Care service inspection report

Full inspection

The Corstorphine Nursery
Day Care of Children

24 Featherhall Avenue
Edinburgh

Service provided by: The Corstorphine Nursery Ltd

Service provider number: SP2013012199

Care service number: CS2013321649

Inspection Visit Type: Announced (Short Notice)

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	4	Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

The staff had a very good knowledge of meeting the all round needs of the children in their care. The manager, depute manager, parents, children and the staff team have a very good relationships, creating a positive and very good value base.

What the service could do better

Please refer to some of the statement's, areas for improvements and recommendations.

What the service has done since the last inspection

This is the nursery's first inspection.

Conclusion

The nursery offered tranquil, stimulating, nurturing and educational experience's, this enables children to thrive and learn.

1 About the service we inspected

The nursery is situated in an urban area of the Corstorphine area of Edinburgh. They were registered in October 2014, to provide a care service to a maximum of 49 children at any one time of whom no more than six will be aged under 12 months. The service opens between 7.30am - 6pm.

The aims and objectives of the service are:

- To treat every child as an individual and meet additional needs regardless of gender, race, nationality and culture without discrimination.
- To encourage equal opportunities for all children and adults involved with the nursery.
- To recognise the value of parents input and encourage them to share in their children's learning.
- To promote positive behaviour by praising, encouraging and being attentive to the needs of the children.
- To continually assess the guidance available from all sources and to promote best practice in all areas.
- To value all staff highly and ensure that every opportunity is given to each staff member to develop their personal skills and to broaden their knowledge and skills in caring for and educating your children.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or

orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 4 - Good
Quality of environment - Grade 5 - Very Good
Quality of staffing - Grade 5 - Very Good
Quality of management and leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection that took place on Tuesday 15 September 2015. At this inspection there was a Care Inspectorate inspector.

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

We sent 25 Care Standards Questionnaires (CSQs) to the manager to distribute to families. Twenty four completed questionnaires were returned to us prior to the inspection visit. Feedback from questionnaires was shared with the managing director and depute manager. It is documented within this inspection report.

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

We spoke with:

- the managing director/provider and depute manager
- practitioners
- support assistants
- two parents
- children using the service.

We looked at:

- aims and objectives

- children's profiles and care plans
- administration of medication information, storage and records
- child protection policy and procedures
- risk assessments records
- infection control policy, sun screen and various other policies
- training folder
- staff personal files
- newsletters
- consultation display
- stakeholder's engagement folder, analysis and evaluation
- daily plan
- sleeping checklist and monitoring
- registers
- snack and lunch menus
- children's mind mapping
- staff appraisals
- room monitoring recordings
- staff communication book
- staff meeting minutes.

We also observed staff interaction with children and parents. We looked at the indoor and outdoor environment.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of

these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: No

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.

A completed self assessment document was submitted by the service. This was fully completed to a good standard and gave relevant information for each of the quality themes and statements. The service identified its strengths and some areas for future development. We discussed this document could have contained more detail and include an outcomes focus.

Taking the views of people using the care service into account

The children were relaxed and confident in the service. They played happily and were familiar with the playrooms and garden area. Some of the comments from the children included:

- "I like to play with the cars and you get toast".
- "I like to play with my friends".
- "My favourite is hotdogs and pasta".
- "I get apples for milk snack and water with lunchtime".
- "I like banana's and grapes for snack".

Taking carers' views into account

Parents we spoke to told us:

- "I just got a good vibe as soon as I walked in the nursery. The staff are really good. No complaints".

- "This nursery is spotless and my children have came on so much since starting".

Please refer to parent's comments throughout the report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service Strengths

After examination of relevant documents, feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

Parents had been involved in a variety of meetings, especially children's progress meetings.

Children's learning was displayed in many formats including personal profiles which were available for parents/carers to look at and comment on. This gave parents/carers an opportunity to see what their children had been learning and celebrate their achievements with them. Parents were involved in their child's direct observations, they are invited to make comments to support their child's learning progress. The staff completed daily diaries/sheets for the younger children, this enabled parents to consult about personal routines etc. The parents of children aged 2-5 years old are invited to comment on their child's learning and development on the monthly home/my child can sheet. The identified keyworker visit's the younger children's home. This enables the parents to ask questions and the child to recognise the worker.

The parents are informed about the children engaging in a variety of opportunities and experiences, these notes will be attached to the personal learning plans, these are available electronically, parents are able to view these with their individual log in details.

Staff consulted with children during group time, reflection time and mind mapping. Throughout the day, we saw staff continually consulting with the children on planning and choosing activities. We found the service had put in place effective systems to seek children's views and displayed their achievements throughout the service.

The service consulted with parents, children and staff regularly to gain their views through questionnaires, mind mapping, service website, suggestion boxes, comments book which linked to quality indicators, monthly planning feedback for parents. The comments book contained lots of positive statement's about the quality of the whole nursery.

The service operated an open door policy where parents could speak with the staff team on a daily basis if they wanted.

The manager told us the improvement plan will include, how staff parents and children would be involved in the evaluation and monitoring processes of the identified action plan.

They have invited parents to get involved in a focus group, the manager told us she intended to get their views on the lunches.

A parent stated: "We are generally pleased with the level of care. I would like to see more physical play in the garden example slide or climbing frame etc".

We saw children enjoying physical outdoor play including participating in an obstacle course, playing on a see saw and imaginative play. The manager told us staff plan the use of the outdoor space daily (please refer to Quality Theme 2 - Statement 3 Strengths).

From the 24 CSQs returned to us, the majority of parents strongly agreed or agreed that the service had involved them and their child in developing the

service, by asking for ideas and feedback, and that staff share information about their child's learning and development.

Areas for improvement

The service should continue to use the very good methods to consult with all stakeholders.

Grade

5 - Very Good
Number of requirements - 0
Number of recommendations - 0

Statement 3

"We ensure that service users' health and wellbeing needs are met."

Service Strengths

After examination of relevant documents, feedback from service users and the staff, this service was found to have a good performance in relation to this statement.

Staff knew children and families very well, we saw a mutual respect between them.

Parents had provided the service with information such as emergency contact information and medical history prior to their child starting the service. Staff were able to find out more about each individual child through the use of 'All About Me' documents which parents completed giving additional information such as position in the family, likes and dislikes and favourite toys and activities. This information provided staff with a foundation to plan activities around children's particular interests and wellbeing needs. The service had collated information and contained this in the personal care plans. The service will ensure that these plans are reviewed with parents/carers every six months or sooner depending on the needs of the child.

We saw children playing outdoors throughout the inspection visit, enjoying the fresh air. The children aged 2-3 years enjoyed physical outdoor play, negotiating

space and risk taking. Babies were taken out in the fresh air. The 3-5 year olds children enjoyed a free flow outdoor play session.

Children were offered a nutritious lunch and snack, including fresh fruit, water or milk. This contributed positively to a healthy diet. Babies to three enjoyed a relaxed, sociable dining experience. We saw that babies were nurtured and staff responded to each child's individual child's particular needs. We saw a baby was upset, the staff member was taking time to cuddle and settle the baby. He then was then taken to visit his big brother in the pre school room, who gave him a cuddle and a kiss. The baby was happy. The manager told us she encourages the children to play at times with all age groups, encouraging respect for one another.

All children were integrated into the play sessions, they were included, respected, encouraged and supported when facing challenges.

We saw that all the children enjoyed outdoor play. Children aged 2-5 years old had the opportunity of free flow play as the patio door in those playrooms led to the garden area. Drinking water was available throughout the day. Parents with different cultures are encouraged to bring in home recipe's.

A parent stated in the parental questionnaire:

"The nursery has a lovely family feel, I really like that my kids see each other through the day and have meals together it is good use of the outdoor space and staff have been very interested in developing an exciting healthy menu for the children".

We saw a varied programme for all children. Learning journals were child centred and milestones reached and next steps were recorded. Parents of under two's receive a daily diary of personal routine experience's.

The parental questionnaires stated they strongly agreed or agreed the service met their children's health and well-being needs.

Areas for improvement

We discussed the lunchtime experiences and pointed out some minor issues, the manager agreed to improve some of the procedures, for example, offering choice, promoting independence and increasing the amount of food offered for the 2-5 year olds procedures.

The personal care plans should be further improve to mainstream the plan and include additional support offered.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. Personal plans should be completed correctly and additional support should be recorded.

National Care Standards early education and childcare up to the age of 16. Standard 3: heath and wellbeing.

2. The manager should review the amount of food offered, lunchtime procedures and equipment. The service should track children's food and fluid intake.

We signposted to the manager to follow best practice guidance "Setting the Table" and "Nutritional Guidance and Food Standards for Early Years Childcare Providers in Scotland NHS Health Scotland".

National Care Standards early education and childcare up to the age of 16. Standard 3: health and wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

"We make sure that the environment is safe and service users are protected."

Service Strengths

After examination of relevant documents, feedback from children, parents and staff, this service was found to have a very good performance in relation to this statement.

Parents, carers and children enter the nursery via a controlled entry system, staff answer the nursery door to welcome children.

The service had an effective child protection policy in place and staff were confident about their roles and responsibilities relating to protecting children from harm, abuse, bullying and neglect.

The under 3 years children slept comfortably. There was a sleep monitoring checklist in place. Babies slept and ate at different times. This reflected all babies were cared for on an individual basis, mirroring their personal home routines.

Children's toilets were bright and clean with ample supplies of hot running water, soap and paper towels. Visual aids were displayed within children's toilets to promote hand washing. Safety features were observed to be in place throughout all areas of the nursery environment.

All playrooms were observed to be clean, bright, warm and welcoming. Staff considered the risks of the environment. The outdoor area was clean and well maintained.

A keyworker system was in operation and parents/carers spoken with stated that they found this to be beneficial. The role of keyworker includes helping to promote a healthy emotional attachment with children in their care, taking responsibility for planning and reviewing children's individual needs and progress and being the main contact for families.

Sensitive information about children was stored securely in the office ensuring confidentiality to protect children and families. The rooms were well laid out with designated areas. Children could move freely and play independently or in a group safely.

A parent stated: "Corstorphine nursery it's fantastic provides excellent care for my child he is always happy to go to nursery, the staff at the nursery are friendly and happy people, my child has developed since he started in his speech, independence and many other areas, the opening and closing times are perfect, location is great, easy access to parking, nursery is purpose-built making it a perfect environment to be in and I would recommend this nursery to anyone to as many people as I can".

Areas for improvement

The service should continue to keep children safe and protected.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"The environment allows service users to have as positive a quality of life as possible."

Service Strengths

After examination of relevant documents and feedback from service users and staff, this service was found to have a very good performance in relation to this statement.

We found that staff made good use of the space available to them. Children

were accommodated in playrooms according to their age and stage of development. During the inspection visit the children were engaged and were settled and happy in the environment. A variety of resources and activities were easily available for children to access independently. The playrooms were well laid out and equipment and resources were of a very good quality.

Children's learning folders and big floor books showed us that children were engaged and very good opportunities were provided from them to reach their potential. Positive, encouraging comments were recorded within children's personal profiles. Building on children's self-esteem and motivation to learn contributed to their quality of life in the service.

Attractive wall displays and photographs of children playing and learning were displayed throughout the service. Children were proud of their achievements and enjoyed reflecting and looking at photographs of previous learning experiences.

We saw that babies were enjoying the tranquil and stimulating environment. Staff were caring and nurturing, giving them all a cuddle.

We saw children aged 0-1 years, getting organised to go to a "bounce and rhyme" session in the local library. Children aged 1-2 years enjoyed building bricks and a few were engrossed with story time in the gazebo tent. They enjoyed looking at pictures of themselves and taking turns to water the herbs and tomato plant's. The 2-3 years children were squealing with laughter playing the traffic light game and running around outdoors. Children 3-5 enjoy free flow to the outdoor garden. They showed us their bug hotel, we saw them enjoying chalking on the blackboard. A few of them were very busy in the outdoor house corner "making us lunch".

Parents stated:

- "We are extremely happy with the care of children receive at the Nursery. The staff are warm and friendly and caring and demonstrate an in depth knowledge of my children's interests and personalities. There is a wide and stimulating range of activities, toys and games available each day including occasional classes such as Dance and Spanish. We feel that the staff generally care about

and are interested in our children's development and are prepared to do when ever it takes to meet their needs we have, no criticisms at all".

- "My daughter joined the Corstorphine nursery school February 2015 and since then I have seen so many positive changes in her development. She has an extensive vocabulary for her age and she is quite advanced in her level of communication. She is generally happy and comfortable with the nursery staff they have done a lovely job this far".

Areas for improvement

The service should continue to offer a very good quality of life at nursery.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

After examination of relevant documents and feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

The organisation had an established and robust safer recruitment procedure.

We sampled two of the staffing personal files. These contained all required documents including up to date safety checks. The recommended good practice guidance had been implemented for example meaningful references.

We spoke to some staff, they told us they had a good induction programme when they first started with the organisation. This included mandatory training and reading policies.

We saw that at staff appraisals and staff meetings, training was identified and carefully planned. This was evaluated in line with national and local guidelines.

The majority of staff held a formal appropriate qualification. They were registered with the Scottish Social Service Council (SSSC).

Areas for improvement

The service should continue to use very good safer recruitment procedures.

Grade
5 - Very Good
Number of requirements - 0
Number of recommendations - 0

Statement 3
"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service Strengths
After examination of relevant documents and feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

Five staff returned the CSQs, they all stated they were aware of the policies and procedures. They told us they felt well informed and supported.

The staff team had a positive, caring manner towards all the children in their care. They told us the service had a whistleblowing policy, they would have no problem reporting poor practice.

We found all staff to display a confident, caring and nurturing manner towards children in their care. The staff team knew children and families well and responded appropriately to them. We saw staff verbally feedback to some parents. They chatted about their child's day and experience, resources and activities for children across all age groups. Children in the playrooms were engaged in a variety of stimulating activities.

Staff are able to set the agenda for staff meetings, they are held monthly, staff questionnaire's are distributed, this enabled staff to feed into the quality of service. Staff attended various training courses and completed an evaluation detailing the impact of the training and how this will be implemented within the playrooms for example Edinburgh City council workshop "building the ambition".

Comments in the parental questionnaires included:

- "As a first-time mother I was apprehensive about my daughter starting the nursery but the staff at the Costorphine nursery have been exceedingly helpful, friendly and attentive. This has made me my husband and my daughter more relaxed with the whole process".

- "The boys are cared for to a high standard, the nursery is flexible and responsive to their needs, the staff are approachable and accommodating, the boys clearly enjoy their time as they always separate from me with big smiles and laughs".

- "The Corstorphine nursery it's one of the best nursery's that my child has attended, I have seen a remarkable difference in her after joining this nursery, they give individual attention to each child and work with her, I am glad that I chose this nursery for my daughter".

- "We are extremely happy with the care our children receive at the Nursery. The staff are warm and friendly and caring and demonstrate an in depth knowledge of my children's interests and personalities. There is a wide and stimulating range of activities, toys and games available each day including occasional classes such as dance and Spanish. We feel that the staff generally care about and are interested in our children's development and are prepared to do when ever it takes to meet their needs, we have no criticisms at all".

- "My wife and I have been absolutely delighted with the nursery; staff provide fantastic care - all aspects, any concerns we had however minor, they are listened to and acted on quickly".

Areas for improvement

The staff team are very highly motivated and well trained.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

Service Strengths

After examination of relevant documents and feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

The staff team were involved in systematic evaluation of their delivery of the service to children. We saw evidence that staff meet regularly on a one to one basis with their manager or with their team to discuss their practice and the work of the service and the organisation as a whole. They were involved in the monitoring and evaluation of the nursery, often carrying out peer assessment childcare practice in other playrooms. A member of staff told us:

- "This nursery really invests in the staff team and offers us extensive training opportunities".

The manager encouraged the staff team to become involved in improvement and was developing clear plans for improvement. We saw the manager and depute manager had effective leadership skills. The depute manager and manager often worked along side staff to enable on the floor coaching, we could see they had fostered a respectful and good working relationship with the staff team.

A member of staff told us: "The manager asks our opinion and actually listens".

The staff spoke highly of the values and ethos of The Corstorphine Nursery.

They told us they felt the service involved them in the future development of the nursery.

Parents stated:

- "Myself and my husband are so pleased with the excellent service Corstorphine nursery provides. Our daughter has come on so much since attending and this is down to the commitment of the manager and her team".

Areas for improvement

The managing director should continue to involve the workforce in the future direction of the nursery.

Grade

5 - Very Good
Number of requirements - 0
Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service Strengths

After examination of relevant documents, feedback from service users and staff, this service was found to have a good performance in relation to this statement.

The aims and objectives of the service were available to parents/carers in the handbook along with a complaint's procedure and other operational policies.

A parental participation policy had been developed. This included admission, transition and exit questionnaires in respect of all four quality themes being covered.

Staff participated in formal support and supervision/annual appraisals of their

work.

Staff and parents had been consulted about the improvement plan. The improvement plan set out short term and long term goals. This was available for parents in the nursery foyer.

Management and staff were committed to continually assessing and improving the service and were responsive to feedback from staff, parents, carers, children and external agencies. All parents and carers consulted indicated that they were confident that if they had concerns, staff would deal with them appropriately.

Regular staff meetings provided opportunities for discussion and consultation. Staff used continuous assessment practices to monitor children's development and the programme of activities available to them.

We saw that staff undertook monitoring and evaluations of the service. For example, we saw audits of children's personal plans and information recorded. We saw that monitoring and on the floor coaching took place. This enabled staff to assess their childcare practice. The monitoring calendar displayed robust quality assurance methodology. The staff were encouraged to get involved in peer assessment of childcare practice.

A Working with Parents participation policy was in place detailing consultation methods.

The management team told us documents including The Child at The Centre, Curriculum for Excellence, National Care Standards, Building the Ambition and inspection reports, will be or are used in the monitoring and evaluation of the service.

Please refer to parents comments throughout this report.

Of the 24 CSQs returned to us, all parents strongly agreed/agreed that they were involved in developing the service and were asked for their ideas and feedback.

Areas for improvement

We signposted the management team to the Care Inspectorate website The Hub.

As this is a fairly new nursery, quality assurance methods weren't firmly embedded in the monitoring and evaluation of the service. The manager hadn't formulated a formal quality improvement plan to monitor and evaluate staff childcare practice and understanding of best practice guidance, for example, recordings in the personal care plans and how staff training impacted on practice. As discussed, the managing director agreed to action some of her planned quality assurance plans.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

This service does not have any prior inspection history or grades.

To find out more

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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