The Corstorphine Nursery
Day Care of Children

24 Featherhall Avenue
Edinburgh
EH12 7UN

Telephone: 0131 334 8787

Type of inspection: Unannounced
Inspection completed on: 31 August 2017

Service provided by:
The Corstorphine Nursery Ltd

Service provider number:
SP2013012199

Care service number:
CS2013321649

HAPPY TO TRANSLATE

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 registered to provide a care service to a maximum of 49 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 in the Corstorphine area of Edinburgh close to local amenities and bus routes. The accommodation is provided over two floors. The ground floor areas include the kitchen, laundry room, staff/visitor toilet, pre-school room with direct access to outdoor space, baby room and nappy changing facilities, multipurpose room, office space and access to another outdoor play area. On the first floor, there are two playrooms for children under three years of age with one playroom having access to a rooftop balcony garden area, toilet and nappy changing facilities and kitchen.

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). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Information on SHANARRI can be found at: ttp://www.scotland.gov.uk/Topics/People/Young-People/gettingitright

This inspection was carried out over two days. The first day was Wednesday 30 August 2017 and the second day was Thursday 31 August 2017. Following the inspection we received additional information by telephone and email from the manager that we took into account as part of this inspection process.

What people told us

We observed children enjoying a variety of activities and experiences including outdoor play and pre-school children practicing for their nativity play. Children were confident and content during their time in the nursery. They were able to independently access their chosen play resources and activities, approach staff for support when needed and involve them in their play. We interacted with the children during their play and some told us about what they liked to do at nursery or to show us the toys they liked to play with.

We sent 25 care standard questionnaires to the service for them to give to parents to complete and 18 of these were completed and returned to us prior to the inspection. In these questionnaires, we saw that all of those parents confirmed that they were happy with the quality of care that their child received.

Some written comments from parents included:-

'Very happy with the service, management team and staff. Our daughter is very happy at nursery and we are confident in the service provided'.

'The nursery has exceeded my expectations. I feel the nursery show a strong interest in every child on an individual basis. I hold the nursery in high regard and I am confident it is the right establishment for my daughter while I am at work. I highly recommend it'.

'We feel the nursery is well run with conscientious staff who genuinely take an interest in the children's development and well being. We are pleased at the effort the staff go to taking the kids on regular trips to a variety of places. We are pleased the nursery has taken steps to ensure each room has a mix of more experienced and newly qualified members of staff'.

'Overall this is a very welcoming and happy nursery. My child thrives there. The managers are very approachable and friendly. I attend a focus group which is informative and useful'. '

'Slightly disappointed that our daughter has only been on one trip due to the days she attends when other children on other days seem to go on a lot of trips. Some rooms post a lot of photos on the Facebook page on a regular basis where other rooms don't post often, which is a shame. Parents love seeing photos!'.

'All staff members know each family members' names and always make us feel welcome and included in the nursery. All activities are well organised and we are always kept well informed and up to date on any events'.

'Overall, we are happy with the quality of care and variety of facilities available at Corstorphine Nursery. However, there could be improvements made concerning security (the catch on the front door isn't always closed) and some of the staff could benefit from a mix of more experienced practitioners leading/mentoring the more junior members of staff. Communication could definitely be improved, especially since daily report books discarded. A continuity of staff would be appreciated, particularly during arrival/collection and introductions to new members of staff welcome. Newsletters are, however, very good sources of information as well as invitations to attend coffee mornings and feedback sessions, together with one to one meetings. The top floor of the nursery is very hot'.

'We have been very happy with the care and attention our daughter has received from Corstorphine Nursery. The staff are all friendly, approachable and obviously care very much about the children in their care. The girls are very hard working and several are studying to gain necessary qualifications. The nursery is well organised with good communications between staff and parents by various means. The nursery works hard to provide a variable and enjoyable learning experience for each child'.

'We are overall very pleased with the level of care our child receives. Our son does not seem to benefit from trips out of nursery as much as others due to the days he is in. We have mentioned this but this has not been rectified. There are also instances where the room my son is in smells of stale smoke. We hope this can be addressed. We do also have concerns about email addresses being shared when the nursery contacts parents. This is a breach of data protection. Again, overall we are more than satisfied and our son is cared for and looked after. The majority of staff are wonderful'.

We raised additional issues identified by parents in their questionnaires whilst ensuring their anonymity with the manager. The manager advised us of the action to be taken to address such issues, some of which had already been brought to her attention. This included:-

- Trying to reduce the temperature in the upstairs hallway with the installation of window coverings. Further action was to be taken to continue to address this by contacting the window company as the windows could not be open to ensure children's safety coming down the stairs.
- Improving upon the menu which was now supplied by the external company that caters for schools and takes into account nutritional guidance.
- Ensuring that when sending emails, not all parents email contact details can be viewed.
- The front door had been fixed to ensure that this now closed securely.
- Monitoring the smell of smoke in the playrooms. This was not evident during the inspection.
- Further trips, walks and outings were now taking place to take into account children's varied days of attending and to provided such experiences for all children. This was more difficult to do this as part of daily routines where children also attended the local nursery each day.
- A black out blind was to be installed in the baby sleep room. A camera was not to be installed as staff must physically check on children who are sleeping on a regular basis in line with best practice. A thermometer was also now in place.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plans and 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	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

The service provided a welcoming, professional and caring environment. Staff were respectful and nurturing in their interaction with the children and gave praise and encouragement to children during their play and care routines. Staff supported children's independence and used discussion and questions to help them to problem solve and assess risks during their play outdoors. Their achievements were recognised and these strategies helped develop children's self esteem and confidence. Staff were aware of the child protection policy, were knowledgeable about how to help keep children safe and how to seek support from other agencies as appropriate.

Staff had continued to improve upon the lunchtime procedures including food provision. Lunchtime routines were a positive, relaxed and a social experience for the majority of children. Staff sat with children to further facilitate and support them during this time. Pre school children helped to set up the lunch area in the multipurpose room with experiences to enable them to be independent and serve themselves. For younger children, staff demonstrated they were attentive to children's individual needs when supporting them with feeding and encourage independence where appropriate. Staff were reflective of their practice to continue to improve upon aspects to help enhance the lunchtime routine.

Staff demonstrated that they knew the children well and this was achieved through regular communication with parents with a variety of processes in place to record relevant information and document their achievements and changes to care needs. On line learning journals enabled staff to communicate information about children's learning and development progress directly to parents. Children's personal plans were reviewed regularly with parents and systems were to be further developed to clearly document when reviews had been carried out. Where children had identified health care needs such as allergies or other identified needs, staff clearly knew how to support those children and any action to be taken. However, this health care information now had to be documented more consistently and demonstrate that these have been reviewed in consultation with parents.

Quality assurance processes helped the management team to assess and identify action points to improve the service. Suggestions from children and parents along with the planning processes, helped staff identify and respond to children's interests. Staff were reflective of their practice and committed to the continued improvement of the service to support positive outcomes for children. They were aware of the importance of continued assessment of the layout of the environment, resources and opportunities which ensured that children were provided with suitable experiences. They were continuing with using best practice guidance and evaluation toolkits to help them with their assessment of this and their plans for their individual playrooms.

What the service could do better

Although children's personal plans were reviewed regularly with parents, systems were to be developed to clearly document that this has been carried a minimum of once every six months or sooner if there were any changes which is in line with legislation. (See recommendation one).

Where children have any health care needs identified such as medical needs, allergies or other support needs, this information should be recorded and documented in a clear and consistent way. This information should clearly outline any stepped approach or action to be taken by staff to support such needs. This information should be reviewed as part of the personal care plan reviews with parents. (See recommendation two).

Not all staff were registered with the Scottish Social Service's Council (SSSC). We advised the service that all staff including relief members of staff must be registered within six months of starting their role. The management team took immediate action to progress with these applications. (See recommendation three).

The manager was reminded of the requirement to notify public health team and the Care Inspectorate of any infectious diseases identified at the nursery.

We were advised that there were two social media pages to communicate aspects of nursery life with parents. We advised that the privacy settings should be reviewed to ensure that any comments and photographs are not able to be viewed by the general public.

As part of the quality assurance systems we asked the management team to continue with their regular observations and assessment of the individual playrooms. There were some missed opportunities at present to assess aspects of the nursery including the use of the multipurpose room, layout of the playrooms, staff practice, nappy storage and soft furnishing maintenance. Monitoring this more formally will help to support consistency and positive outcomes for children throughout the day. (See recommendation 4).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

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.

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.

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.

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.

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	
15 Sep 2015	Announced (short notice)	Care and support Environment Staffing	4 - Good 5 - Very good 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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