

Green Acres Private Nursery Day Care of Children

41 Helensburgh Drive
Glasgow
G13 1RR

Telephone: 0141 958 0819

Type of inspection: Unannounced
Inspection completed on: 4 April 2018

Service provided by:
KLR Childcare Ltd trading as Green
Acres Private Nursery

Service provider number:
SP2003003879

Care service number:
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 operates between 8.00am and 6.00pm, Monday to Friday throughout the year.

It 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:

- To provide a safe, happy, caring, stimulating and secure environment for our children.
- To engage our children in the highest quality teaching and learning and to maximise success for all.
- To develop a shared vision for the future of Green Acres.
- To foster high-quality leadership at all levels.
- To work in partnership with other agencies and our communities to promote the welfare of our children.
- To work together with parents as partners to improve learning and care.
- To reflect on our work and fulfil our learning potential.
- To value and empower our children and staff.
- To promote wellbeing and respect.
- To develop a culture of wellbeing and achievement.

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 (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

During the inspection visit there were 51 children present across the different play rooms. We observed children at play indoors and outdoors and at meal times. Some of the older children chatted confidently to us about their nursery routines and learning experiences.

Their comments included:

"We're going to read the book of the week now - it's Tinkerbell."

"I like to play with the trucks and people but I'd like to be a gecko."

"If anyone has their thumb in their mouth I say 'to put it in their pocket'." (Child who was designated thumb monitor for the day).

"I'm tired, I think I'll lie down on this mat."

We issued 25 care standards questionnaires and 15 parents/carers completed and returned these to us before our inspection. When asked about the overall quality of care their child received in the nursery, the respondents all strongly agreed that they were happy. Most parents had written comments on their forms, which included:

"Green Acres is not my local nursery. We travel 10 miles each way and I do this because in my opinion Green Acres provides an excellent level of care and education for my child. My son has attended for over four years. He has benefited from a large range of activities; educated staff who have and are happy to share their experience and knowledge. The nursery has a very clear hierarchy and extremely strong capable leadership. I often require advice on managing my child's behaviour and receive this readily, with support to implement effective solutions which work for both my child and me. The nursery excels in providing him with a home from home in a fairly strict, process compliant, warm and engaging manner. The best thing I have ever done for my child is send him to Green Acres."

"The management and staff have always gone beyond the duty and my expectations with regards to my son's wellbeing and care. They have helped with external matters concerning my son's welfare and been able to due to their continued dedication, experience and self-development. My son has experienced a fabulous education there so far with various trips out including taking the train to the beach, pantomime and museums. He also loves his yoga and learning to ride a bike. He has developed excellent relationships (as have I) with staff and other children and is extremely happy there. I feel both my son and myself benefit from an exceptional service at the nursery and wouldn't dream of having him anywhere else."

"I am extremely happy with the care provided to my child in the sunflower room at Green Acres. The environment is well organised, well resourced and welcoming. Staff are very friendly and competent. I am very confident that they deal with my child as an individual. Kat is very involved with the children and shows clear leadership."

"My daughter is very happy at Green Acres. Communication is excellent as well as verbal, the app and messaging are great. The nursery has a lovely atmosphere, you can tell the staff are happy, management are very engaged and hands on."

"This is my second child to attend Green Acres nursery and I am thoroughly happy with the care and education being provided. It is a very positive, happy environment for children to attend and a lot of effort is spent ensuring children are settled and feel secure."

"Green Acres Nursery has been great for my child, and the staff have been very caring to the whole family. I know that my child is well looked after and don't worry about my child once I drop her off at nursery."

"I am delighted with the care and support my family receives, communication is excellent. Emails are answered immediately (even at weekends!) The staff are amazing and the open door policy means I can pop into the office any time. The app is fantastic, and the notifications means I remember what is happening within the nursery and I can see what my child has been learning about on a weekly basis."

"From the first visit we were welcomed, the home visit was fantastic and it was clear that staff really cared. My child formed a bond straight away and this helped me relax at work as I knew my child was looked after in a caring environment. I receive text messages if still need to know anything which is great, as I am a GP and can't always answer my phone."

"The staff do a very good job of making my child feel special and in turn this makes me, as a parent, feel comfortable leaving my child in their care. The staff treat the children as their own."

We also spoke with five parents/carers during the inspection process who endorsed the above sentiments. They praised the professionalism of staff and other aspects of the service which ensured positive outcomes for children. For example the settling in processes, including home visits, which helped children to develop relationships with staff and enjoy a smooth transition into nursery.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork, including their improvement plan. These demonstrated the service priorities for development and how they were monitoring the quality of their provision.

From this inspection we graded this service as:

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

What the service does well

The importance of children being nurtured and happy in order to reach their potential was at the centre of staff planning. This began with the settling in processes, where home visits were arranged when children registered with the nursery. Paying attention to settling in processes gave families time to build relationships with staff and for children to develop a secure attachment with their keyworker. Throughout our inspection staff knew children's unique personalities well and were kind and loving in their interactions.

We observed that parents and carers were welcomed into the nursery and staff worked closely with them and other professionals to support the needs of individual children when needed. Staff had created information boards to explain the life and work of the nursery and how parents/carers could be more involved. For example, families could read about what children were enjoying learning in the big books displayed outside the playrooms. However, the manager had also created a sector leading smart phone App, so that parents had access to a stream of information about their individual child's care, learning and development as well as more generic information about the nursery.

We were particularly impressed that the section of this on policy and guidance included the new national Health and Social Care Standards. The Health and Social Care Standards ('the Standards') say what quality of health, social care and support children should expect from a service.

They make sure that children's rights are respected. For example, that children should be able to choose their own play activities. The Standards also ensure staff are supporting good outcomes for children.

The parents and carers we spoke to confirmed that they felt included and respected by staff as partners in their children's care and learning. When we looked at the service improvement plan we could see that the manager had involved staff and families in identifying meaningful areas for the nursery to develop. For example, building plans were displayed so that families were consulted about the extensions to the nursery environment and could offer suggestions.

The environment was bright, welcoming and aesthetically pleasing. There was a very good balance of natural and good quality resources that were labelled to be easily identified by children. We saw that there were visual prompts to promote children's independence in their daily routines, such as mealtimes. Staff had also worked with children to develop imaginative and appropriately resourced areas that reflected group topics and children's interests. Older children had used emoticons based on the GIRFEC wellbeing indicators to evaluate different aspects of the nursery environment. This approach contributed to children feeling responsible and achieving.

What the service could do better

The service should continue to look for innovative ways to sustain their current grades and excellent practice. The service had recently extended and refurbished the accommodation. Management and staff should continue to use 'Building the Ambition' to evaluate how they are using the space to offer quality experiences to children and to make improvements. For example, one of the service priorities for improvement was outdoor play and a new door had been installed leading from the 3-5 playroom to the outdoor area. The service should continue to explore how best to enable children's independent access to this area to follow their play intentions. This will contribute to children's sense of responsibility and achievement. Building the Ambition is Scottish Government's national practice guidance on Early Learning and Childcare linked to the Children and Young People (Scotland) Act 2014.

At the time of inspection the service was experiencing an outbreak of chickenpox among children and had taken measures to ensure that families were fully aware of this and understood the exclusion criteria while children were still infectious. This helped to protect vulnerable family members and contributed to everyone being safe and healthy. The manager agreed that it was timely to reinforce infection control measures within the nursery, such as good hand hygiene, particularly among new staff. They planned to use a quiz based on Health Protection Scotland's guidance, to encourage staff to reflect on their practice.

We found that systems for the management of children's medication could be improved, such as details given on storage labels. The manager had begun to address our advice during our inspection visit using our best practice guidance - Management of medication in daycare of children and childminding services (2014).

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.

Inspection and grading history

Date	Type	Gradings	
13 Apr 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
30 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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