

## Care service inspection report

# Stepping Stones Nursery - Edinburgh

## Day Care of Children

1a Chalmers Crescent

Edinburgh

EH9 1TW

Telephone: 0131 668 4249

Inspected by: Joanne Shaw

Type of inspection: Unannounced

Inspection completed on: 17 July 2012



HAPPY TO TRANSLATE

## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	12
4 Other information	27
5 Summary of grades	28
6 Inspection and grading history	28

### **Service provided by:**

Janet and Thomas Burns, a Partnership

### **Service provider number:**

SP2004004899

### **Care service number:**

CS2003041494

### **Contact details for the inspector who inspected this service:**

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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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

Stepping Stones Nursery provides a caring and stimulating environment for the children. The service has systems in place to give families the opportunity to provide feedback about their experience of the service. This was confirmed through observation, discussion and information gathered as part of the inspection process.

### What the service could do better

Stepping Stones Nursery should review and amend their policies and procedure to take account of the change to the regulatory body that inspects their service. The policies should be dated and a review date identified and recorded.

### What the service has done since the last inspection

Since their last inspection the nursery has received an Eco Bronze award and is working towards the next level.

The nursery at Millerfield Place has changed the use of the rooms and now uses the smaller room as a sleep room. Staff are very excited about the extra space and have great plans on how best to use it.

The nursery at Chalmers Crescent has made changes to the outdoor area with the help of the children and parents. They have introduced numeracy and literacy activities to be used outdoors.

## **Conclusion**

Stepping Stones Nursery is friendly and welcoming with very good opportunities in place to enable parents to give feedback about the service. Children are consulted regularly by staff on the nursery and what they want to learn. Staff are enthusiastic and committed to improve the service with the support of the provider and manager.

## **Who did this inspection**

Joanne Shaw

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate (CI) on 1 April 2011.

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

Stepping Stones Nursery operates from two sites in the centre of Edinburgh. The children aged from birth to three years attend the nursery at Millerfield Place. The building contains a baby room, a tweenie room, a separate sleep room and a small office. The older children aged three years to five years attend the nursery at Chalmers Crescent which is situated within the local German Church. They have their own playroom and shared kitchen and toilet facilities. There were 14 children present on the day of the inspection. The nursery buildings are close to local parks, shops and public transport.

The nursery is registered to provide a care service to a maximum of 35 children between the age of birth and entry into primary school. At Millerfield Place no more than 18 children can be cared for and at Chalmers Crescent not more than 17 children can be cared for between the hours of 7.00am and 6.00pm, Monday to Friday.

The aims and objectives of the nursery are to:

- \* provide a safe, secure and stimulating environment.
- \* promote all aspects of each child's development and learning.
- \* encourage a sense of belonging in each child in equal measures.
- \* create a bond with parents to encourage effective communication.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very 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](http://www.careinspectorate.com) or by calling us on 0845 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 which took place on Monday 16 July 2012 between the hours of 9.00am and 3.35pm. We returned on Tuesday 17 July 2012 to inform the manager of our findings during the inspection.

The inspection was carried out by Care Inspectorate (CI) inspector, Joanne Shaw.

As requested by us, the service completed an electronic self assessment form. We issued 15 CI care standards questionnaires to the service to hand out to parents. Eleven were completed and returned to us before the inspection.

In this inspection we gathered evidence from various sources including relevant sections of policies, procedures, records and other documents including:

- \* Certificate of registration
- \* Records of children's attendance
- \* Sample of children's folders
- \* Risk assessments
- \* Public liabilities insurance
- \* Evidence from the service's self assessment
- \* Newsletters
- \* The service's annual return
- \* Nursery's policies and procedures
- \* Medication recording system
- \* Accidents/incidents recording system
- \* Snack menus
- \* Planning sheets
- \* Nursery questionnaire for parents
- \* Evidence from the services self assessment
- \* Observing the staff with the children present during the inspection
- \* Discussions with staff
- \* Discussion with the provider
- \* Discussion with the manager
- \* Discussion with the children and observations of their play

- \* Discussion with a parent
- \* Observation of the resources, toys and 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.firelawscotland.org](http://www.firelawscotland.org)

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

There were two recommendations made at the last inspection.

### **Recommendation 1:**

It is recommended that the nursery develop additional ways of encouraging parents and children to give their views and make suggestions about all aspects of the nursery provision.

National Care Standards early education and childcare up to the age of 16  
Standard 13.1: Improving the service.

The service has introduced methods which give children and their parents an opportunity to give their views on the provision such as questionnaires on topics, children's evaluation forms on activities. This recommendation has been met.

### **Recommendation 2:**

It is recommended that the nursery informs parents of all the information they collate from audited questionnaires.

National Care Standards early education and childcare up to the age of 16  
Standard 13.1: Improving the service.

The service gave detailed feedback from their questionnaire to parents which was circulated in November 2011. This recommendation has been met.

## **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:** Yes - Electronic

## **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 an electronic self assessment from the service. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings we grade the service under. The service identified things they thought they did well, some areas for development and changes they planned for their service.

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

The children present at both parts of the nursery during the inspection were observed to be very content and happy in the nursery environment. All the children were busily engaged with the activities on offer. In 'Big Stones' we saw a small group of children engaged in making 'play dough' with a member of staff and they were able to choose whether they put colouring in or left it out. Staff supported the children appropriately and we saw them chatting confidently with staff and each other. The children were of an age where they could not give detailed comments but said they liked coming to the nursery.

## Taking carers' views into account

A review of the eleven returned CI care standards questionnaires indicated that eight parents 'strongly agreed' and three 'agreed' with the following statement:

\* Overall, I am happy with the quality of care my child receives in this service.

Further information received from the questionnaires has been included in this report as appropriate.

We received the following written comments:

'I feel that nursery staff are very supportive of my child, and she is very happy there.'

'The nursery has benefited from good management/leadership and this has been important in attracting and retaining high quality staff. My child is very happy attending nursery and the activities at nursery, interaction with staff and other children are positively contributing to my child's development.'

'All X(number) of our children have been at Stepping Stones - we have been extremely pleased of the care they have all received and the foundation the nursery has provided for their social and educational development and preparing them successfully for their transition to primary school.'

'We find Stepping Stones - approachable, personable, communicative, caring, flexible, friendly.'

'We're very happy with the nursery and the care and education it gives our child. She struggles with change and the staff took extra time and care over the transition from the baby room to the pre school room (which is on different sites)..... She talks positively about staff, her friends and the activities she's done.'

'My child has xxx(name of condition). I have been very impressed by the level of support and care provided by the nursery and the commitment of the staff to engage

and involve him in group activities. His keyworker attended a specialist course to improve her knowledge and understanding ....'

'We are delighted with the great quality of care that our child receives at Stepping Stones. The accommodation is limited but the space is used very effectively and use is made of the good local amenities (park, library, etc). However, for us, the greatest strength of the nursery is the wonderful staff.'

'At Big Stones, Christine is excellent with the children. Often when arriving at nursery new members of staff/students or cover open the door to us and we are not aware of who they are. This can be unsettling for my child. Children and parents never know when 'show and tell' is, often the day is not up and staff say they don't know when it is.'

A parent wrote comments regarding concerns they had about watching 'movies' in the nursery, a recent topic they felt was inappropriate for the age of the children, planning in the holiday periods and children's transition to primary school. These comments along with all the others were discussed with the Manager.

We spoke with one parent during our inspection who told us he was very happy with the care his child received in the nursery.

## 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: 5 - Very 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

There were a very good range of methods and opportunities in place to ensure the children and their families were consulted and able to participate in assessing and improving the quality of care and support provided by the nursery.

There were various ways the staff consulted with parent, these included:

- \* Informal daily exchange of information at the beginning and end of the session,
- \* A newsletter every three months with space for parents comments,
- \* Annual questionnaires for parents which gave them the opportunity to comment on different aspects of the service,
- \* Questionnaires on topics covered in the nursery such as road safety and forests,
- \* Parents were welcomed into the nursery to share their talents or occupations with children, such as taking music and movement sessions, playing a musical instrument, sharing with them how it would feel to be visually impaired,
- \* A 'Parental Involvement' policy in place which was shared with parents.

These methods gave parents the opportunity to be involved in all aspects of the nursery.

Parents and carers were able to visit the nursery with their child before starting and were given a copy of the nursery handbook which contained forms for them to complete. This ensured parents were given information which was relevant and informative before their child began at the nursery.

There was a settling in process in place for the younger children. This meant that children and parents were given time to settle into the nursery and the staff worked with them to ensure the child felt safe, happy and settled in their care.

The eleven completed CI care standard questionnaires indicated all the parents agreed with the statements that:

- \* They received clear information about the service before their child started using it.
- \* They and their child were able to visit the service before starting to use it.

Information for parents and carers was displayed on notice boards at the entrance to the nursery. This meant parent were informed about what was happening in the nursery and also in their local area.

The informal discussions which took place daily between staff and parents gave a link to the child's care between nursery and home. Parents also had the opportunity to speak with staff in confidence about their child and/or any concerns they might have about the service provision.

Staff had developed a range of methods to ensure the children were active participants in the nursery and their learning. These included:

- \* Circle time,
- \* Children's evaluation of activities,
- \* Having input in the nursery's Development Plan,
- \* Mind maps,
- \* Setting own learning goals with staff help,
- \* 'I can' statements in their Personal Learning Plans (PLPs),
- \* Identifying learning opportunities, e.g. under the sea, colours, etc.

Staff used these methods and observations to ensure learning opportunities and experiences met the needs of the children. Staff sought the views and comments of the children which they included in their weekly planning.

### **Areas for improvement**

In their self assessment form the service identified that they planned to consult and involve the children and their families in identifying priorities for the nursery's Standards, Quality Improvement Plan (SQIP).

The 'Parent's Voice' suggestion and comments box should be moved to a more prominent area as at present it was hidden in a corner. Also the slip to be used by parents to write their suggestions and comments does not allow them to be anonymous. We discussed this with the manager who agreed to rectify these.

The completed CI care standard questionnaires indicated that one parent 'disagreed' with the following statements:

- \* Staff share information about my child's learning and development with me and, where appropriate, my child.

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\* I am kept informed about what is happening in the service, for example through newsletters and information boards.

These were discussed with the manager and provider and they have agreed to address these concerns.

It was discussed with the manager that the nursery could explore further ways of informing parents about their children's learning and the planning carried out, such as a curriculum evening/day. This will help to inform parents on the ways children learn and how to support them with their development. We will follow this up at the next inspection.

Feedback from the nursery's questionnaire for parents was given in a detailed report with information on suggestions made by some parents. However, the report was not dated which meant it was unclear on the length of time taken to respond. The manager told us it was carried out very soon after they had been returned but agreed that had it been dated it would have shown parents how important their views were to the nursery. We will follow this up at the next inspection.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

We ensure that service user's health and wellbeing needs are met.

#### Service strengths

There were policies and procedures in place to support this statement including child protection, behaviour management and sickness and medication. These informed the work practice of staff.

Staff were able to demonstrate a very good knowledge of the children and their stage of development. This enabled them to plan for the children and to meet their individual needs.

Children were supported in their play by staff who identified opportunities to extend their learning. Staff intervened appropriately and supported and encouraged the children's independence.

A quiet area was in place for those children who wished to look at books and allowed them to have an opportunity to rest if needed. There were opportunities for the younger children to rest and sleep as needed and they were monitored by staff at all times.

Children were offered a variety of healthy snacks and staff made use of the Scottish Government's professional document 'Nutritional Guidance for Early Years' to help to inform their snack menus. The nursery grows vegetables in the outdoor area which children help to plant, pick and eat. There were also tomato and herb plants being grown in the playroom.

Children were included in the planning of snacks and helped staff to purchase it either by shopping on-line or going to the local shops for fresh fruit and vegetables. They were also able to help prepare snack and we were shown photographs of children making snacks such as pizza. Children were offered water or milk to drink throughout the day. Children served themselves which promoted independence. Children who attended nursery all day brought packed lunches from home which were stored appropriately.

Staff had attended an Elementary Food Hygiene course and their certificates of attendance were on display in the playroom. This ensured they were aware of how to prepare snacks in accordance with best practice.

The nursery had achieved its bronze Eco award. This showed that the nursery encouraged the children to care for the environment and to recycle.

Children took part in a toothbrushing programme and were encouraged by staff to clean their teeth after lunch which was in accordance with best practice guidance from the Dental Hygienist.

Staff demonstrated they were aware of the need for infection control and we observed them reminding and encouraging children to wash their hands before snacks and meals and after toileting. Staff wore appropriate protective aprons and gloves when changing children.

The completed CI care standard questionnaires indicated that all eleven parents either 'strongly agreed' or 'agreed' with the following statements:

- \* My child regularly gets fresh air and energetic physical play.
- \* The staff encourage my child to form positive relationships with other children.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned to work toward accreditations as a health promoting nursery and that they were concentrating on becoming an Eco-school and gaining their green flag.

During the inspection we discussed with the manager that care services are required to develop personal plans which set out how a child's health, welfare and safety needs are met. This information must be reviewed and updated every six months. This is part of the Public Services Reform (Scotland) Act 2011/25 (2) (b) and came into

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effect on 1 April 2011. The manager agreed to put a system into place to ensure this was carried out and we will follow it up at the next inspection.

The nursery had sample menus displayed in the snack area of the playroom showing the healthy options they offered to the children. However, it was not in a prominent place and was missed by parents. Also, the weekly menu sheet and activity sheet were displayed amongst Curriculum for Excellence information. We discussed with the manager that this information should be move visible for parents. We will follow this up at the next inspection.

The nursery at Chalmers Crescent did not have planning in place for the children for the months of July and August as this was the holiday period. This was discussed with the manager who explained they do plan but do not record it. A recommendation was made about this. See Recommendation one.

At both nurseries the children who needed to have nappies changed, with exception of the babies, were changed on a mat on the floor. We discussed this with the provider. A recommendation was made about this. See Recommendation two.

The completed CI care standard questionnaires indicated that one parent 'disagreed' with the following statements:

- \* Staff have worked with me and my child to develop an individual education and support programme for my child.
- \* Staff regularly assess my child's learning and development and use this to plan their next steps.
- \* Staff share information about my child's learning and development with me and, where appropriate, my child.
- \* My child can experience and choose from a balanced range of activities.
- \* The service has clear codes of behaviour for children, and works with children to make sure they understand it.

These were discussed with the manager and they have agreed to address these concerns.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The manager should record the planning of activities for holiday periods which demonstrates that children's interests and needs have been taken into account and to show children's involvement in the planning.

National Care Standards early education and childcare up to the age of 16

Standard 6: Support and development

Standard 7: A caring environment

2. The manager should review the system used to change nappies for older children to ensure they are not on a mat on the floor. This is to ensure the dignity of the children is taken into account and to control the spread of infection.

National Care Standards early education and childcare up to the age of 16

Standard 3: Health and wellbeing

Standard 14: Well-managed service.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

#### Service strengths

The strengths under Quality Theme one, Statement one also apply to this statement.

#### Areas for improvement

In their self assessment form the service identified that they planned to consult service users on identifying priorities for the nursery.

The comments made under areas for improvement in Quality Theme one, Statement one also apply to this Quality Statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

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

#### Service strengths

We found evidence to demonstrate that the service made sure the environment was safe and service users were protected. There were various policies and procedures in place to support this statement such as health and safety and child protection.

We found the playrooms to be suitably ventilated and lit and were in a good state of repair. The service had a maintenance system in place which staff were aware of and they told us about the process. This showed a commitment by the provider to the upkeep of the building and resources.

The entrance area had notice boards with information for parents which included events happening in the local community.

There was a secure entry system in place on the door at the entrance of both nurseries and parents/carers were given access to the building by staff. There was a visitor's book which was completed by people visiting the nurseries. These ensured children were kept safe and staff were aware of who was in the building.

Staff carried out a daily, visual risk assessment of the outdoor area, playrooms and toilets. A full, recorded risk assessment was carried out on these areas every three months. This ensured the health and safety of the children during their attendance at the service.

The equipment, furnishings and resources were age and stage appropriate for the children attending the service. Staff planned appropriately to ensure a variety of challenging resources were on offer for the children.

The playrooms were set up to allow the children to be involved in different activities and engage in group activities. They were appropriately used by the children and well managed by staff. Children were encouraged by staff to take care of the toys, equipment and to tidy up when they had finished with them.

Playrooms had attractive displays on the walls which included current topics and examples of the children's artwork.

There was a safe, well maintained outdoor area which children had regular access to. On the day of the inspection we observed children enjoying the outdoor area and happily engaged in a numeracy activity.

Monthly fire drills were carried out by staff each month and recorded. The drills were carried out on different days with different children. This ensured that all the children were aware of what to do in the event of a fire.

We reviewed the nursery's accident and incident recording system during the inspection and found it to be satisfactory. This ensured parents were fully informed about what had happened to their child and the actions taken by staff.

The completed CI care standard questionnaires indicated that all eleven parents either 'strongly agreed' or 'agreed' with the following statements:

- \* The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- \* The staff ask for my child's views about the activities and outings and use them to plan future activities.
- \* The service has a suitable range of equipment, toys and materials for the children.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned to redecorate the playroom at the birth to three nursery.

There was a variety of displays in the playrooms. However we saw that some displays in Chalmers Crescent were quite old and were about winter and the cold weather and Burns' night. We discussed this with the manager and it will be followed up at the next inspection.

During the inspection we reviewed the nursery's administration of medication procedures and found them to be satisfactory. However, some of the forms has not been fully completed. Also, a bottle of medicine which was out of date was stored in the medicine cabinet. A recommendation was made about this. See Recommendation one.

Both nurseries had information displayed about staff and their qualifications. However, they were not prominently positioned and could be missed by parents. This was discussed with the manager and will be changed. We will follow this up at the next inspection.

The nursery had a copy of its child protection policy displayed for parents with details of the service they would contact if there was a concern. However the child protection policy in the nursery's policy folder did not have this information. A recommendation was made about this. See recommendation two.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The manager should ensure that staff complete all areas of the forms for the administration of medication and that parents sign to show they were informed when the medication was last given to their child to ensure they receive the correct daily dosage. Also, the manager should develop a system to record when medication is received into the nursery and when it will expire. This is to ensure that medication is replaced by parents before it expires.

National Care Standards early education and childcare up to the age 16

Standard 3: Health and wellbeing

Standard 14: Well-managed service.

2. The service should amend their child protection policy to include who they would contact in the event of any child protection concerns in their policy folder. This is to ensure consistency in the information for staff and parents.

National Care Standards early education and childcare up to the age of 16

Standard 3: Health and wellbeing

Standard 14: Well-managed service

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

The strengths under Quality Theme one, Statement one also apply to this statement.

#### Areas for improvement

In their self assessment form the service identified that they planned to implement a strategy to involve service users in staffing issues.

The comments made under areas for improvement in Quality Theme one, Statement one also apply to this Quality Statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 3

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

#### Service strengths

The nursery had a range of policies and procedures which supported the professional approach taken by staff. These included policies such as recruitment, confidentiality and whistleblowing.

An induction programme was in place for new staff which ensured they were aware of the service's policies and procedures, their role and the nursery's routines. The induction programme was carried out by the provider and the manager.

Training opportunities were offered to staff. They attended mandatory training such as food hygiene, first aid and child protection and had regular updates when required. They were also encouraged to attend qualification training. This ensured staff were appropriately trained for the positions they held.

Staff received ongoing supervision with the provider and the manager. They also took part in peer evaluation. This allowed staff to improve their work practice from positive

feedback.

Training records were kept in each member of staff's personal file. A record of training attended was required as a condition of their registration with the Scottish Social Services Council (SSSC).

Staff's certificates of registration with the SSSC were displayed in nursery. This kept parents informed.

The eleven completed CI care standard questionnaires indicated that parents either 'strongly agreed' or 'agreed' with the following statements:

\* I am confident that the staff have the skills and experience to care for my child and support their learning and development.

\* I am confident that there are always enough staff in the service to provide a good quality of care.

\* The staff treat my child fairly and with respect.

## Areas for improvement

Through the service's self assessment form they told us that they planned to integrate their staff retention policy into the nursery.

The provider and manager told us about the annual appraisals they held with staff which gave them and staff an opportunity to discuss their work practice, identify training needs and discuss any concerns. However we found that appraisals had not been carried out since 2010. A recommendation was made about this. See Recommendation one.

The nursery did not have a system in place to ensure that Protecting Vulnerable Groups (PVG) scheme updates were carried out and recorded for staff. A recommendation was made about this. See Recommendation two.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 2

## Recommendations

1. The provider and manager should ensure that staff appraisals are carried out annually to allow work practice to be discussed and to give staff an opportunity to share their views of the service.

National Care Standards early education and childcare up to the age of 16

Standard 12: Confidence in staff

Standard 14: Well-managed service.

2. The provider and manager should develop a system to update staff's PVG scheme checks and to record this. This is to ensure the safety of the children in their care.  
National Care Standards early education and childcare up to the age of 16  
Standard 12: Confidence in staff  
Standard 14: Well-managed service.

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

The strengths under Quality Theme one, Statement one also apply to this statement.

#### Areas for improvement

In their self assessment form the service identified that they planned to consider the design and implementation of a participation strategy to further involve service users in improving the quality of management and leadership in the nursery.

The comments made under areas for improvement in Quality Theme one, Statement one also apply to this Quality Statement.

**Grade awarded for this statement:** 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

The service had very good quality assurance systems and processes in place which involved service users, carers, staff and stakeholders in assessing the quality of service they provide.

The provider, manager and staff evaluated the quality of the service being delivered by using the best practice document 'Child at the Centre 2' (C@C2). This informed the development of the nursery's Standard and Quality Improvement Plan (SQIP) and staff were aware of their role in its progression.

Other methods used to assess the quality of service provided were peer evaluations of the staff's work practice and staff, parents and children involvement in the nursery's development plans.

Quality Improvement Officers from City of Edinburgh Council worked with nursery staff to assist them in improving the service delivery. This was to assist staff to assess and monitor their work practice.

Staff carried out evaluations on areas of the playroom that were not being used by the children to assess how to make them better. Children were consulted and their views were recorded and used to inform the planning of the area.

The nursery staff held regular meetings to discuss planning and ensure they were meeting the needs of the children.

The eleven completed CI care standard questionnaires indicated that parents either 'strongly agreed' or 'agreed' with the following statement:

\* The service has involved me in developing the service, for example asking for ideas and feedback.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned to identify appropriate means to encourage feedback from external agencies.

We discussed with the manager that they should review and amend their policies and procedure to take account of the change to the regulatory body that inspects their service. The policies should be dated and a review date identified and recorded. This will be followed up at the next inspection.

The nursery had a copy of its complaints policy displayed for parents with details of the Care Inspectorate and that they could contact us at any point if there was a concern. However the complaints policy in the nursery's policy folder did not contain this information. A recommendation was made about this. See recommendation one.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The service should amend their complaints policy, in their policy folder, to include the contact details of the Care Inspectorate and that they can be contacted at any point in the event of a concern. This is to ensure consistency in the information for staff and parents.

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National Care Standards early education and childcare up to the age of 16  
Standard 14: Well-managed service

## 4 Other information

### Complaints

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

You can find information about complaints that have been upheld or partially upheld on our website [www.careinspectorate.com](http://www.careinspectorate.com).

### Enforcements

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

### Additional Information

Not applicable.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
13 May 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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