

Evergreen Outdoor Nursery Day Care of Children

35 Avenuepark Street
Maryhill
Glasgow
G20 8TS

Telephone: 0141 945 1888

Type of inspection:

Unannounced

Completed on:

2 May 2019

Service provided by:

Maryhill Mobile Children's Services

Service provider number:

SP2003001275

Service no:

CS2015337343

About the service

This service was registered with the Care Inspectorate on 5 November 2015. Evergreen Outdoor Nursery is provided by Maryhill Mobile Childrens Services in the Maryhill area of Glasgow. Maryhill Mobile Children's Services also provide Mobile Creche, Respite and After School services. These are registered and inspected separately by the Care Inspectorate. A board of directors has overall provider responsibility and they employ a corporate manager to oversee all the services which are part of the organisation. The corporate manager works closely with the Outdoor Nursery team which currently includes a nursery manager and two childcare practitioners.

Up to 20 children aged from 2 years - 6 months to those not yet attending Primary School may attend the Outdoor Nursery at any one time.

The service has indoor premises at 35 Avenuepark Street in Maryhill. This is where children are dropped off and collected by their parents. This address also provides a base when outdoor conditions pose extraordinary risk to children's safety and wellbeing and lead to the staff team assessing that the children should remain indoors. Primarily, however, children will be outdoors when they attend this nursery. Two main locations for this named on the certificate of registration are Dawsholm Park and the Botanic Gardens which involve short journeys in the service's own minibus.

The service outlines its aims as follows:

"We aim to provide a high quality childcare service providing opportunities for children to learn and develop in natural surroundings. Working in line with the Pre-Birth to Three document and the Early Level Curriculum for Excellence children will develop skills for life to enable them to become successful learners, confident individuals, effective contributors and responsible citizens."

Our aims are:

- To provide safe, secure and stimulating outdoor (primarily) and indoor environments in line with National Care Standards.
- To promote equality and diversity for each child and their family and to ensure all children, parents and carers are included and respected as individuals.
- To encourage independence through children's self-directed learning.
- To develop children's self-esteem, and self-confidence through a variety of different activities and environments.
- To develop the holistic child, promoting positive impacts: socially, cognitively, linguistically, emotionally and spiritually.
- To create healthy lifestyles by promoting exercise, nutritional knowledge and building a sound foundation for children's future.
- To promote learning through a range of fun and engaging activities to meet children's individual needs.
- To promote opportunities to positively engage with the local community and society.
- To work in partnership with parents and carers to develop each child's ability to learn and realise their potential.

What people told us

Children present were happy and settled. They displayed confidence in the outdoor setting, exploring the environment. Most of the children were engrossed in shared activity, building a tunnel for caterpillars. Some were quite new to the service and followed their curiosity.

Parents returned three completed questionnaires. Their responses showed that they were very happy with the quality of care their child received.

They made the following additional comments;

"Evergreen is a very warm, inclusive, caring atmosphere. The staff are excellent, very attentive, knowledgeable and committed to providing an excellent learning environment. The outdoor learning aspect has been a huge benefit; our son has grown in confidence (physically & emotionally) learns about his environment and is healthier and happier as a result of spending time in the natural environment."

"Evergreen provides the most fantastic outdoor experience for kids, All the staff and the outdoor spaces are magic. All staff are really friendly and helpful and engaging with children."

"Evergreen Nursery provide exceptional quality service. Our daughter and we, as parents, are entirely happy with the level of care and attention our child receives. We are pleased to have found this nursery, as it allows our child to spend substantial time outdoors, enjoying both the free and structured play while developing her skills and acquiring knowledge. All the nursery staff are highly professional. I simply cannot praise them enough."

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 which 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 | 3 - Adequate |
| Quality of environment | not assessed |
| Quality of staffing | 4 - Good |
| Quality of management and leadership | not assessed |

What the service does well

Children began their day at the nursery before going to the woods. Staff welcomed children and parents warmly. The nursery environment reflected the outdoors creating a link with their woodland experiences. Children's journey to the woods involved travelling by minibus then walking through the park to the camp. We noted that during the walk children took a natural interest in the environment.

On arrival, children were gathered into a group for "risky business." A staff member led children in identifying possible risks and how they would respond. Children demonstrated a real understanding of hazards in the setting and how to manage them. Overall, staff's interventions when extending children's play and learning experiences in relation to riskier play was appropriate.

Once free play began, we saw that children immediately became immersed in the natural environment. Some older children took on leadership roles; they listened to other children's ideas and suggestions, creating a shared experience. They played in groups, discussing insects and caterpillars.

We noted that staff spoke softly to children throughout the session, voices heard were predominately children's and the sound of nature. This created a calm and peaceful setting for children.

Each of the children had a personal plan which consisted of an online journal and individual folder. At times staff used more focussed observations to capture aspects of children's play and learning. Procedures to ensure children's wellbeing both at nursery and at the woods were available. Risk assessment and health and safety procedures were reviewed regularly by staff, and changes made when required. Through discussion, parents confirmed they were kept updated.

What the service could do better

We observed staff's response when intervening in children's riskier play and learning experiences. We found at times these interventions limited children to make choices and decisions about their own play and learning. Staff would benefit from forest schools training to strengthen their confidence when extending children's riskier play and learning experiences.

Although each child had a personal plan, we found that written observations did not always identify children's individual interests, next steps and progress in their play and learning. A staff review of how effective approaches are to ensuring children are making progress across all aspects of their play and learning would enhance children's experiences further. Staff should consider best practice guidance, 'Building the Ambition' and 'How Good is Our Early Learning and Childcare,' to inform the review.

Although procedures to ensure children's wellbeing were in place, we noted that parents had been asked to provide blanket consent for the administering of Calpol. This practice did not reflect the service's medication procedures. The service should review the consent process for the administering of Calpol in line with best practice guidance, 'Management of medication in day-care of children's services.' (See recommendation 1).

As part of the inspection process we reviewed child protection and safeguarding procedures within the service. We found variances in how procedures were followed. We asked the service to review child protection and safeguarding procedures in line with national guidance. As part of the review consideration should be given to the national practice model, 'Getting it Right for Every Child' in conjunction with national and local child protection guidance.

The service acted immediately in relation to our concerns. A meeting took place with the service to discuss the implementation of an action plan to review the service's child protection and safeguarding procedures. The meeting highlighted the commitment of all within the service to ensure child protection and safeguarding procedures were appropriate for all children. Due to the clear and constructive response from the service the evaluation for the Quality of Care and Support has been re-evaluated from weak to adequate. (See requirement 1).

Requirements

Number of requirements: 1

1. To ensure children are safeguarded; the provider must ensure the manager and staff have the skills, knowledge and experience necessary to protect children from harm, appropriate for the role in which they are employed. The provider must ensure that:

- a. The manager and staff are competent in and knowledgeable about national, local and the service's own child protection procedures and GIRFEC.
- b. The manager and staff are competent in using chronologies and child protection records to assess the level of risk to children, and that any concerns identified are reported to the relevant authorities timeously.
- c. Effective systems are in place to review and audit chronologies and child protection records and appropriate actions have been taken.

This is to ensure that care and support is consistent with the Health and Social Care Standards:

3.20 I am protected from harm, neglect abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

3.21 I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.

It is also necessary to comply with regulation 4, Welfare of users (1) A provider must (a) make proper provision for the health, welfare and safety of service users, of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Timescale: 2 August 2019

Recommendations

Number of recommendations: 1

1. The service should further develop children's personal plans to ensure they include aspects of children's care, individual interests, next steps and progress in their play and learning.

This is to ensure that care and support is consistent with the Health and Social Care Standards:

1.15 My personal Plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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 |
|------------|-----------|--|
| 6 Mar 2017 | Announced | Care and support Environment Staffing Management and leadership |
| | | 6 - Excellent 5 - Very good 5 - Very good 5 - Very good |

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