Inspection report

Greengables Nursery School
Day Care of Children
8a Niddrie House Gardens
Edinburgh    EH16 4UF

Inspected by: Janet Wilson
(Care Commission Officer)
Type of inspection: Unannounced
Inspection completed on: 3 December 2008
Service Number: CS2003015855
Service name: Greengables Nursery School
Service address: 8a Niddrie House Gardens
Edinburgh    EH16 4UF

Provider Number: SP2003002576
Provider Name: City of Edinburgh Council

Inspected By: Janet Wilson
Care Commission Officer

Inspection Type: Unannounced

Inspection Completed: 3 December 2008
Period since last inspection: 22 months

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**Introduction**

Greengables Nursery and Family Centre is a City of Edinburgh Council Education Department pre-school establishment. It has been registered as a day care of children service with the Care Commission since 2002. The Nursery is situated in a residential area on the outskirts of the City of Edinburgh.

The service provides 50 full time nursery places alongside educational and recreational activities in the Family Centre for parents and members of the wider community. A crèche is available in the Family Centre. On the day of inspection 35 children were present in the nursery, a group support session was taking place in the Family Centre with the Crèche looking after their children.

The nursery has a statement of aims which include:
- 'To provide a stimulating, supportive learning environment for children and families.
- To provide an appropriate curriculum wherein the range of children attending Greengables will gain knowledge, skills and understanding.
- To plan, observe and evaluate the programmes for children and adults in order to ensure appropriateness and quality learning opportunities.
- To develop confidence and self esteem in staff, adult learners, parents and children whilst learning to value and respect each other.
- To aim to sustain children, families and individuals in their own community by providing appropriate support.'

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

- Quality of Care and Support - 6 - Excellent
- Quality of Environment - 6 - Excellent
- Quality of Staffing - 6 - Excellent
- Quality of Management and Leadership - 6 - Excellent

This inspection report and grades represent the Care Commission’s 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. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

**Basis of Report**

The Report was written following an unannounced inspection of the service on 3/12/2008.

Twenty Parent/carer questionnaires were sent out, 15 were returned to the Care Commission prior to the inspection.

Before the Inspection

The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form
The service submitted a self-assessment form as requested by the Care Commission.
Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

Low
This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity. This will include a sample/grade of a service user quality statement from each Quality Theme and a sample/grade of IFA or an additional Quality Statement (chosen by CCO) in each Theme.

Fire Safety Issues
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

During the inspection process

Evidence
Evidence was gathered from the services -
Policies and procedures
Review of the Child Protection Policy
Plans to support children’s development and learning
Accident and incident records
Certificate of registration
Attendance records
Risk assessments
Review of indoor and outdoor environment
All information given to parents
Conversations with service users
Conversations with the Head Teacher and staff
Observation of staff’s engagement with children
Play resources available to the children

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: http://www.carecommission.com/

Action taken on requirements since last Inspection
The service had 3 requirements from the Care Commission's safer recruitment audit of inspection year 2006/07, relating to the need to carry out enhanced level Disclosure Scotland checks on relevant applicants, the checking and recording of qualifications of applicants and the need to obtain two satisfactory references, which have now been satisfied.

**Comments on Self Assessment**
A fully completed self-assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave a range of evidence of service user involvement and how they planned to implement changes.

**View of Service Users**
The children were observed to be content within the surroundings and to be confident and interact well with each other and staff. It was evident from observation and conversation with the children that they were gaining enjoyment and satisfaction from their activities. Children were observed to be highly involved and motivated by the range of play activities. The children the Officer spoke to indicated how much they enjoyed their time at nursery.

**View of Carers**
Twenty parent questionnaires were sent out prior to the inspection 15 were returned. The feedback was generally positive and parents indicated they were very happy with the service. Not all parents indicated they were aware of the services child protection policy and its complaints procedure.

Some comments included:
'Since my daughter joined this nursery I have not even a single complaint, the staff is next to none.'
'My daughter looks forward going to nursery every morning, only this shows me that she is getting fair treatment.'
'I am one mother who always talks and discusses with the teachers about my daughter, I have asked them to help her with a lot of different things which they accepted with a smile, they have patience with me.'
'Honestly, I don't know if they sleep, but about playing outside, going to parks they do a lot. Greengables is a very safe place to leave your child, we sign in and out, they don't release kids to people whom the parent has not told them to. The place is very clean too.'
'My child has learnt to use a lot of things namely computer, cooker, bicycles just to name a few. She enjoys everything they do at nursery.'
'The staff at Greengables seem not to notice my colour difference, they involve me in everything. They always listen to me.'
'Very happy and thankfully to such a nice team, they really work as a team. They respect parents and kids as well.'
'I think the staff are a great help, and I have seen my child progress very well.'
'Staff are always very polite and helpful, make both parents and children very welcome.'
'The staff are brilliant with me and my child.'
'The teachers are brilliant.'
'Staff are very hands on with all children, providing support whenever needed.'
'I find Greengables is great, my child has come on really well since he has been there.'
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 6 - Excellent

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

The findings in this section are based on Quality Statement 1.1

The nursery had comprehensive and detailed Personal Learning Folders for each child. The contents covered all the areas required by the Curriculum of Excellence, plus certificates of achievement, artwork and drawings, information and photographic evidence of projects, activities, and outings. Identified areas of development were also recorded, along with information about the individual's family, likes, and dislikes. Children as well as parents contributed to the Learning Folders. Staff completed a progress report for each child which parents had the opportunity to comment on and sign to say they had read it. This report incorporated the all areas of the curriculum and identified development needs.

The ethos of the nursery was to reassure parents and keep them in touch with their children's progress from the start. The Officer found the staff to be reflective practitioners who respected and appreciated each child's individuality.

Each child was given an age-appropriate questionnaire about the service, which was completed with the support of staff. The findings were collated and fed back to the staff team with suggestions being put forward and acted upon. The questionnaires were kept in each child's Personal Learning Folder.

The service had produced 2007-2008 Year Books for both the Nursery and Family Centre. These detailed the aims of the services, adult and children's learning and activities, any celebrations and classes attended. It included pictorial evidence of activities within the Crèche, family centre, and nursery. The documentation detailed the ethos of healthy eating and dental care throughout the service and the alternative therapies available to people using the service, the wider community, and staff. The family centre ran a cafe on a Tuesday and Thursday for people attending classes, staff, users of the service, and the wider community. Observations regarding the usage and preferences of customers were continually monitored and adapted as required.

The service had an Information Booklet for parents which highlighted its aims, welcomed them, informed them about the nursery places, birthday celebrations, Nursery 'Nibbles' and home visits. It told them about the newsletters and expected learning for their child. It also enforced the service's ongoing promotion of its healthy eating ethos, the garden, healthy snacks, the use of food grown in the garden and safety. Children participated in domestic routines, and were encouraged to take increasing levels of responsibility.

The service had a zero tolerance policy regarding fizzy drinks and sweets.

Prior to any child starting at the nursery, a home visit was organised, during this time, staff went through the Information Booklet with parents and collected relevant information about the family, child, and their routines. An appointment was made for the family to see the services Food and Nutrition Consultant in the family centre where a 'Nursery Nibbles' session
was undertaken. This enabled trained staff to assist families in promoting healthy eating and gaining the confidence to cook from fresh ingredients at home. Each family was given a pack which included recipe cards - colour coded depending on the level of difficulty, a plate, cutter, a set of measuring spoons and a questionnaire and leaflet explaining the process. The service also had a 'Food for Tot Pack' which promoted healthy eating in the very young.

The service had achieved a Health Promoting School Level 2 award and had been awarded an Eco Green Flag award.

The service had a parental Steering Group which was independent of managerial influences. This group met regularly, with minutes taken. They assisted with fundraising and any social activities, some parents assisted in helping staff in the different areas of the service. Those members spoken to informed the Officer they felt listened to by management and staff and that any suggestions or issues were taken on board and promptly dealt with.

A Breakfast Club was available on a Monday morning during which the Head Teacher discussed current issues affecting the service, with parents having the opportunity to respond and share their opinions in a relaxed and informal setting.

The service distributed a Newsletter on a monthly basis.

Staff, children and parents were given opportunities to give their views (supported when necessary) and influence the development of the service. This was through daily communication when children are dropped off or collected, newsletters, questionnaires, general discussions, group work, fundraising.

The Officer inspected records such as questionnaires, their evaluation and outcomes and tracked through the development and improvements within the service as a result. This ranged from many parts of the buildings being redecorated to outside play equipment and the garden area being further developed in line with the services ECO award.

The service had many thank you cards and letters from children, parents and people from the community.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 1.1 - 6 Excellent

Areas for Development

The service was maintaining current good standards and progressing the service development plan.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations
Statement 3: We ensure that service user’s health and wellbeing needs are met.

Service Strengths

The findings in this section area based on Quality Statement 1.3

The nursery held personal folders for all children, these were kept secured at all times. The folders included who could / could not collect children, contact details, referrals, behavioural reports, observation records, medical information. The individual routines and support required was recorded along with minutes of any meetings, transition records, reports on home visits and other supporting documentation. The service had a permission form for all outings and the taking of photographs, whenever a photograph had been taken this was recorded.

The service had achieved a Health Promoting stage 2 award. This was due to the consistent and ongoing way it promoted healthy eating for all ages, constructive advise on what to cook and how, with budgeting ideas to suit all situations.

The service held regular children’s yoga, gym nippers and mini kickers (football) sessions at a local sports centre.

The beauty room was used for the ongoing wellbeing of parents, with staff encouraged to use the facilities on a regular basis to boost their own wellbeing. The nursery was continually evaluating the service it provided with consultations with parents regarding its ongoing development. The Officer was informed that after some hesitation and persuasion parents started to use the beauty room, now it is extremely popular.

Children took turns to assist staff in ‘writing’ the daily snack menu, this was in pictorial and written form. Children also assisted staff in snack preparation, the Officer was informed this aided their ongoing independence and motor skills. The service recorded a child’s participation in the preparation of snack and the menu to ensure all children had equal opportunities to develop.

Children were provided with a hot two course lunch daily. All children sat at a table with a table cloth and metal cutlery, milk was available throughout the meal. Social interaction and appropriate manners were encouraged during meals. The Officer observed the children to respond well with each other and staff during their lunch.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 1.3 - 6 Excellent

Areas for Development

The service was maintaining current good standards and progressing the service development plan.

CCO Grading

6 - Excellent
Number of Requirements

0

Number of Recommendations

0
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 6 - Excellent

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 findings in this section area based on Quality Statement 2.1

The evidence of strengths noted in the section on Quality Statement 1.1 also apply to Quality Statement 2.1

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 2.1 - 6 Excellent

Areas for Development

The areas for improvement noted under Quality Statement 1.1 also apply to Quality Statement 2.1

CCO Grading

6 - Excellent

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

The findings in this section area based on Quality Statement 2.2

The Nursery building was self-contained with its own front door entrance and enclosed play area and garden to the rear of the property. The building comprised two large bright rooms, one with an additional room used for quieter and musical activities. This area also had a kitchen and laundry room situated within it.

The service had enclosed garden areas for the nursery and a separate area for the crÃ¨che. The garden area was found to be secure and suitable for the variety of games and activities the children were observed participating in.

The service had been awarded an ECO Green Flag, all children were actively encouraged to assist staff in growing vegetables, which the service prepared for children to try. The Officer
was informed the children learnt about plants, fruit and vegetables, how they grow, different varieties and what was seasonal. The service also grew its own herbs. Any excess produce was available for the local community to purchase.

Risk assessments had been completed for all areas used by the service, individual children and for all activities. These were continually reviewed and updated as required.

No accidents or incidents had been recorded. The manager informed the Officer that any repairs or maintenance issues were promptly dealt with.

The nursery environment was found to be in good repair both internally and externally. The Head Teacher informed the Officer on an ongoing programme of redecoration to upgrade the building both internally and externally.

The nursery had recently had a new climbing frame installed in the main garden. A range of resources was available for children to use in the garden, these were stored securely each evening.

The nursery had an entry system at the main outside door, all parents / carers signed children in and out, if another person was collecting the child the nursery staff were informed and recorded this information. The internal door from the cloakroom to the nurseries main room had handles positioned to ensure children could not get access unaided.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 2.2 - 6 Excellent

**Areas for Development**

The service was maintaining current good standards and progressing the service development plan.

**CCO Grading**

6 - Excellent

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 6 - Excellent

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The findings in this section are based on Quality Statement 3.1

The areas for improvement noted under Quality Statement 1.1 also apply to Quality Statement 3.1

Staff recruitment was in line with the City of Edinburgh policies, procedures and checks.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 3.1 - 6 Excellent

Areas for Development

The areas for improvement noted under Quality Statement 1.1 also apply to Quality Statement 3.1

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 6 - Excellent

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 findings in this section area based on Quality Statement 4.1

The areas for improvement noted under Quality Statement 1.1 also apply to Quality Statement 4.1

Questionnaires were distributed to parents whose children were leaving the service, this included a request for information about the staff and management of the service.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.1 - 6 Excellent

Areas for Development

The areas for improvement noted under Quality Statement 1.1 also apply to Quality Statement 4.1

CCO Grading

6 - Excellent

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 findings in this section area based on Quality Statement 4.4

The Head Teacher and staff had produced a Quality Improvement Plan which incorporated the aims of the service, consultation exercises and the findings of these. Audits of all areas of the service, achievements attained and the priorities and actions identified due to the auditing and assessment process were recorded. This process had been completed in conjunction with staff, children, parents, the wider community, stakeholders and other professional contributors to the service.

The Head Teacher produced yearly plans. The plans covered the areas required by the
Curriculum of Excellence. The termly plans inspected incorporated expressive / aesthetic, physical / movement, knowledge / understanding and communication / language areas. The nursery also had weekly and daily plans, these were reviewed and updated in conjunction with discussions with staff and children. The main areas they covered were observation / source, support for learning / resources, curriculum aspects, evaluation / next steps. All plans included seasonal, cultural and religious celebrations. Any feedback or areas of interest discussed with the children or parents were incorporated into the planning process.

The service routinely produced questionnaires for participants to complete after meetings, events or activities - i.e. curriculum meetings and Harvest Festival family lunch. Questionnaires were for both adults and children, all parties were offered support to complete the forms if required. The children's version had smiley faces to aid the children's decision, they were asked about their likes and dislikes and any suggestions. The adult's version asked what aspects of the service they were happy with, what activities they were involved with, how they could be more involved and suggestions for future development. All questionnaires had been collated, evaluated and their findings assessed and incorporated in the improvement plans of the service. Outcomes from questionnaires were fed back to parents and children either through the direct actions of the results or through discussion and the services regular newsletter.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 4.4 - 6 Excellent

Areas for Development

The service was maintaining current good standards and progressing the service development plan.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
None

Requirements
There were no requirements made at this inspection.

Recommendations
There were no recommendations made at this inspection.

Janet Wilson
Care Commission Officer