Inspection report

Mount Esk Nursery School
Day Care of Children

Dalhousie Gardens
Bonnyrigg
EH19 2LS
0131 663 2364

Inspected by: Linda Smith
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 2 November 2010
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**Service provided by:**
Midlothian Council

**Service provider number:**
SP2003002602

**Care service number:**
CS2003015999

**Contact details for the Care Commission officer who inspected this service:**

Linda Smith
Telephone 0131 653 4100 Lo-call: 0845 600 8335
Email enquiries@carecommission.com
There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:

- 😊 6 excellent
- 😊 5 very good
- 😊 4 good
- 😊 3 adequate
- 😓 2 weak
- 😞 1 unsatisfactory

**We gave the service these grades**

- Quality of Care and Support 🙄 6 Excellent
- Quality of Environment N/A
- Quality of Staffing N/A
- Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

**What the service does well**

Mount Esk Nursery School provides excellent care and support for the children who attend the service. They offer excellent opportunities for parents, carers and children to be involved in the assessment and development of the service. The staff team work very well together to create a stimulating and happy learning environment for children.
What the service could do better
The Head Teacher and staff were committed to the ongoing development of the nursery.

What the service has done since the last inspection
Since their last inspection the nursery had achieved ICAN accreditation through their language rich environment. A 'Now you are 2' group was now in operation. This involved a multi disciplinary team and closely followed the Early Years Framework. The Head Teacher and staff told us how successful this has been and about their commitment to the development of this group. Staff training had been ongoing.

Conclusion
Mount Esk Nursery School provides an excellent quality of care and learning environment for children. The Head Teacher led a committed and experienced staff team. It was evident that the nursery involved parents, carers and children in the assessment and development of the service.

Who did this inspection

Lead Care Commission Officer
Linda Smith

Other Care Commission Officers
Niki Cooney

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.
About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecomission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.
About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksouce
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksouce.net
What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service’s staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

• talk to people who use the service, their carers and families, staff and managers
• talk to individuals and groups
• have a good look around and check what quality of care is being provided
• look at the activities happening on the day
• examine things like records and files, if we need to
• find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

• the Regulation of Care (Scotland) Act 2001
• regulations made under this Act
• the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.
Recommendations, requirements and complaints
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.
How we decided what to inspect

Why we have different levels of inspection
We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection
When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.
What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support**: how the service meets the needs of each individual in its care
- **Quality of Environment**: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing**: the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership**: how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information**: this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>6</td>
<td>excellent</td>
</tr>
<tr>
<td>5</td>
<td>very good</td>
</tr>
<tr>
<td>4</td>
<td>good</td>
</tr>
<tr>
<td>3</td>
<td>adequate</td>
</tr>
<tr>
<td>2</td>
<td>weak</td>
</tr>
<tr>
<td>1</td>
<td>unsatisfactory</td>
</tr>
</tbody>
</table>

We do not give one overall grade.

**How grading works.**

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.
About the service we inspected

Mount Esk Nursery School has been registered with the Care Commission since 1 April 2002. They are registered to care for a maximum of 60 children between the ages of 3 and 5 years per session. The nursery is situated in a self contained building in a residential area of Bonnyrigg.

The aims and objectives of the service included:
"To provide a happy, safe and attractive environment in which everyone is made welcome.
To offer the best educational opportunities for every child in a stimulating way.
To recognise the value of the parents, family and community and to work together and support each other."

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

| Quality of Care and Support                      | 6 - Excellent |
| Quality of Environment                          | N/A           |
| Quality of Staffing                             | N/A           |
| Quality of Management and Leadership            | N/A           |

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.
How we inspected this service

What level of inspection did we make this service
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 activities did we undertake during the inspection
From October 2010 the Care Commission has temporarily introduced an additional less intense inspection report for services which have previously reached a good level of performance. This service qualified for this reduced inspection approach and was, therefore, inspected against the Quality Theme Care and Support at this inspection.

We completed this inspection report following an unannounced visit on the 2 November 2010 between the hours of 9:45 am and 12:45 pm.

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

- Parent/carer notice boards
- Newsletters
- Questionnaires
- Children's folders
- Photographs

Inspection Focus Areas (IFAs)
Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues
The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw
The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes

Comments on Self Assessment

We received a detailed self assessment document from the service prior to the inspection. The nursery gave evidence of what they thought they did well and gave commitment to maintaining the high quality of service they provide.

This document reflected the findings on the day of the inspection visit.

Taking the views of people using the care service into account

The children present on the day of the visit related in a positive manner with all staff. They appeared happy and content and were purposefully occupied with their chosen activities throughout the visit. The children were happy to include us in their chat. Children were well supported by staff.

Taking carers’ views into account

Before the inspection took place we sent 20 Care Standard questionnaires to the nursery to give to parents. Thirteen questionnaires were returned to us prior to the inspection. Nine parents strongly agreed with the statement ‘Overall, I am happy with the quality of care my child receives in this service’ and four agreed with this statement.

Representative comments included:
"I have been very impressed with everything so far and my child is settling in very well."
"I feel all parent carers have the opportunity to get involved on nursery outings. Helping out in the nursery by helping organise events. Last year, for instance, the nursery had a sponsored walk around the playing field of Lasswade High to raise money for sports relief and sick kids hospital. Parents had a very good opportunity to help if they wanted to."
"The staff are fantastic."
"No one needs to hear information about other children."
"My child has really blossomed in confidence since attending Mount Esk Nursery."
"I would recommend them highly."
"My child loves attending nursery and benefits greatly from it."
"Staff are great in both nursery and wrap around care service."
"My child is learning as well as forming good relationships with nursery and wrap around staff and children."
"In the time my child has been attending my child seems happy and always looks forward to going back."

Any issues raised in the questionnaires were discussed with the Head Teacher at the time of inspection feedback.
Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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
Mount Esk Nursery School offered parents, carers and children excellent opportunities to participate in assessing and improving the quality of care and support provided by the service.

These included:

• Notice boards
• Face to face contact with parents and carers
• Key worker system
• Parental consultations
• Play sessions for new children
• Friends of Mount Esk committee
• Children's folders
• Newsletters
• Parents open evenings
• Parent's forum
• Children were consulted through circle times, discussions and observations
• Learning stories
• Boardmaker

The nursery parents booklet stated:
"We recognise and value the role of parents in their children's learning and we work to create a genuine partnership with them. When staff and parents work together to support children's learning, it can have a positive effect on children's development and progress."

We found these statements to reflect the findings on the day of the inspection.

The curriculum was led by the views of children and observations of them. Staff gave examples of how the children lead the planning process and it was evident that staff worked with the children's ideas to develop learning experiences.
In our satisfaction questionnaires, nine parents strongly agreed that the service had involved them and their child in developing the service, for example, by asking for ideas and feedback. Three parents agreed with this statement and one stated they did not know as they were a new parent to the service.

**Areas for Improvement**

In their self assessment the nursery stated that they would "maintain the high quality of the service we provide and reflect on and review our practice."

**Grade awarded for this statement**

6 - Excellent

**Number of requirements**

0

**Number of recommendations**

0
Statement 3
We ensure that service user's health and wellbeing needs are met.

Service Strengths
Mount Esk Nursery School gave excellent evidence of how they met this Quality Statement.

A statement of aims and objectives was in place and it was evident that the service provided reflected this. A copy of the statement of aims and objectives was displayed for parents and carers.

The programme included personal, social and emotional development. Practices in the nursery were planned to support children's development. Children were encouraged to share, take turns and respect the feelings of others. Interaction observed between staff and children promoted independence and choice.

‘Getting it right for every child’ ensured that a child's key worker worked with parents in order to meet each child's needs.

A health and safety policy and an infection control policy were in place. Staff had a good understanding of these issues and practices observed were in accordance with good practice guidance. A good hygiene routine was observed. Staff had attended food hygiene training.

Individual Education Plans for children with additional needs were in place where appropriate. Action plans were written for children identifying their next steps in learning.

A child protection policy was in place and this was accessible to parents and carers. The Head Teacher was the named child protection coordinator and they attended multi-agency meetings regularly. Staff were trained in child protection and they had access to interagency guidelines. Excellent links had been developed with support services for children and other agencies.

Snacks were provided by the service and these were varied, healthy and planned in line with nutritional guidance for children. A member of staff sat with the children at snack and mealtimes. Children had been involved in growing vegetables and learning about healthy eating. Children were involved in menu planning.

‘Adventure Ted’ was taken home by children. Evidenced showed that this was a good vehicle for health and well being promotion.

Staff were trained in first aid and a medication policy was in place. This included obtaining written parental permission to administer medication and keeping records of any medication administered. Emergency procedures were in place and evacuation drills were practiced regularly and recorded.
Children played outside every day and staff encouraged parents and carers to send their child appropriately dressed for outdoor play.

**Areas for Improvement**
In their self assessment the nursery stated that they would "maintain the high quality of the service we provide and reflect on and review our practice."

**Grade awarded for this statement**
6 - Excellent

**Number of Requirements**
0

**Number of Recommendations**
0
Other Information

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

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

Additional Information
Public Liability insurance was in place.

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 the Care Commission 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).
## Summary of Grades

<table>
<thead>
<tr>
<th>Quality of Care and Support</th>
<th>6 - Excellent</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
<td>6 - Excellent</td>
</tr>
<tr>
<td>Statement 3</td>
<td>6 - Excellent</td>
</tr>
</tbody>
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**Quality of Environment - Not Assessed**

**Quality of Staffing - Not Assessed**

**Quality of Management and Leadership - Not Assessed**

## Inspection and Grading History

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>15 Dec 2008</td>
<td>Unannounced</td>
<td>Care and support 6 - Excellent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 6 - Excellent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 6 - Excellent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 6 - Excellent</td>
</tr>
</tbody>
</table>
Terms we use in our report and what they mean

**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland** - Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.
**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.
How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.
The Care Commission
We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information
This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats
This publication is available in other formats and other languages on request.

Telephone: 0845 603 0890
Email: enquiries@carecommission.com
Web: www.carecommission.com

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