Pinocchio's Children's Nursery
Day Care of Children
14 School Green
Lasswade
EH18 1NB
Telephone: 0131 654 2914

Inspected by: Nancy Wyse
Type of inspection: Unannounced
Inspection completed on: 7 March 2014
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**Service provided by:**

Pinocchio's Children's Nursery Ltd

**Service provider number:**

SP2003002984

**Care service number:**

CS2003012090

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

Nancy Wyse  
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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

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What the service does well

The nursery provides a caring, friendly environment for children. All staff in the nursery have a nice manner with the children. Children are offered a range of Nature Nurture experiences within a natural outdoor environment to enhance their wellbeing and knowledge.

What the service could do better

The provider and manager should work to meet the requirements and recommendations made at this inspection.

The nursery should continue with their improvement plans which include implementing:
* A new internal quality assurance auditing/monitoring traffic light system to evaluate the nursery
* Online Learning Journals' throughout all playrooms for completing children’s personal learning plans.

What the service has done since the last inspection

* A new depute manager has been employed and several new staff.
* There has been a range of general resources purchased for the playrooms.
* The nursery has continued to offer children a variety of Nature Nurture experiences and a 'Mud Kitchen' had been created in the outdoor environment.
* The provider had taken action to meet the three requirements and the one recommendation made at the last inspection.

**Conclusion**

Pinocchio’s Children’s Nursery is an established service within the local community. Staff are caring and responsive to the children. Management and staff should continue with the nursery’s improvement plans which will lead to improved outcomes for children.

**Who did this inspection**

Nancy Wyse
1 About the service we inspected

The Care Inspectorate (CI) regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectrate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, 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 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 Public Services Reform (Scotland) Act 2010 (“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 Inspectorate.

The service is registered to provide a care service to a maximum of 57 children of whom no more than 24 shall be under 2 years of age.

The service operates from a converted church hall in the village of Lasswade for the purpose of providing full day care of children. The nursery has four separate playrooms for the different ages and stages of children attending. There are two designated outdoor play areas one of which is used for the younger children and one which is set up to be more suitable for the older children’s stage of development.

The aims of the nursery included:
* To provide a positive welcoming environment, where children feel free to be themselves in a safe secure setting.
* To stimulate young minds, encouraging the learning experience through child centred play.
* To provide a broad and balanced curriculum.
* To encourage children’s individual development and progress.
* To provide quality learning resources.
* To ensure effective leadership to support and involve the team in quality assurance
Based on the findings of this inspection this service has been awarded the following grades:

- **Quality of Care and Support** - Grade 4 - Good
- **Quality of Environment** - Grade 4 - Good
- **Quality of Staffing** - Grade 4 - Good
- **Quality of Management and Leadership** - Grade 4 - 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 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 after an unannounced inspection that took place on Tuesday 25 February and a further announced visit on Thursday 27 February 2014.

We returned to the nursery on Friday 7 March 2014 to share our findings of the inspection with one of the Directors and the nursery Depute Manager.

The inspection was carried out by Care Inspector, Nancy Wyse.

As requested by us, the service sent us an annual return. They also sent us a self-assessment form. The document identified areas of strengths and areas for further improvement.

We sent eighteen questionnaires to the service to give to parents and carers who used the service. Eight completed questionnaires were returned to us before the inspection.

In this inspection we gathered evidence from a number of sources, including the relevant sections of policies, procedures, records and other documentation, including:

- Accident and incident records
- Aims of the nursery
- Business Strategy 2013 - 14
- Certificate of Registration
- Certificate of Public Liability Insurance
- Completed questionnaires returned from parents and carers using the service
- Employee of the month nomination records
- Evaluation of playroom practice records
- Evidence from the services most recent Annual Return and self-assessment forms
- Inspection of the premises including: examination of all four playrooms, toilet and nappy changing areas, toys, play equipment and furniture to make sure they were clean and suitable for children using the service
- Induction checklists
- Investors In People, Strategy Evaluation Report March 2013,
* Maintenance records
* Menus
* Monitoring and evaluation report
* Newsletters
* Notice boards
* Parents' survey
* Relevant policies and procedures
* Registration pack for parents/carers
* Samples of children’s individual personal learning plans (PLP’s)
* Staff training records
* Summary of staff ‘Better Place to Work’ meetings 2013
* Examination of the outdoor play areas and resources
* Observations of children’s lunch time routines carried out and supported by staff including: face washing, teeth brushing, nappy changing and preparing children for their sleep
* Observation of how staff in all playrooms work and interact with the children

* We spoke with:
  * One of the Directors
  * Standards and Quality Manager
  * The Depute Manager
  * All staff present during the inspection
  * Some of the children present who were confident in speaking with us

This information was taken into account during the inspection process and reported on.

**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.
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
What the service has done to meet any requirements we made at our last inspection

The requirement
The provider must update the procedure for the storage, recording and administering of medication and ensure that it is followed at all times, providing an accurate consent and administration record, in order to make proper provision for the health and wellbeing of the children. This includes: 1. Clear protocols must be in place for the administration of emergency medication. 2. Clear up to date information and documentation must be available to all staff in relation to children’s allergies and the management of allergies. 3. An appropriate system must be put in place for regularly reviewing the use of medication with parents. A clear system must be in place to update all documentation when parents alert the nursery to changes in relation to children’s medication, allergies and protocols to ensure that all staff have been alerted to the changes. 4. Individual children’s medication must be stored in separate boxes clearly labelled with each child’s name and photographs. This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of users. Timescale for implementation: within 24 hours of this report.

What the service did to meet the requirement
The provider had updated the nursery’s procedure for the storage, recording and administering of medication to include the following:

* Registration procedures had been changed to ensure consent to administer medication was not asked for in advance. Consent was always gained from parents before emergency medication was given to any child via telephone. If consent could not be given, then no medication would be administered.
* Allergy sheets were regularly being reviewed to ensure they were kept up to date.
* Records were kept on any nursery staff who had received training on administration of epi pens.
* A new form had been created which staff used with parents to update and detail any changes of medication and/or allergies for their child. At the bottom of the form there was a checklist which staff used to inform any necessary people - i.e. the Chef of any changes.
* Long term medication was stored in separate boxes which were named and contained a photograph of the child.

The requirement is: Met - Within Timescales
The requirement

The provider must ensure that the infection control policy is reviewed and updated to contain all relevant information relating to infection control. The manager must also ensure that the infection prevention and control procedures are correctly implemented by staff and monitored by management. These should include: (i) Reviewing cleaning schedules to ensure they clearly detail when the cleaning should be carried out and ensuring these are followed rigorously and recorded appropriately; (ii) Appropriate storage of foods to ensure they are kept in a fresh condition and out of date foods are removed; (iii) Putting labels on storage boxes containing foods which are not in their original packaging and noting on the label what the box contains and the ‘use by’ date - these dates should be checked before use and out of date items disposed of; (iv) Appropriate procedures for the management of babies dummies whilst in use in the nursery; (v) Appropriate procedures for storage of babies bottles of milk; (vi) Appropriate hand washing procedures for young children in the Baby and Toddler rooms; This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a)&(d) Welfare of users. Timescale for implementation: within seven days of receipt of this report.

What the service did to meet the requirement

The provider had reviewed the nursery’s infection control policy. This had been updated to contain all relevant information relating to infection control. The manager of the nursery had and continued to take action to ensure that the infection prevention and control procedures were correctly implemented by staff and monitored by management.

The requirement is: Met - Within Timescales

The requirement

The provider must ensure that all accidents are appropriately recorded with relevant detail of the injury. A separate incident form should be completed when an incident such as biting has occurred. This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of users Timescale for implementation: with immediate effect on receipt of this report

What the service did to meet the requirement

We looked at samples of accidents records throughout the nursery and found these were recorded appropriately with relevant detail of any injury to the child. We found staff were recording incidents on separate incident forms when an incident such as biting had occurred.

The requirement is: Met - Within Timescales
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 document from the service. We were satisfied with the way they had completed this. The service identified things they thought they did well, some areas for further improvement and changes they planned for the service.

Taking the views of people using the care service into account

During the inspection we spent time observing and interacting with babies and children in all the playrooms. They appeared to be happy and content in the care of the staff. Some of the older children were confident in speaking with us and told us what activities they liked to do in the nursery.

Children’s comments included:
“I like to make cards and envelopes.
I like the nursery it is fun we have play dough and envelopes.
I like to play with my friends in the home corner at nursery.”

Taking carers’ views into account

Before the inspection took place we sent eighteen care standard satisfaction questionnaires to the provider to give to families using the service. Eight were returned to us. We have included parent’s comments in this report.
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: 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
We found the service provided Very Good evidence of how they met this Quality Statement.

We concluded this after we spoke with:

One of the nursery’s directors
The standards quality manager
The depute manager
All staff present during the inspection
Children who were confident speaking with us

After we sampled:

* Relevant policies
* Feedback from parents in our questionnaires
* Notice boards
* Parents participation in the life of the nursery including; special events, nursery trips and fundraising activities.
* Parent’s survey carried out in June 2013

New families were provided with a ‘Welcome Pack’ which detailed a range of important information about the service. This supported families in getting to know the service and to understand their role in working with the nursery. In addition, children had opportunities to visit the service before using it. This helped them to become familiar with the staff and their new environment.
The nursery used a ‘key worker’ system to support staff in caring for each child’s needs. This is a specific member of staff who takes a special interest in individual children’s care and supports the family. Parent consultation meetings gave parents opportunities to meet with their child’s keyworker to discuss their progress, agree approaches to their care, support and next steps in their child’s learning.

A suggestion box was available in the entrance of the nursery where parents were able to post any suggestion/concerns that they may have while remaining anonymous. In addition parents and carers were able to make suggestions in person, by telephone and email.

The nursery encouraged parent participation. Staff told us that they asked parents via the nursery newsletter if they wanted to be involved in the nursery and share any special skills they had with their child. We saw how a parent in the police force had organised a visit to link in with a nursery topic ‘People who help us’. Photographic evidence showed how the children had enjoyed this activity. Parents had been involved in outings with the nursery to Vogrie and Dalkeith Country Park.

The staff had developed some ways to consult with children. This included circle time, mind maps, learning walls, and floor books. We sampled a range of floor books and learning walls which showed children in the pre-school room had been involved in sharing their views, suggestions and learning. Examples included: Nature Nurture, Eco Schools, Mud Kitchen, Birds, and what we know about Butterflies.

Feedback from our parent/carer questionnaires confirmed that:
Two parents strongly agreed and six agreed with the statement; Overall, I am happy with the quality of care my child receives in the service. And two parents strongly agreed, five agreed and one disagreed that: The service had involved them and their child in developing the service for example asking for ideas and feedback.

The comments we received from parents included:
"My child who attends Lasswade Pinocchio’s is my first child so I have no other experience of childcare facilities.
We are very happy with the care provided; our child seems to be thriving in the nursery environment.
I rate a few members of staff highly however as my child has recently moved into a new room I am less familiar with these staff. I feel the service is extremely limited with its outdoor space and it’s uninspiring. I feel the staff do the best they can with limited resources."
Areas for improvement

We saw parents had been asked at parents evening if they wanted to be part of the ‘Parent Forum’. The next Parents Forum meeting was due to be held on 8 May 2014. We discussed with the provider and depute manager the need for these meetings to take place regularly. We will review progress at the next inspection.

The nursery should maintain the Very Good practice identified and continue to explore and develop systems to identify further ways improvements can be made.

The service identified the following areas for improvement in relation to this Quality Statement:
“We steadily continue to encourage our parents to be part of the nursery through Eco schools and the parents’ forum. This will ensure that parents are being involved in the life of the centre.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
Detailed registration procedures allowed the nursery to gather relevant information with regard to each child’s medical, personal care and support needs. This information supported staff to develop care plans for all children to ensure the service could meet their individual needs. The nursery had introduced a six monthly check of all children’s care plans to ensure they kept up to date with children’s changing routines.

Parents/carers had been informed that the nursery had decided to use a new system for completing children’s individual learning plans on ipads. We saw the new system, ‘learning journals’ were being used with staff in the pre-school room. Staff confirmed this system allowed parents to be more involved in their child’s own plan.

The nursery manager was responsible for child protection concerns should they arise. The nursery’s ‘Child Protection’ policy had been updated in October 2013 and the nursery staff had been made aware of this.

We looked at how staff were recording any accidents or incidents and found these were managed appropriately and parents were informed.

Children had regular access to participate in outdoor play in the nursery garden. There were two separate areas enabling the young children to play safely in a smaller setting. In addition, the older children had opportunities for Nature Nurture activities. We saw a mud kitchen and a range of interesting resources were available to the older children during our second visit.

The nursery supported healthy eating. We observed children enjoying healthy meals and snacks. Children were offered drinks throughout the day and a drink station was available in the pre-school room to allow children to be independent.

Children had a number of opportunities to learn about healthy and safe choices. These included:

* Socialising at meals and snack time with other children and staff while learning about table manners and good eating habits
* Having regular access to energetic physical play and fresh air
* Experiencing peaceful activities and being able to rest, as well as taking part in active indoor play
* Developing friendships and helping each other
* Learning about healthy eating and children taking part in preparing daily snacks. We observed babies were encouraged by staff to mix cake mixture as part of a baking
activity, juniors were baking and the pre-school children made pizzas for snack.
* Learning and participating in Eco schools activities
* Keeping themselves safe while playing indoors and outdoors

Areas for improvement
We observed one member staff did not follow the nursery’s procedures for changing
children’s nappies as they did not and wash their hands.
We made a requirement about this
See requirement 1

We could see staffing was inconsistent in the nursery which had an impact on
children’s routines and experiences.
We made a recommendation about this
see recommendation 1

We spoke with staff and found they were not all clear about the procedures they
should follow in dealing with child protection should the need arise.
We looked at the training audit and found not all staff had undertaken child
protection training and found one member of staff was due to undertake a refresher
course.
We made a recommendation about this
See recommendation 2

Grade awarded for this statement:  3 - Adequate

Number of requirements:  1

Number of recommendations:  2

Requirements
1. The provider must ensure all staff follow the nursery’s infection control and nappy
changing procedures by washing their hands after changing children, to promote
children’s safety and wellbeing and to prevent the spread of infection.
This is in order to comply with: The Social Care and Social Work Improvement
Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210
Regulation 4. (a) & (d) Welfare of users

Timescale for implementation: within immediate effect on receipt this report.

Recommendations
1. We recommend that the provider and manager should consider and review the
staffing needs in the service to ensure it is consistent for the children and provides
continuity of care, routines and good outcomes for children.
NCS Standard: 3 Health and wellbeing
NCS Standard 14 Well managed service
2. We recommend that child protection is detailed within the nursery’s induction process to ensure staff gain knowledge of their role and responsibilities in protecting children in the nursery. All staff should undertake child protection training and keep up to date with refresher course as necessary.

NCS Standard: Health and wellbeing
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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
We found the nursery had Very Good systems in place to enable children and families to share their views and suggestions of the service. These are identified under quality Theme 1, Statement 1.

The parent’s survey carried out in June 2013 had provided opportunities for parents to state whether on viewing the nursery, the staff team had made them feel welcome. The results showed that all parents who took part in the survey agreed they were welcomed by staff.

Comments from parents included:
“The whole team are always warm and friendly.
Very inviting atmosphere
They did on the initial visit and continue to do so every day.”

Areas for improvement
The nursery should maintain the Very Good practice identified and continue to explore and develop systems to identify how further improvements can be made.

The service identified the following area for improvement in relation to this Quality Statement:
“We will continue to develop the life of the centre.”

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

There was a secure entry system was in place and visitors were asked to use the sign in system. These measures were in place to ensure that no one could gain access to the nursery without the knowledge of staff.

The staff kept daily registers of children attending the nursery. They made follow up calls to parents where children were expected to attend but did not arrive. This procedure allowed the staff to be aware of the children’s wellbeing and safety.

The playrooms were clean, bright and well ventilated. The playrooms allowed children to move freely around their chosen play areas. The staff displayed children’s art work attractively around the playrooms and entrance area. In addition wall displays contained photographic evidence of activities the children had been involved. We found some of these were at a low level for the children to look at and enjoy.

Areas for improvement

We saw children were opening and going into cupboards in the nappy changing area between the baby and the toddler playrooms. This is where the washing machine, tumble dryer and cleaning materials were stored and there were no locks on the doors.

In addition, mops were lying next to the wash hand basin in this area. These were in the way of staff and children getting into area to wash their hands.

We made a requirement about this
See requirement 1

We saw a child was knocked over when the door of the nappy changing area was opened by a member of staff. This was due to the child standing immediately behind the door.

We made recommendation about this
See Recommendation 1

We observed that when children were sleeping in the junior playroom, there was not a great deal of space or play experiences available for the children who were awake.

We made a recommendation about this
See recommendation 2

We found some interactive displays in the pre-school room. However there were no interactive displays in any other playrooms to support children’s learning.

We made a recommendation about this
See recommendation 3

The service identified the following areas for improvement in relation to this Quality
Statement:
“We have now implemented recycling bins throughout the nursery and are now taking the next steps to measure the waste content within the nursery. We have a water butt to collect rain water to enable us to water plants from recycled water. We also have a compost bin where we dispose of fruit and vegetable peelings along with used hand paper towels and used tea bags. This will enable the nursery to create our own compost for the vegetable garden.”

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 3

Requirements
1. The provider must ensure the cupboards in the nappy changing area where the washing machine, tumble dryer and cleaning materials are stored are made secure for the health, welfare and the safety of the children. The provider must also ensure mops are stored safely and do not restrict staff and children getting into the wash hand basin to wash their hands.
   This is in order to comply with SSI 2011/210 Regulation 4. (1) (a) & (d) make proper provision for the health, welfare and safety of service users.
   Timescale: Immediate from feedback given during the inspection.

Recommendations
1. We recommend the provider reviews the procedures already in place for young children standing behind closed doors in the nursery to ensure their safety. These should include the toddler play room and nappy changing area between babies and the toddler room.
   NCS Standard: A safe environment

2. We recommend the staff in the junior room should review the available space and resources during the sleep time routine, to ensure they meet the needs of the children who are awake.
   NCS Standard: 5 Quality of experience

3. We recommend the staff in all playrooms look at reviewing the interactive displays available for the children to support their curiosity and learning
   NCS Standard: 5 Quality of experience
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
We found the nursery had Very Good systems in place to enable children and families to share their views and suggestions of the staffing in the service. These are identified under quality Themes 1 and 2, Statements 1.

In addition, photographs of all staff and their qualifications were on display at the entrance to the in the nursery. These were being updated with new staff photographs during our visit to ensure families were clear about who was caring for their child.

Statements from the nursery’s parent survey showed the majority of parents agreed the staff were friendly and welcoming, they had made an effort to get to know their child and that they felt confident in leaving their child with the staff team.

Further comments included:
“Cannot fault the staff in any room.
Perhaps more daily communication between staff and parents.
Can there be more specific activities for the pre-schoolers
Keep doing what you are doing.”

Areas for improvement
The nursery should maintain the Very Good practice identified and continue to explore and develop systems to make further improvements for this Quality Statement.

The service identified the following area for improvement in relation to this Quality Statement:
“Continue to implement the children’s thumbs up forms when interviewing any potential employees.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
We found Good evidence to show how this Quality Statement was met

We concluded this after we:

* Spoke with the depute manager and staff
* Looked at staff files
* Reviewed relevant policies
* Read the minutes of meetings kept by the manager
* Looked at the notice boards throughout the nursery

We observed all staff had a caring manner with the children. We could see they supported each other as a team.

There was a staff training audit in place which outlined training staff had undertaken and the dates achieved. A recent staff survey had been carried out by the service the results had been evaluated and shared with staff. We saw staff had been asked what training they would like to attend and most benefit from.

Senior staff meetings took place and information was verbally fed back to the staff from the senior member of staff in each playroom.

The nursery benefits from a qualified teacher who spends a full week every four weeks, supporting staff and children with planning and evaluating next steps in children’s learning.

Playroom evaluations were carried out by the manager and room supervisor’s to look at the programme of activities and play experiences available to the children and to allow staff to reflect on their practice.

The staff had the opportunity to nominate colleagues for the employee or management employee of the month. We looked at samples of nominations and found staff took the time to appreciate each other’s skills and support. This system showed staff appreciation for each other, and helped to boost the staff teams’ confidence.

Exit interviews gave employees leaving the nursery the opportunity to complete a range of general questions and evaluate the nursery, by scoring specific aspects of their employment. This process helped the provider to make improvements.
Parents who completed our questionnaires told us they were confident the staff had
the skills and experience to care for their child and support their learning and
development. They also confirmed their child appeared happy and confident with the
staff.

Areas for improvement
A new system had been developed for employees to undertake an annual appraisal.
Some staff had undertaken their appraisal and others were planned to take place.

A comprehensive induction system was in place. However we found these had not
been completed for all new staff. Some staff confirmed they had gone through their
induction and were supported into their role by the manager and staff. We looked at
staff files and could see inductions had not been carried out for all new staff.
We made a recommendation about this
See recommendation 1

We found little evidence of full staff meetings taking place. Staff told us meetings
were not regular. Senior staff meetings took place and information was verbally fed
back to the staff from the senior in each playroom. We saw written records of senior
meetings were kept by the manager however it was not evident that these were
shared with the staff teams or with any staff who were not present during the
feedback. In addition there were no agendas for these meetings to allow the staff to
place their comments, concerns, suggestions or views forward.
We made a recommendation about this
See recommendation 2

We looked at the staff training audit and saw had few opportunities to participate in
continued professional development other than to meet mandatory training needs of
the nursery.
We made a recommendation about this
See recommendation 3

The service identified the following area for improvement in relation to this Quality
Statement:
“To continue to seek improvements in this area, we will also update policies,
procedures and practice where necessary.”

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 3

Recommendations
1. We recommend that all staff should complete an induction into the service and
these should be recorded accordingly.
2. We recommend that regular staff meetings take place to support the delivery of the service. Agendas should be made available to staff to allow them to place their comments, concerns, suggestions or views forward. Written records should be kept of all staff meetings and those should be available to all staff.

NCS Standard: 13 Improving the service
Standard: 14 Well-managed service

3. We recommend that all staff should be provided with opportunities to participate in continued professional development other than to meet mandatory training needs of the nursery. Training should be provided to support and further staff knowledge, support the needs of individual children and the nursery as a whole.

NCS Standard: 13 Improving the service
Standard: 14 Well-managed service
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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
We found the nursery had Good systems in place to enable families to share their views and suggestions of the management and leadership of the service. These are identified under quality Themes 1, 2 and 3, Statements 1.

We saw the recent parent survey had asked parents if they were satisfied with the daily feedback by employees and the way concerns were dealt with by management. The majority of parents agreed they were satisfied and also confirmed they would recommend Pinocchio’s Children’s Nursery to others.

We spoke with staff and they all confirmed they were supported by the nursery manager. Their comments included:

“There is an open door policy.
I feel supported by the manager, she comes around daily to see us in the morning.
I feel supported, there are protocols and procedures if I get stuck I ask people. The manager comes around the rooms to make sure we are ok.”

Areas for improvement
The parent survey had provided parents with the opportunity to make any recommendations and suggestions they felt would improve the nursery. We saw parents had put their recommendations and suggestions forward however these had not all been responded to by the management team or the provider.
We made a recommendation about this
See recommendation 1

The service identified the following areas for improvement 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: Handing out evaluation forms to parents following all parents evenings, staff training and nursery events.
Continue to encourage parents to be directly involved in the life of the nursery by continuing to implement a parent forum group, be emailing newsletters and 1-1 communication at parents evening.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. We recommend that the provider ensures they take action to inform parents of how they intend to take action to meet their recommendations and suggestions. If these are not possible to take on board then the provider should inform parents of this.

   NCS Standard: 14 Well-managed service

   Standard: 13 Improving the service
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

Good quality assurance systems were in place to enable management and staff to review their practice and assess where developments could be made.

Children and families contributed to the quality assurance systems and processes as described under quality Theme 1 Statement 1.

We saw some evaluations of playroom practice which covered areas including: the play experiences available to the children, lunch and snacks routines. Action plans were put into place to outline what needs to be improved, who would be involved in making the improvements and to outline timescales for improvements. We saw these were displayed in the nursery for all staff to view and adhere to.

The nursery had received support from Midlothian Council’s Quality Improvement Officer. These evaluation visits were made to assess practice and provide support and advice. A Standards, Quality Report for session 2012/13 and an Improvement Plan for 2013/14 were in place to support the future delivery and improvements of the nursery. These outlined key priorities which had been achieved and future improvement plans for the nursery.

The nursery had identified three key priority areas for future improvement including:
1. Children to be involved in quality experiences which support depth within their learning.
2. Improved challenge and enjoyment for children within natural play experiences.
3. Improved challenge and enjoyment for children within quality musical experiences.

Areas for improvement

We found the current internal quality assurance auditing/monitoring systems did not identify the areas highlighted for improvement relating to the environment, safety, infection control, and staffing. However we acknowledge the nursery had taken steps to make improvements in this area since the last inspection. This included developing a new quality assurance monitoring/observing traffic light system. The management team planned to use this new system to internally evaluate the nursery.

We made a recommendation about this
See recommendation 1

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1
Recommendations

1. We recommend that the provider ensures that the new nursery monitoring/observing traffic light system is put into practice to identify areas for improvement for each member of staff and for the nursery as a whole.
NCS Standard: 14 Well-managed service.
4 Other information

Complaints
There has been one complaint partially upheld about the service since the last inspection.

You can find information about complaints that we have partially upheld on our website www.careinspectorate.com

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

Additional Information

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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
## 5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 3</td>
<td>3 - Adequate</td>
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## 6 Inspection and grading history

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<td></td>
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<td>Environment 5 - Very Good</td>
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<td>Management and Leadership 4 - Good</td>
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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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