Inspection report

Pinocchio's Children's Nursery
Day Care of Children
14 School Green
Lasswade    EH18 1NB

Inspected by:   Nancy Wyse
(Care Commission Officer)

Type of inspection:  Unannounced

Inspection completed on:  20 March 2009
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<td>Stuart House</td>
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Introduction
Pinocchio's children's nursery registered with the Care Commission on 1 April 2002. The nursery is registered to care for a maximum of 57 children including a maximum of 24 children under two years at one time. The service is registered to operate Monday to Friday from 7.30am to 6.30pm.

The nursery is located in Lasswade, Midlothian. The nursery has four separate play areas within the building - baby room, toddler room, junior room and pre-school room. Children also have access to two safe enclosed outdoor play areas.

Currently there are 128 children on the register. On the day of the inspection there were 42 children present.

The nursery had written aims and objectives which summarised stated the following:
"To provide a positive welcoming environment, where children can feel free to be themselves in a safe and secure setting.
To stimulate young minds, encouraging the learning experience through child centred play.
To support children and families through care and education.
To provide a broad curriculum.
To encourage children's individual development and progress.
To provide learning with quality resources.
To ensure effective leadership to support and involve the team in quality assurance. Working to the legal requirements and standards of Her Majesties Inspectorate and the Care Commission."

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 4 - Good
Quality of Environment - 4 - Good
Quality of Staffing - 5 - Very Good
Quality of Management and Leadership - 5 - Very Good

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

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

Views of service users
Twenty care service satisfaction questionnaires were sent to the service for distribution to
parents and carers. Eight questionnaires were returned to the Care Commission. The Officer spoke with three parents/carers during the inspection.

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.

During the inspection process

Staff at inspection
Care Commission Officer, (CCO) Nancy Wyse

Evidence
Evidence was gathered from a number of sources. A review of the range of policies and procedures, records and other documentation, including the following:

Statement of Aims and Objectives.
Written information about the service.
Child Protection Policy.
Certificate of Registration.
Children's records.
Observation of staff/child interaction.
Discussion with children.
Care Commission parent/carer questionnaires.

Discussion with the Director and staff.
Discussion with parents/carers
Observation of interaction between staff and children throughout the inspection.

Observation of the environment both indoors and outdoors including resources, activities and equipment available.
This information was taken into account during the inspection process and reported on.

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/

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

**Action taken on requirements since last Inspection**
The following requirements have been made since the last inspection. Appropriate actions plans were received by the Care Commission in response to the requirements.

1. The provider is required to develop and ensure the implementation of safe working practices with regards to the following areas:-
   - The nursery should be cleaned thoroughly on a regular basis.
   - The carpets in the nursery must be thoroughly cleaned regularly in order to avoid debris and a build up of grime.
   - Floors/ carpets should be cleaned underneath storage cupboards, furniture and equipment.
   - Cushions should be cleaned regularly.
   - Dressing up clothes should be washed regularly.
   - The soap dispensers and sink area should be cleaned regularly to avoid grime.
   - Paint aprons should be washed regularly.
   - Sleeping mats should be replaced when torn and should always be clean free from grime and sand.
   - Cleaning bucket and mops should be stored appropriately out with the kitchen area.
   - Staff should ensure that the door to the kitchen area is secure at all times so that children are unable to have free access and be put at risk.

   This is in order to comply with SSI 2002 114 Regulation 4 (1) (a) and (d)
   - A requirement that providers shall make a proper provision for the health and welfare of service users and have appropriate procedures for the control of infection and the management of clinical waste.
   - Timescale: This was required at the time of inspection.

   All but one of these requirements were met. (Refer to recommendation 5 in this report)

**Comments on Self Assessment**
A completed self-assessment form was submitted by the service. This was completed to a satisfactory standard and reflected the service provided. The self-assessment included evidence of strengths, evidence of areas for improvement and target dates for completing improvement sections.

**View of Service Users**
The majority of children present during the inspection were happy, relaxed and purposefully occupied. The children whom the Officer spoke with commented that:
   - "I like to come to nursery and I like to play in the sand and play with the babies.
   - We have cucumber, tomatoes, mango, pears and sandwiches for snack.
   - I like to go outside and play on the motorbike."
**View of Carers**

Twenty care service questionnaires were issued prior to the inspection and eight were returned to the Care Commission. Six parents stated that they strongly agreed and two agreed that they were overall happy with the quality of care their child received in the service. The parents whom the Officer spoke with confirmed that they were happy with the service and that the staff were very approachable.

Representative comments from Care Commission care standard questionnaires included:

“We are delighted with the nursery just more developmental feedback would be useful. It was a difficult time for me when I had to return to work and leave my child. Pinocchio's and the staff in the baby room have made that transition so smooth and easy. They are all so lovely and friendly and I can tell by the huge smile on my child's face how much my child enjoys it.

My child has developed 100% since going to the nursery in July 07. My child is very happy and confident.

I thank all the staff at Pinocchio's nursery for their help.

I am very happy with the service from Pinocchio's Lasswade. The staff are well liked by my child and I. The environment is spacious and there are lots of activities. The thing which makes the nursery so good is the staff. My child enjoys every single day at nursery which puts my mind at rest.”
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 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

There was very good evidence to show parents, carers and children were routinely involved in service development and evaluation.

A variety of methods and new initiatives were used in this process. These included a parent's satisfaction survey and published satisfaction report/booklet 2006, parental satisfaction questionnaires October 2008, suggestion box, monthly newsletters, consultation meetings and daily discussion with parents, and carers.

Each playroom has a communication diary which the staff use to record any information from parents about their child's care needs.

The nursery had carried out an audit from their recent parental satisfaction survey in October 2008. This information had been feedback to parents and comments and suggestions for improvement had been addressed. In addition, parents and carers had been asked to complete a questionnaire after the nursery's cheese and wine evening. Samples of these were viewed by the Officer.

The Officer viewed the Parent's testimonial folder: Comments included:
"Thank you for all your time, effort patience and enthusiasm looking after and helping to develop our child.
Thank you to all Pinocchio's Nursery staff for the wonderful care you have given our child over the past few years.
It certainly makes it easier for a parent to go to work knowing their child is safe in a stimulating environment."

Good methods were in place for children to participate in assessing and improving the quality of care and support provided by the service.
Children's views were gathered regularly through circle time, mind mapping and through daily play observations. The Officer viewed samples of these.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.1, 5 - Very good

Areas for Development

The service showed ongoing commitment in relation to maintaining and improving their service in relation to this statement.

The service identified the following areas for development in relation to this quality statement: "We plan to put the following procedures into place to help us further involve service users and carers to participate in helping us to actively assess and evaluate the service we provide. These include: Handing out evaluation forms to parents following all parent's evenings, staff training and nursery events."
Handout 360 feedback forms to employees to evaluate manager's performance.
Continue to advertise and support the introduction of a parents consultative committee through the monthly newsletter.
Carry out an employee satisfaction survey."

**CCO Grading**

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**

A comprehensive registration pack was in place for parents to complete ensuring that individual children's needs were to be met. A key worker system had been implemented to support children and their families.
In addition, care plans were developed to support individuals as necessary.

An appropriate child protection policy was in place. The policy had been recently reviewed to reflect current practice and legislation and was on display. The policy was contained within the parent/carers policy and procedures manual. The majority of staff had undertaken child protection training. In addition, The service had obtained a copy of the Area Committee Child Protection Guidelines, The Framework Standards and the Children's Charter.

The service participates in a 'Health Promoting Nursery' and menus displayed reflected healthy choices. The Officer observed that the children were provided with a healthy and nutritional lunch and snack.

Children were encouraged by staff to carry out good hygiene practices. The nursery participates in the National Tooth Brushing Scheme'.

Records for the administration of medication, accidents and incidents were in place.

Children had opportunities to sleep and rest as appropriate and have daily access to fresh air and exercise.

The nursery has a large safe, enclosed outdoor play area. The area is split into sections to accommodate different age and stages of children. Outdoor safety checklists were in place and were recorded.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 1.3, 4 Good

**Areas for Development**
Tubs of nappy changing cream in the Toddler/Junior nappy changing area were not all individually named.
(See requirement 1)

The inside of the microwave in the toddler playroom was covered in food stuff.
(See recommendation 1)

High chair trays in the toddler playroom were not clean.
(See recommendation 2)

The service identified the following area for development in relation to this quality statement: "In order to ensure that service users health and wellbeing needs are met on a daily basis we are planning to implement the following: "Put in place a policy review timetable to look at current paperwork that supports the centre."

**CCO Grading**

4 - Good

**Number of Requirements**

1

**Number of Recommendations**

2
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - 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

Very good evidence was in place to show parents, carers, children and staff were involved in service improvement and development. Regular detailed newsletters kept parents and carers well informed about nursery activities and events. In addition, parents had been asked for their suggestions for future newsletters.

The parental satisfaction survey carried out in October 2008 allowed parents/carers to review the quality of the nursery provision.

The comments made in Quality Statement 1.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2.1, 5 - Very good

Areas for Development

The service showed ongoing commitment in relation to maintaining and improving their service in relation to this statement.

The service identified the following area for development in relation to this quality statement: "To ensure that service users and carers are able to participate in assessing and improving the quality of the environment within our centre we plan to devise a simple children's questionnaire to introduce and involve them in assessing the centre, provision and ethos. Continue to advertise and support the introduction of a parent's consultative committee through the monthly newsletter."

CCO Grading

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

On the day of the inspection visit the premises were clean, suitably ventilated, warm and
Cleaning checklists and schedules were on display. The nursery was secure; CCTV cameras were installed to enhance the provision of the nursery's intercom system.

Staff confirmed that maintenance budgets were in place to ensure the servicing and renewal of equipment and the upkeep of the premises in order to maintain a high standard. The service employs a maintenance Officer to deal with any repairs efficiently.

Parents who completed Care Commission care standard questionnaires agreed that the premises were safe, secure, hygienic, and stimulating. One parent commented that the environment was spacious and there were lots of activities.

The presentation of the nursery was stimulating with a large selection of community play equipment. The space within each playroom was well presented and effectively used by staff. Children were able to move freely around and access a wide range of areas providing stimulating activities which were age and stage appropriate.

There were attractive displays of children's drawings and art work.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2.2, 4 - Good

**Areas for Development**

The wood adjacent to the outdoor storage shed In the pre school play area was not secure.  
(See recommendation 3 )

There was a nursery pushchair lying in the toddler playroom.  
(See recommendation 4 )

Baking and paint aprons in the Junior room were not clean.  
(See recommendation 5)

The service identified the following areas for development in relation to this quality statement: "In order to further support a safe environment for service users and ensure they are protected we plan to implement the following: Carry out additional risk assessments when situation arise. Implement toilet checklists to ensure hygiene standards are being met and maintained. Implement a cleaner's checklist to ensure all areas are being cleaned regularly."

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

3
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 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 parental satisfaction survey carried out in October 2008 allowed parents/carers to make comments and suggestion in the following areas: the nursery environment, resources, employee activities, provisions/fees and employee training and development.

The majority of parents who completed Care Commission care standard questionnaires highlighted that they felt staff took into account their views and wishes of their child's development needs.

Feedback from the nursery's parental satisfaction survey showed:
Ten parents confirmed they strongly agreed and fifteen parents agreed that they were satisfied with the way any concerns are dealt with by room employees.

The manager stated that the nursery actively take on board the views of employees to determine strengths and areas for development using a variety of methods: Better place to work, staff stress survey, staff meetings and through annual appraisals.

Through Care Commission care standards questionnaires and in discussion with parents/carers, it was evident that the manager and staff were held in high regard and that positive relationships had been developed.

The comments made in Quality Statement 1.1, and 2.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 3.1, 5 - Very good

Areas for Development

The service showed ongoing commitment to maintaining and improving their service in relation to this statement.

The service identified the following area for development in relation to this quality statement:
"Further develop a strategy for staff and parents to engage in service improvements through effective use of nursery policies.
Develop a system that actively encourages parents to participate in staff selection and recruitment."

CCO Grading

5 - Very Good

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

Recruitment and retention policies were in place. All staff held formal childcare qualifications or were working towards gaining a qualification. New policies were issued and introduced to staff during staff meetings. The staff that the Officer spoke with confirmed they were aware of the services policies and procedures.

A clear induction process was in place and was conducted in three separate parts through the Manager, Human Resource Officer and Room Supervisor. This process had been recently reviewed to include staff that had been appointed to acting or newly appointed posts within the nursery.

The nursery has developed a code of conduct for all employees.

There was a staff development and training policy in place. Staff files held training certificates and completed appraisals which reflected individual training requirements. These were viewed by the Officer.

Through observation of staffing structure and discussion it was evident that clear lines of communication and accountability were in place. Staff were supported by an Operations Manager and Human Resources Officer.

Regular staff meetings take place and minutes of these were recorded. Sample of the minutes and agendas of meetings were viewed by the Officer. In addition, a yearly appraisal timetable was in place.

A student/ work experience /volunteer policy had been developed to support nursery placements.

The nursery have an ‘Employee of the Month’ system in place where staff have the opportunity to nominate a colleague for outstanding performance. Successful candidates receive a gift voucher for a shop of their choice. The nursery gives staff a bonus for any period of 6 months that they achieve full attendance. In addition, all staff receive a weekly treat.

Based on the findings of this inspection the service has been awarded the following grade: Quality Standard 3.3, 5 Very good

Areas for Development

The service showed ongoing commitment to maintaining and improving their service in relation to this statement.

The service identified the following area for development in relation to this quality statement: “To continue to support our employees to be professional, trained and motivated workforce
which operates to National Care Standards, legislation and best practice we plan to implement the following:

“Implement a strategy so that staff can develop further knowledge and effectively use the National Care Standards to inform their and others day to day practice.”

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 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 nursery had introduced the following improvements: holiday entitlement, reviewed staff salaries, created a structured salary scale and introduced flexible working.

As part of the services business strategy the service held a Customer Service training day on 14 April for all employees.

The service had involved senior management in updating the nursery's 'Vision and Values' through a team training day.

The comments made in Quality Statement 1.1, 2.1 and 3.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.1, 5 - Very good

Areas for Development

The service showed ongoing commitment to maintaining and improving their service in relation to this statement.

The service identified the following area for development in relation to this quality statement: "In order to ensure that service users and carers participate in assessing and improving the quality of management and leadership of the service we plan to implement the following: Carry out a satisfaction survey directly aimed at evaluating the manager, leadership and effectiveness."

CCO Grading

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 was committed to ongoing review, evaluation and development of practice. This
has become more formal with the introduction of a monitoring and evaluation policy, self evaluation policy and a self evaluation toolkit. The nursery had introduced a range of methods to support quality assurance and these are reviewed on a two year basis.

The nursery actively encourages and involves staff, parents/carers and children in their monitoring, evaluation and auditing of the service provision and records of these were kept. Samples of these records were viewed by the Officer.

A Development Plan and Business plan were in place to support strategic improvement of performance and development of the service. Staff had been involved in this process.

The nursery were accredited with the "Investors in People Award" and Midlothian Enterprise Trust 2000 "Healthy working lives" for recognition of continual good practice.

Very good methods were in place for accessing advice and information from professionals and other agencies to support service delivery.

Complaints, whistle-blowing and equal opportunity/diversity policies were in place.

Through discussion, it was evident that the provider was aware of the service’s responsibilities to send relevant notifications to the Scottish Social Services Council and the Care Commission.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 4.4, 5 - Very good

**Areas for Development**

There was very good evidence to show how the nursery used quality assurance methods some of which were new initiatives. The service should continue to explore and develop these systems and processes.

**CCO Grading**

5 - Very Good

**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
There was no other information.

Requirements
1. It is required that all tubs of baby changing cream should be clearly labelled with children’s names.
This is comply to with: SS1 2002/114 Regulation 114 (4) (1) (a) (d) - Welfare of service users.
Timescale: This was required to take immediate effect as discussed at the time of inspection.

Recommendations
1. It is recommended that the microwave in the toddler room is cleaned after use.
National Care Standards Early Education and Childcare up to 16: Standard 3 Health and wellbeing

2. It is recommended that high chair trays in the toddler room are cleaned thoroughly.
National Care Standards Early Education and Childcare up to 16: Standard 3 Health and wellbeing

3. It is recommended that the wood adjacent to the outdoor shed in the pre school play area should be made secure.
National Care Standards Early Education and Childcare up to 16: Standard 2 A safe environment.

4. It is recommended that pushchairs should not be left lying in any of the nursery playrooms for the safety of the children and staff.
National Care Standards Early Education and Childcare up to 16: Standard 2 A safe environment.

5. It is recommended that all aprons used for baking and painting are kept clean.
National Care Standards Early Education and Childcare up to 16: Standard 3 Health and wellbeing

Nancy Wyse
Care Commission Officer