

# Care service inspection report

Quality themed inspection (day care for children)

## Green Acres Private Nursery Day Care of Children

41 Helensburgh Drive  
Glasgow

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

Service provider number: SP2003003879

Care service number: CS2003019954

Inspection Visit Type: Unannounced

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# 1 About the service we inspected

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme.

Green Acres Private Nursery is a service provided by KLR Childcare Ltd. The service operates from accommodation in the west end of Glasgow. The service has sole occupancy of the building including its own secure outdoor playing area. Children could also access adjacent school playing fields and pavilion.

The service is registered to provide a care service to a maximum of 63 children aged from 0 to primary school age.

The service operates between 8am and 6pm, Monday to Friday.

The service aims include: "to mirror the home environment to provide a worthwhile experience for children thus ensuring peace of mind for parents.

A full copy of the aims and objectives can be obtained from the provider.

## What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by two inspectors for the Care Inspectorate. The inspection took place on Wednesday 13 April 2016 between 9.30am and 2.30pm. We gave feedback to the service provider, manager and depute on the same afternoon.

As part of the inspection, we took account of the completed annual return and self assessment forms that we had asked the provider to complete and submit to us.

We sent 35 care standard questionnaires to parents/carers who use the service and received 24 completed questionnaires before the inspection visit. We also sent 10 questionnaires to staff and half of these were completed and returned to us.

During this inspection process we gathered evidence from various sources, including the following:-

We spoke with:

- The service provider.
- Management team.
- Children.
- One parent.

We looked at:

- Registration certificate.
- Insurance certificate.
- Quality assurance systems.
- Evidence from the provider's self assessment.
- Observations of how staff work with children.
- Sample of children's personal plans.
- Parent information displays and website.
- Sample of staff recruitment and continuing professional development files.
- Organisation of children's environments and resources.
- Risk assessments.
- Analysis of questionnaires that we had distributed to staff and parents/carers.

### **Taking the views of people using the care service into account**

We spent time in all of the playrooms and outdoors observing children and their interactions with staff. Children's ideas were listened to carefully by staff and taken forward so that children felt respected. Children were keen to tell us about their nursery, their favourite activities and the responsibilities they had, their comments included:-

"I have to tidy up" (explaining tidy up monitor badge).

"I like my chicken."

"I can go a balance bike."

"This is my friend."

We could see that older children had been formally involved in making decisions about the nursery through the Children's Committee.

## Taking carers' views into account

Thirty five Care Standard Questionnaires were sent out by the Care Inspectorate and 26 were returned by parents/carers before the inspection. Fourteen respondents had taken time to add constructive comments, which included:

"Green Acres is an excellent nursery, we have been extremely happy with it. Our son is very happy there and has good relationships with staff and other children. The staff know him well as an individual and clearly care for him. He participates in a wide variety of activities and his own interests are developed and encouraged. Discipline is excellent without being harsh. We would not hesitate to recommend the nursery."

"Now involved with Green Acres for four years. Staff have, inevitably, changed during this time. However, despite changes, I have been very happy with the care and attention my children receive at nursery. They have the opportunity to develop their social skills, community and environmental awareness and their learning but also have fun!"

"Completely happy with the service provided. My children have been well cared for, educated, nurtured and loved in the nursery."

Other views from parents/carers have been incorporated in the relevant sections of this report.

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service. We were satisfied with the way the service completed this and with the relevant information included for each heading that we grade services under.

The service identified what it thought it did well, some areas for development and any changes it had planned. The service told us how their users had taken part in the self assessment process.

## 2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	6 - Excellent

## 3 Quality of care and support

### Findings from the inspection

Communication using different media was a strength of the nursery. There was a genuine two way flow of communication between staff and families. Staff carefully observed children and skilfully talked to them about what they were doing, using the information to support children in their learning and development. As a result children felt valued, respected and confident about voicing their opinions. Parents told us that they were comfortable to approach and share information with staff about their children. This made sure staff planned activities that took account of individual children's needs and interests.

The service had a Child Protection policy and related information for families had been presented within the context of children's rights to make it more user friendly. The Child Protection Co-ordinator took part in meetings organised by their local authority so that the service had appropriate measures for safeguarding children. Staff had annual child protection training to make sure they understood and felt confident about implementing these measures.

### Grade

**The quality of care and support is graded 6 - Excellent**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

## 4 Quality of environment

### Findings from the inspection

We observed that the nursery atmosphere was calm and happy: children were making different use of resources available depending on their needs and wishes.



Children were supported to be active and achieving through the stimulating range of outdoor activities on offer. Staff had participated in training to support outdoor learning, such as bikeability. This had enabled children to confidently develop their cycle skills including taking responsibility for the maintenance of their bike.

We were impressed that natural resources were incorporated into the playrooms to make links with the outdoors and provide children with sensory experiences that promoted curiosity. Children were involved in the risk assessments of all areas and activities that they were involved in thus contributing to their own safety. Children worked with staff to plan their outdoor activities, which included learning about their wider community and how they could become good citizens. For example, they had built reciprocal relationships with residents of a local care home.

### **Grade**

**The quality of environment is graded 6 - Excellent**

### **Requirements**

**Number of requirements - 0**

### **Recommendations**

**Number of recommendations - 0**

## **5 Quality of staffing**

### **Findings from the inspection**

At this inspection we considered the service safe recruitment procedures, the support for staff professional development and how well staff used new learning to improve outcomes for children. The service asked children and parents/carers their views about staff qualities and performance. The parent we spoke to highly praised staff and was confident that staff had the skills and experience to care for their children. This was confirmed by parents' responses to our questionnaires.

Information about staff professional development was on display in the reception area. This meant parents/carers could be reassured that children were being cared for by competent staff that were continually looking for new and imaginative ways to support children's learning and development. Management had made good use of staff expertise, agreeing leadership roles and providing staff with training to support designated responsibilities. The culture of learning within the service was evident in staff responses to their questionnaire, one had written:

"I am enjoying my position as an early years practitioner at Green Acres Nursery. The children are progressing so well and are thriving on their learning. There are training opportunities which are accessible to staff which will also benefit the children in the centre. Overall I am happy at work and find it rewarding seeing the children so happy."

## Grade

**The quality of staffing is graded 6 - Excellent**

## Requirements

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 0**

# 6 Quality of management and leadership

## Findings from the inspection

We found that management and staff took great pride in providing a high quality service and this included robust self evaluation systems.

Information was managed very effectively throughout the nursery using different formats in displays to attract interest and encourage feedback. For example, quality indicators from 'How Good is Our Early Learning and Childcare' were on display on a tree to familiarise staff with the new terminology and help everyone evaluate the nursery strengths or where it could do better.

The committee structure enabled children, parents/carers and staff to be involved in decision making at their own level. For example, the Children Committee had recently discussed ways to improve celebrating their achievements and their decisions had been posted on the service website.

The above examples demonstrated the service had a very inclusive approach to quality assurance where everyone could see that their contribution to the life and work of the service was valued and acted upon.

## Grade

The quality of management and leadership is graded 6 - Excellent

## Requirements

Number of requirements - 0

## Recommendations

Number of recommendations - 0

## 7 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

## 8 What the service has done to meet any recommendations we made at our last inspection

### Previous recommendations

1. The service should review the lunchtime procedures to further improve children's independence and choice.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and wellbeing and Standard 5: Quality of experience.

**This recommendation was made on 30 May 2014**

The service had developed children's lunch time arrangements in a way that promoted children's independence, for example there was a serving station where children helped themselves to their meal. This recommendation had been met.

**2. The provider should ensure that lined pedal bins are available in all areas of the service where waste is produced. The provider, manager and staff should refer to the Health Protection Scotland's best practice guidance: Infection Prevention and Control in Childcare Settings (2011, revised edition in press).**

National Care Standards early education and childcare up to age 16. Standard 2: A safe environment.

**This recommendation was made on 30 May 2014**

The service provider had replaced all bins with pedal operated models, in order to minimise the risk of cross infection by people using them. This recommendation had been met.

## 9 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

## 10 Enforcements

We have taken no enforcement action against this care service since the last inspection.

# 11 Additional Information

There is no additional information.

# 12 Inspection and grading history

Date	Type	Gradings	
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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