. Throughout the pandemic we have felt that the management have had the children's very best interests at heart and their safety and hygiene have been a big priority..... Both our boys are delighted to attend nursery each day and speak so highly of their keyworkers."

"I am a member of the Parents' Committee. I cannot praise Greenacres highly enough for the child-centred, nurturing environment it provides. The staff take time to get to know the children well and every day is full of fun, varied and educational activities, plenty of exercise and outdoor time whenever possible. The management team, led by KG, are focussed on quality of care and safety. This has been very apparent in the last couple of years, during the Covid-19 pandemic. Every change in regulations that has been made has

been clearly explained to parents in the context of the current government guidelines and has had the safety and wellbeing of the children at heart."

"As a family we have felt they have gone well beyond what we would have expected in supporting (our child) and our professional responsibilities as key workers. The nursery leadership particularly KG has been excellent. I have been extremely impressed at how they have efficiently and effectively responded to changes in national guidance and have always provided a safe nurturing learning environment..... I am strongly of the opinion that Green Acres Nursery demonstrate very effective teamwork under strong leadership and I am very thankful for all they have done for our family."

"All staff are extremely nurturing and take time to really get to know (our son) and us. Their approach is exemplary. During the first settling period, my son was very upset when separating from us after lockdown and staff couldn't have been more understanding and reassuring. He quickly settled and developed a trusting relationship with all staff".

## Self assessment

We had not requested a self evaluation prior to our inspection. However the service had been using 'Key Question 5: Covid-19 Operating an early learning and childcare setting during Covid-19' very effectively as a self evaluation tool. We therefore looked at their findings to cross reference with our own observations and assessment of the quality of service provision. The self evaluation demonstrated a very good understanding of how to support children's health and wellbeing and operate safely during the Covid-19 pandemic.

## From this inspection we graded this service as:

|                                      |               |
|--------------------------------------|---------------|
| Quality of care and support          | 6 - Excellent |
| Quality of environment               | not assessed  |
| Quality of staffing                  | 6 - Excellent |
| Quality of management and leadership | not assessed  |

## What the service does well

Communication was a strength of Green Acres Nursery. We found, and parents confirmed, that the manager and staff worked well together to create a homely atmosphere for children and families. Communication had been particularly important during the pandemic when children were not all eligible to attend the setting, but staff had continued to support their wellbeing and learning, for example using the family app and 'zoom' calls. Parents commented frequently to us on the sensitivity with which staff approached settling children during uncertain times. Effective information sharing between parents and staff built trusting relationships and promoted continuity in children's care. This made it more likely that children felt secure in the setting and were building their resilience.

Children's personal plans were child centred and underpinned by the GIRFEC wellbeing indicators as well as curricula guidance to ensure children's individual needs and interests were respected. The sample of plans we looked at demonstrated that staff used their observations and assessment of children to record their progress and achievements and to offer them challenge. Where needed, well planned early intervention was introduced sensitively to parents so that everyone could work together on strategies to help children reach their full potential.

Staff had formed a strong team who reflected well together, both within their playroom and full staff meetings. They used these reflections to bring about positive change to outcomes for children and families. We saw evidence of this in how they applied 'Realising the Ambition: Being me' in their planning for children. As a result, staff had created a learning environment that was nurturing, inclusive and fun. Realising the Ambition is Scottish Government's national practice guidance for early years.

Throughout our inspection we observed compassionate caring staff who had an enabling attitude toward children. Staff were themselves nurtured by a supportive manager who had introduced a range of systems to ensure staff were supported personally and professionally. Staff had participated in training to keep abreast of Scottish Government and public health guidance. As a result, they felt confident in initiating the necessary changes and to share responsibility for this process. For example, we could see there had been some adaptations to experiences offered to children because of Covid-19 mitigations. Children continued to be cared for in groups or 'bubbles' to limit the number of close contacts and to support adults physically distancing from each other. Staff had used picture prompts and fun activities with children so that they would understand these changes to their nursery routine and how to keep themselves safe.

Despite the pandemic restrictions staff continued to undertake qualifications relevant to their role. It was commendable that a high proportion of staff had achieved or were studying toward their SVQ level 4 qualification. No matter their status or length of time working in the setting, all staff felt valued. Modern apprentices talked positively about their induction and coaching in context within the playroom. This meant they were supported to develop an understanding of the ethos and expectations of the setting as well as their responsibilities. Staff told us they felt very safe at work and could see the positives that the pandemic had brought to the team dynamic and to the quality of children's care. This particularly applied to the small team who formed a special relationship when the setting was only open for keyworker children. Parents spoke very highly of the invaluable support offered by staff to their child and family during the pandemic.

## What the service could do better

The service should continue to look for innovative ways to sustain their current grades and excellent practice. The nursery manager and team engaged very well with the inspection process and were proactive in addressing any points we raised. For example the only playroom without a child height sink was the baby room. We acknowledged that babies could be supported to wash their hands in the adjacent nappy changing room but the management team agreed it would be preferable to have a more easily accessible sink. By the end of the inspection process a suitable sink had been purchased and a plumber booked to install it when children were not present.

We found that systems for the preparation of babies' formula feeds could be improved, by ensuring that cooled boiled water is always warm enough to destroy bacteria in the powdered milk. During the inspection process the manager shared up-to date public health guidance with staff and made plans to incorporate this guidance into new parents' induction pack. This will contribute to the health and safety of babies receiving formula feeds. The link for the guidance 'Formula feeding. How to feed your baby safely' (Public Health Scotland 2021) can be found here: [http://www.healthscotland.com/uploads/documents/5523-\\_\\_Formula feeding booklet-March2021-English\\_1.pdf](http://www.healthscotland.com/uploads/documents/5523-__Formula%20feeding%20booklet-March2021-English_1.pdf)

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## 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.

## Inspection and grading history

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 4 Apr 2018  | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | 6 - Excellent<br>6 - Excellent<br>Not assessed<br>Not assessed           |
| 13 Apr 2016 | Unannounced | Care and support   |
|             |             | 6 - Excellent  |

| Date        | Type        | Gradings   |  |
|-------------|-------------|--|--|
|             |             | Environment<br>Staffing<br>Management and leadership                     | 6 - Excellent<br>6 - Excellent<br>6 - Excellent                  |
| 30 May 2014 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>5 - Very good<br>5 - Very good |
| 4 Sep 2012  | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 4 - Good<br>4 - Good<br>5 - Very good<br>5 - Very good           |
| 19 Nov 2010 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>Not assessed<br>Not assessed    |
| 24 Mar 2009 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 4 - Good<br>4 - Good<br>4 - Good<br>4 - Good                     |

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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