The Corstorphine Nursery
Day Care of Children

24 Featherhall Avenue
Edinburgh
EH12 7UN

Telephone: 0131 334 8787

Type of inspection:
Unannounced

Completed on:
13 June 2019

Service provided by:
The Corstorphine Nursery Ltd

Service provider number:
SP2013012199

Service no:
CS2013321649

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The Corstorphine Nursery is a service provided by The Corstorphine Nursery Ltd. It is registered to provide a care service to a maximum of 59 children at any one time aged from three months to primary school entry, of whom no more than six will be aged under 12 months.

The nursery is located within a detached property in the Corstorphine area of Edinburgh and is close to local amenities and bus routes. The accommodation is provided over two floors. The ground floor space includes the kitchen, laundry area, staff room, toilet and nappy changing facilities, office space, multipurpose room (Honeybear room), outdoor play area used by all playrooms and two playrooms (Panda Cubs and Panda). The Panda room has direct access to an additional garden area. The first floor space consists of toilets and nappy changing facilities, kitchen and two playrooms (Koala and Sunbear). The Sunbear room also has direct access to a roof terrace garden area.

We carried out an unannounced inspection of this service on Wednesday 12 June 2019 and this continued on an announced basis on Thursday 13 June 2019.

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 (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 parents(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, achieving, nurtured, active, respected, responsible and included.

What people told us

We saw children were confident and content in their environment with positive interactions with staff. Some children talked to us about the nursery, told us what they enjoyed doing and showed us the activities they liked to play with. Older children also talked to us about their art/craft achievements and the outdoor learning experience that they had taken part in.

We sent 30 care standards questionnaires to the service for them to give to parents to complete. Twenty of these were returned to us with those parents confirming that they agreed with the statement 'Overall I am happy with the quality of care my child receives in this service'.

Parents we spoke to during the inspection confirmed they were happy with the service. Positive comments were made about the information they received, staff and the experiences and activities their child took part in.

Some comments we received from the parent questionnaires included:-

'Overall I am very happy with the services provided and the care they are taking. I can see overall growth in my child'.

'There is a strong focus on the curriculum. The children are very well looked after and management keep parents well informed'.

'My daughter has settled well into nursery and the staff have been excellent with her, (Staff member's name given) especially. They are always singing and having fun when I collect her at the end of the day. They have taken her to the farm and visit local parks almost every day which I am also pleased with. I also believe the meals offered have widened her taste buds. Well done (Manager' name given) and the team (Staff names given)'.

'The nursery is fantastic, the staff are all very lovely, they take the time to chat, get to know parents as well as the children'.

'I am very happy with the care that Corstorphine Nursery has given my son. The ladies looking after my son have gone above and beyond to make sure that he settled in well. My son has absolutely thrived whilst at the nursery and this is because of the positive environment that they have created'.

'We are delighted with the quality of care at The Corstorphine Nursery. The staff are excellent and genuinely care about the children and go above and beyond to support us as a family'.

'Our daughter is so happy there which is very telling of the fun and variable activities offered. We see her developing well from being there'.

'Fantastic nursery. My child loves attending and her speech and overall development has improved greatly. I would (and have) highly recommended The Corstorphine Nursery to friends'.

'The staff turnover in the nursery can often be unsettling as the children build strong bonds with staff, as do parents. (Manager named) does well to ensure as minimal disruption as possible during this time, communicating well with parents'.

'Three staff recently left for different reasons in the space of one week. Despite this, the quality of care has remained, although several new staff at once has inevitably meant a temporary reduction in individualised care. However, they have ensured that trips out and the variety of activities has remained, and my child has always remained happy and confident. I applaud them for managing a difficult situation so well'.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan information and relevant quality assurance paperwork. These demonstrated their identified 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	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The nursery provided children and their families with a welcoming, professional and caring service. Staff were respectful and nurturing in their interaction with the children, giving them praise and encouragement during their play and recognising their achievements. These strategies helped develop children's self esteem and confidence. Staff were aware of the child protection policy and were knowledgeable about how to help keep children safe and how to seek support from other agencies as appropriate.

Staff knew the children in their care well and systems were in place to regularly review children's personal plans in consultation with their parents. This helped ensure that information held was up to date and accurate. Where individual children had identified care and support needs, staff clearly knew how to support them and were confident about any actions they may need to take. In addition, on line learning journals enabled staff to communicate information directly to parents about their child's learning and progress.

Children learned about healthy lifestyles through promotion of healthy eating. Lunch and snack time routines were a relaxed and sociable experience for children. Meals were well presented and staff supported children to be independent by serving themselves and pouring their own drinks as appropriate.

The indoor environment was well maintained and had continued to be improved upon with the provision of natural furnishings and loose parts play. Children were confident in their environment and there was a variety of experiences and opportunities to support their curiosity, creativity and imaginative play.

Staff understood the importance of outdoor play and fresh air. Children were provided with a variety of outdoor experiences including the use of the garden areas, local woods and parks. These opportunities enabled children to routinely experience active play and to learn to assess, manage risks and challenges in a variety of environments with the support of staff. Community links were also in place to enhance children's experiences. This included going to the library where children could choose books to read together and to research their interest topics.

Although there had been staff changes since the previous inspection, staff and the manager worked well together to support new colleagues and to maintain a consistent and confident approach to support children's care needs. The staff were reflective of their practice and were committed to their professional development and leadership opportunities to assess and further improve upon the environment and experiences for children. For example the evaluation and changes to the playroom areas/resources. This demonstrated that there was a culture of continuous improvement to support positive outcomes for children.

What the service could do better

We asked the service to continue to review and refine the systems for consistently gathering and recording children's personal plan information where there were any additional support or health care needs identified. This should include outlining a chronological progression of any key meetings/communication from parents. In addition, although some information was held alongside children's medication, a copy of children's health care plans/stepped approach for staff to follow, should also be kept with their medication. This would ensure that staff have quick access to all relevant information to support those needs.

A register was kept of children attending the nursery each day. However we asked the nursery to review and streamline their recording systems to clearly document the varied changes to the main register throughout the day. For example some children were escorted to and from the local school nursery sessions each day by staff, settle in visits to new playrooms took place and children went on outings. Whilst children's whereabouts were known, to safeguard children in the event of an emergency, the register should accurately outline the number of children attending in each room.

Although staff carried out daily assessments of the environment, we discussed that further written risk assessment information for individual areas of the nursery would be beneficial. This should include outlining key aspects of the indoor and outdoor environment, potential risks and the action taken to reduce these and ensure child safety. For example outlining the safety measures in place for the roof top garden area. These assessments should then be reviewed regularly and also when any changes were made to the environment.

The nursery policies were to be further reviewed and updated in line with best practice and to reflect any changes made to nursery practice. This included updating the child protection policy to reference Social Care Direct as one of the agencies that would be contacted in the event of any concerns about children. The outings policy was also due to be updated to reflect current staffing information and practice. This policy information should then be shared with families.

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.

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

Recommendation 1

The provider should ensure that systems are in place to clearly demonstrate that individual children's personal plans have been reviewed in consultation with parents a minimum of once every six months in line with legislation.
National Care Standards for Early Education and childcare up to the age of 16:-
Standard 3 - Health and wellbeing.
Standard 6 - Support and development.

This recommendation was made on 31 August 2017.

Action taken on previous recommendation
Systems were now in place to demonstrate that reviews were carried out in consultation with parents. Therefore, we have deemed this recommendation as met.

Recommendation 2

The provider should take action to ensure that where children have identified support needs or medical needs, clear health plan information should be documented in a consistent way. This information should outline the stepped approach to be taken by staff to support such needs and outline any signs/symptoms to consider and action to be taken. This information should be reviewed a part of the personal care plan reviews in consultation with parents.
National Care Standards for Early Education and childcare up to the age of 16:-
Standard 3 - Health and wellbeing.
Standard 6 - Support and development.

This recommendation was made on 31 August 2017.

Action taken on previous recommendation
Where appropriate, children's personal plan information included health information outlining details of any support needs staff needed to be aware of and the stepped approach to follow. This included any signs/symptoms to consider and the action to be taken. This information was also reviewed in consultation with parents. We have deemed this recommendation as met. However, as outlined in this report, we have asked the manager to continue to review and refine their systems to further support the consistency of recording such information. A copy of children's health care information should also be kept with the medication to outline the stepped approach to follow.

Recommendation 3

The provider should ensure that all staff are registered with the SSSC within six months of starting their role. This includes relief staff working in the service throughout the year.
National Care Standards for Early Education and childcare up to the age of 16:-
Standard 12 - Confidence in staff.
Standard 14 - Well-managed service.

This recommendation was made on 31 August 2017.

Action taken on previous recommendation

The manager had taken action to address this. She also advised us that she monitored staff registration on a regular basis and this was also checked as part of the staff appraisal process. Therefore, we have deemed this recommendation as met.

Recommendation 4

The provider should continue to develop the quality assurance systems to further demonstrate the assessment of key aspects of the nursery including the use of multipurpose room, individual playrooms and staff practice.
National Care Standards for Early Education and childcare up to the age of 16:-
Standard 12 - Confidence in staff.
Standard 14 - Well-managed service.

This recommendation was made on 31 August 2017.

Action taken on previous recommendation

The manager told us about the quality assurance processes that she had continued to develop. This included staff having leadership roles to develop particular aspects of the nursery. Due to changes in the staff team, the manager was working regularly within the rooms to support new staff induction and staff practice. This had also enabled her to view areas for improvement to further support positive outcomes for children. This included the layout of the resources in the rooms, use of the multipurpose room and general maintenance. Therefore we have deemed this recommendation as met.

Inspection and grading history

Date	Type	Gradings	
31 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
15 Sep 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good

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