

Care service inspection report

Full inspection

Childsplay Childrens Nursery Limited Day Care of Children

8 Falcon Road
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Childsplay Childrens Nursery Limited

Service provider number: SP2012011821

Care service number: CS2012307981

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

Childsplay Children's Nursery provides opportunities for parents to be involved in the running of the nursery. Parents views are sought and acted upon. Staff interact in a positive way with children. The nursery is a warm, calm and stimulating environment for children.

What the service could do better

Childsplay Children's Nursery should now ensure that children have increased opportunity for free flow play, improve upon the lunch time experience in the Tweenie room and provide increased opportunities for staff training in curricular areas.

What the service has done since the last inspection

Since the last inspection the nursery had made the entry system more secure and decorated the entire nursery. Electronic learning journals had been introduced to record information about children.

Conclusion

Childsplay Children's Nursery provides a warm and friendly environment with an experienced staff team. Staff are committed to their roles and are well supported by the manager and provider.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 12th November 2012.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they get the best start in life, are ready to succeed and lead longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting It Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. GIRFEC is being threaded through all existing policy, strategy, and legislation affecting children, young people and their families.

In Scotland, the GIRFEC approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

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 Reforms (Scotland) Act 2010 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 Inspectorate.

Childsplay Children's Nursery Limited is registered to provide a care service to a maximum of 59 children. 15 children six weeks to two years, 15 children two years to not yet three years and 29 children three years to not yet attending primary school. The manager or persons acting as the manager will be supernumerary to the staff child ratios.

The aims of the nursery are to:

- Provide a safe, happy and secure environment where children can learn through play.
- Create excellent relationships with between parents and staff ensuring a smooth transition for children between home and nursery.
- Have friendly, professional and compassionate staff who provide constant support and security to children.
- Operate a key worker system for children.
- Ensure continuity of care, staff members will work together sharing relevant information about the children and liaise with parents.
- Plan activities to encourage independence and development of the children.
- Encourage out-door play.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people

using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 5 - Very 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 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection. The inspection was carried out by a Care Inspectorate inspector. The inspection began on Wednesday 4th November 2015 and was completed on Thursday 12th November 2015 when feedback was given.

We issued twenty-two questionnaires to the service to give to parents and carers before the inspection. Fourteen completed questionnaires were returned to us prior to the inspection.

During this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures and records. This included:

- children's folders,
- children's online Personal Learning Plans (PLPs),
- planning within playrooms,
- Talking, thinking, floorbooks,
- newsletters
- service's questionnaires to parents and children.

We also:

- viewed the environment and resources,
- observed the interaction between staff and children,
- observed the interaction between staff and parents,
- spoke with children,
- spoke with parents and grandparents.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

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.

Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service provider identified what they thought they did well, some areas for development and any changes they had planned.

Taking the views of people using the care service into account

We observed children during the inspection who appeared happy in the care of staff. Staff responded to children in a positive manner.

Taking carers' views into account

Parents who returned the Care Standards Questionnaires commented:

"Both our children attend Childsplay nursery and we couldn't be happier with the service."

"I am very happy to be sending all three of my children to Childsplay having watched how the nursery nurtured and developed my eldest child."

"A really good nursery".

"The facilities are good, albeit not exceptional, but the people and friendly culture make this a very attractive nursery".

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service Strengths

Childsplay children's nursery provided very good evidence in relation to this statement.

A comprehensive handbook was shared with parents and available online, this detailed the nursery policies and procedures. This informed parents of how the nursery was run and what they could expect from the nursery. Handbooks for all rooms were online, information about staff was included.

Very good opportunities were available for parents to be involved with the running of the nursery and make their views known. A partnership with parents policy told parents ways in which they could be involved and how the nursery would work with them. Participation with parents was meaningful as staff responded to their ideas, views and suggestions. Opportunities included:

- An Eco group which was made up of staff, parents and pre school children.
- Parents Liason group. A parent liasion officer sought the views of parents and communicated with mamangement, this increased parents involvement in the nursery.

- Annual questionnaires for parents and children, which asked for their views on the service. Feedback was given to parents via survey monkey.
- Online learning journals allowed parents to comment on their child's learning and next steps. We saw that where parents had commented, staff had responded and told them what action they were taking.
- Parents evenings were held twice a year, this gave parents an opportunity to speak individually to staff about their child.
- Monthly newsletters gave parents information on what was happening within the nursery.
- There were comments sheets outside each playroom for parents. We saw that where parents had written a comment, staff had responded on a 'you said, we did' poster. This was meaningful participation which demonstrated how parents views were incorporated.
- Parents were asked to complete settling in questionnaires after their child had started and exit questionnaires when their child left the nursery. We saw that comments were very positive about their experiences.
- Parents were involved in the recruitment of staff.
- Parents and their children had been invited to the nursery on a Saturday morning to experience the activities which were offered by outside agencies, for example, Sparkle arts, Step it up dance and Multi skill sports.
- Parents had come in to the nursery to share knowledge and skills, for example playing the violin, talking about Thanksgiving and bringing pets in.

Children's views were sought by staff on a daily basis. This was done formally and informally, staff listened and responded to children. Opportunities available included:

- Children's questionnaires
- Children's committees
- Talking thinking floor books
- Responsive planning
- Eco committee.

Parents who returned the Care Standards Questionnaires agreed and strongly agreed with the following statements:

- The service has involved me and my child in developing the service, for example asking for ideas and feedback.
- Overall, I am happy with the quality of care my child receives in this service.

A parent commented:

- "Excellent communication with parents, I have a real 1:1 relationship with my daughter's carers."

Areas for improvement

The service should continue to maintain the very good practice in relation to this Quality Statement. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

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

Childsplay Children's Nursery provided very good evidence in relation to this statement.

Staff were kind and caring towards children. In the baby room, staff knew the babies preferences and interests. Staff interacted with babies, engaged them in conversations, sang and played games. Staff provided opportunities for babies to explore and develop skills. Staff knew the children's developing competence and shared this with parents.

The nursery had a chef who cooked lunch daily. A morning and afternoon snack was also provided. All recipes highlighted any ingredients which could cause allergies, a list of alternative ingredients was also listed. The chef and staff were all aware of any allergies that children had. This contributed to a healthy lifestyle for children.

The pre school room had consulted with children about how lunchtime could be improved. As a result, table cloths and flowers were on tables at lunchtime and children had napkins. A jug of water on each table encouraged children to pour their own water. This made lunchtime an attractive time. One child told us "it's like a restaurant at lunchtime". We saw that lunchtime was a pleasant, calm and enjoyable experience for children.

The nursery had three members of staff who were trained in the forest school education. The philosophy of Forest Schools is to encourage and inspire individuals of any age through an innovative, long term, educational approach to outdoor play and learning in a woodland environment. Pre school children went to a local woods on a weekly basis. This was an opportunity for children to learn about the outdoors, how to use their bodies and assess risk, for example when climbing trees. This was an opportunity for children to face challenges

and assess risk in a supportive environment. This was an important skill that could be transferred to other areas of a child's life.

Staff used the SHANARRI indicators when evaluating their planning of activities within the playrooms. They had also completed a SHANARRI wheel to demonstrate how within each room they promoted each area of children's well being. This demonstrated staff's awareness of the importance of children's wellbeing and the need to offer opportunities for all areas of development.

The manager contacted children's health visitor (pre-school children's named person in Scotland) when they started at the nursery, this was in line with GIRFEC as the health visitor is the pre school child's named person. The provider and manager also told us that when necessary they referred children to outside specialist agencies, such as speech and language therapists. This contributed to ensuring that children and their families got the help that they needed, when they needed it.

Children had opportunities to experience a range of activities planned by staff both within the nursery and the local community. Children went on many outings within the community, this included trips to the pet shop to buy fish, to the shop to buy flowers for the lunch table, to the local library and walks to Princes street to see the trains. This allowed children to know about what was available in the local community.

Outside agencies provided activities within the nursery. Parents could choose if they wished their child to attend. These included Sparkle arts, Step it up dance, Multi skill sports and swimming lessons at the local council run pool. When asked for their views on these activities, parents had commented "My child loves the extra classes and looks forward to the days when he is doing them", "My child loves the additional activities".

The nursery supported children's transitions to school through cluster groups. This involved working with local schools and nurseries. Last year all nurseries carried out a project around 'The lighthouse keepers lunch'. When the children started school, their art work was displayed in the primary one classroom. This contributed to children's transition being a positive experience.

Staff had been promoting bedtime stories and had introduced a lending library for children to choose from. The manager told us that feedback from this had been very positive. Children in the pre school room had made books which were displayed in the story corner. This contributed to the children's developing interest in literacy.

Medication forms gathered appropriate information from parents before medication was given to a child. Medication was stored according to best practise guidance. During the inspection, a child became unwell, the parent was contacted and chose to bring Calpol into the nursery for staff to give to their child. This followed best practice guidance.

The nursery had introduced e-learning journals where staff recorded children's learning and development and planned children's next steps. Parents could view and contribute to their child's journal online. This provided a link between children's learning and development at home and at nursery, which resulted in continuity for children.

Parents who returned the Care Standards Questionnaires agreed and strongly agreed with the following statements:

- Staff regularly assess my child's learning and development and use this to plan their next steps.
- Staff share information about my child's learning and development with me and where appropriate my child.
- My child regularly gets fresh air and opportunity for energetic physical play.

A parent spoken with during the inspection said "My child loves his time in the baby room and seems very happy".

Areas for improvement

The provider told us that there were plans in place to improve the outdoor area. An outside agency was coming in to draw up plans for the garden. When these were completed they would be shared with parents. An outdoor classroom had already been planned for, this would allow children to be outdoors in all-weather. We supported this area for improvement.

Lunchtime in the Tweenies room was busy and quite chaotic. Staff should look at the pre school lunchtime arrangement and see if they can make improvements to enhance the lunchtime experience in the Tweenies room. This will be followed up at the next inspection.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

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

Service Strengths

Childplays Children's Nursery provided very good evidence in relation to this statement.

The service had a secure entry system, which had a security code. The code was changed regularly. A sign on the door clearly told parents not to let people into the nursery. This meant that no one could enter or leave the building without the knowledge of the staff. This contributed to keeping children safe. A requirement had been made about this at the last inspection and has been met.

There were risk assessments for all areas of the nursery and trips. Staff had developed risk assessments covering the parts of the premises used by children. These detailed the risks, what had been done to minimise them and these were checked on a daily basis. When we walked around the premises we could see that staff had established a safe, clean and welcoming environment for young children.

All staff were trained in Child protection and were aware of their role in safeguarding children. The manager was the named child protection officer for the nursery.

The nursery had received a bronze award from the Eco schools. Children were aware of the environment and what they could do to care for it. Children with staff and parent helpers had been involved in litter picking in the area around the nursery.

Parents who returned the Care Standards Questionnaires agreed and strongly agreed with the following statements:

- The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- I am confident that the staff will protect my child from harm, abuse, bullying and neglect

Areas for improvement

The nursery had plans to introduce risk assessments to be completed by children. This would encourage children to think about the potential risks of activities. We discussed risk benefit assessments and how it would be useful for staff to discuss benefits of activities and weigh these up against the risks. A staff member told us that they already did this with children in the Forest School. This will be followed up at the next inspection.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

Childsplay Children's Nursery provided good evidence in relation to this statement.

The accommodation had been refurbished over the past two years. New child sized wooden furniture had been purchased throughout the nursery. A range of heuristic play objects were attractively displayed at children's levels, which helped to stimulate children's senses. Staff supported children to explore these objects.

The baby room had been newly decorated and the flooring replaced. The room was fresh and clean, there was adequate heating and the window was open providing fresh air. A sleep room off the baby room was a clean and calm environment. There were a range of play opportunities for babies and toddlers to explore. A low-level sand tray and low-level easel gave opportunity for choice, as these were available throughout the session. A home corner and mark making table had been introduced and it was apparent that children were benefitting from the opportunities to explore and be creative.

The Tweenies room displayed children's own artwork. This contributed to children's self-esteem to see their art work displayed. Resources were provided for pretend play, the home corner and dressing up as well as opportunities for exploration of paint, play dough, sand and water. Staff supported children to explore and use the resources available.

In the preschool room, staff made good use of space to provide a range of activities and resources for children to choose from. A junk modelling area offered opportunities for children to choose from a range of materials to be creative. A cosy book corner was well used by children reading to themselves and others, this was a comfortable place for children to relax by themselves and with friends.

All three playrooms had direct access to the garden, which was secured with a high fence and locked gate. There was a secure shed for parents to store their buggies. The garden had a variety of climbing apparatus for the children to use, as well as bicycles and scooters. A mud kitchen was being developed.

A parent who returned the Care Standards Questionnaire commented "Staff are consistently focused on providing a stimulating experience for the children with a focus on learning."

Areas for improvement

We saw that some resources in the pre school room needed to be reviewed. Staff should ensure that all areas have resources which are robust and fully operational.

We discussed with staff and the manager that the Tweenies staff should make further improvements to the room layout. For example moving certain areas of the room such as the gluing table and play dough, making better use of the low window by providing binoculars, books about the weather and birds. This would provide children with more interesting and easily accessible spaces to engage with.

Some of the art work in the baby and preschool room was very adult led. We appreciated that some of the artwork was activity based but discussed that staff should display children's own work in addition to the prescriptive artwork.

A recommendation had been made at the last inspection that the manager set up a system to effectively monitor the playrooms. We saw that the manager had introduced a system to monitor the rooms and we discussed with her, how she should broaden the areas she monitored to support staff in improving the environment. This recommendation is carried forward. (See recommendation 1).

We saw that in the pre-school room, play was stopped mid morning and everything was tidied up. It took 20 minutes for pre school children to get ready to go outside to play. Children were waiting for their turn to get their coats and boots on. Some children choose to stay inside to play but most activities were

tidied away. We saw that when a child asked to come in, they were told that it was not time to come in. Opportunities for more free flow play should be available to give time for prolonged projects which can be left for children to revisit. (See recommendation 2).

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. It is recommended that the manager sets up a system to effectively monitor the playrooms, to ensure that resources are fit for purpose and that rooms are set up to offer increased opportunity and choice.

National care standards for early education and childcare up to the age of 16 years. Standard 2 - A safe environment.

2. It is recommended that staff provide more opportunities for free flow play.

National Care Standards for early education and childcare up to the age of 16 years. Standard 11- Access to resources.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

Childsplay children's nursery provided excellent evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

During the inspection we looked at the procedures that had been carried out during the recruitment of the three most recently recruited members of staff. We found the following:

- A safer recruitment and retention policy was in place.
- Files were well maintained.
- Staff were required to supply the contact details of two people who would provide them with a reference. One of these had to be the most recent employer.
- A Protection of Vulnerable Groups check or a scheme update checking system was in place. This was updated once every three years.
- The Scottish Social Services Council register had been checked and the registration number of the staff member was recorded.
- Copies of training certificates/qualifications were in place.
- Formal interviews had been held. The letter of appointment detailing the position offered, start date and conditions of employment were in place.

During the recruitment process, candidates were invited to spend a day in the playroom, so that their interaction with children and staff could be observed. Parents were involved in the second interview of a potential candidate.

As part of the induction process staff spent time within all areas of the nursery to familiarise themselves with the staff, the children attending and general day to day running of the nursery. The manager explained the policies and procedures to new staff and they were given a copy of the staff handbook. This meant that staff were aware of the policies and procedures which underpinned the work of the nursery and the ethos of the nursery. The manager was supernumerary and was available to support staff.

Areas for improvement

The service should continue to maintain their current excellent practice in relation to this Quality Statement. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

6 - Excellent

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

Childsplay Children's Nursery provided very good evidence in relation to this statement.

All staff were qualified or in training for the posts they held and were registered with the Scottish Social Services Council (SSSC). This is the body that registers staff working in the care sector in Scotland and sets the standard of qualification required for each post. The manager was studying for a Bachelor of Arts (BA) in Childhood studies. This was a requirement from SSSC.

Staff worked well together as part of a team and were respectful and considerate towards each other. This provided a happy atmosphere for children. There was an established staff team within the nursery.

Staff were professional and motivated in their work. We saw that staff took time to listen to children and involved them in making decisions about what they might want to play with. Staff acknowledged children's achievements and praised children. Through our discussions with staff, it was apparent that they were keen to make improvements and try new ideas. Staff had visited nurseries and centres to learn from the practise of other professionals and described changes they had made as a result of this.

All staff had an annual review, when training was identified by them or the manager. Staff had attended various training courses to enhance their knowledge and professional skills. This included:

- Forest kindergarten
- Child Protection
- Emergency First Aid
- Infection prevention

- 'Setting the table' - nutritional guidance for early years
- Getting It Right For Every Child (GIRFEC)
- Once upon a time - Bringing stories to life.

Staff had attended 'Success in the city' a City of Edinburgh Council initiative which celebrates best practice from early years establishments across the city.

Parents who returned the Care Standards Questionnaires commented:

- "The staff genuinely care about each child and as a result my child regularly talks about the 'teachers' and the different activities".
- "I find the staff at Childsplay very caring. It is a great comfort to know my children are being well looked after when I am at work".
- "All staff know both my children well and they remember their little quirks even after they have left a particular room. I can speak to the staff about any aspect of my children's care and know who I am speaking to is interested and will take action if required".
- "Staff really care about the children and really know their personalities".
- "I chose to send my children to Childsplay because of the quality of the staff (including the low turnover) and the small and friendly feel of the nursery".

Areas for improvement

We discussed at feedback that staff in all rooms should have an increased opportunity to attend training in Curriculum for Excellence and Pre-birth to three. This had been identified at supervision for some staff. This will be followed up at the next inspection.

The service should continue to maintain their current very good practice in relation to this Quality Statement.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

Childsplay Children's Nursery provided very good evidence in relation to this statement.

Staff were motivated about their jobs and had taken leading roles in aspects of the job they had a professional interest in, for example, the garden and Forest School training. Staff were encouraged to take ownership of projects and therefore be involved in leading the nursery in particular areas.

Staff spoken with told us that they felt supported by management and were encouraged to bring ideas to meetings. The enthusiasm of staff meant that they were pro active about making suggestions. Staff were very positive about any ideas or suggestions made during the inspection and were keen to discuss how they could make improvements.

Staff were involved in the completion of the Standards Quality and Improvement plan and the completion of the self assessment for the Care Inspectorate. This was an opportunity for staff to reflect on their strengths and areas which they could improve on.

All staff participated in an annual Professional Review and Development process to identify their strengths and training needs. We saw that staff training needs were addressed.

Staff visited centres to learn from their practice. This meant that staff had an opportunity to see practice elsewhere and bring new ideas to their setting. Through discussion with staff it was evident that they were confident practitioners.

Staff were involved in reviewing nursery policies. This was an opportunity for them to contribute to changes in policies and to their knowledge of the nurseries policies.

Areas for improvement

We told the provider about 'Step into Leadership', a Scottish Social Services Council (SSSC) programme which provides resources and information around the development of leadership skills.

We discussed with the manager and provider that staff should have more time for staff meetings. We acknowledged that it was difficult to find the time for staff to have meetings but this is necessary if staff are to become reflective practitioners. This would give staff time to reflect on whether initiatives with their rooms were working. This will be followed up at the next inspection.

Grade

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

Childsplay Children's Nursery provided good evidence in relation to this statement.

The manager told us that she had begun to carry out room monitoring of staff practice. She told us that she planned to carry this out on a monthly basis and use this feedback to help staff to improve practice.

Parents and children were encouraged to share their ideas for the ongoing development of the service. Opportunities for this were detailed in theme one, statement one. Any information gained or suggestions made were used to make improvements where possible.

The service used 'Child at the centre 2', a Scottish Government self-evaluation tool for the early years, to evaluate their practise. In addition they used other City of Edinburgh toolkits to evaluate the numeracy and literacy within the pre-school room.

Management meetings were held on a monthly basis with the manager and room seniors. This was an opportunity to share information, discuss policies and procedures and ways to improve. This meant that all room seniors were aware of any changes to policy and shared this information with room staff.

Standards Quality and Improvement (SQIP) detailed what the service did well and improvements planned. This was shared with parents and their ideas and feedback were sought. Information was displayed for parents informing them of progress made.

The early years development officer for pre birth to three from the City of Edinburgh Council had worked with staff in the under threes room. We saw that staff had taken forward suggestions for improvements within their rooms.

Parents who returned the Care Standards Questionnaires agreed and strongly agreed with the following statement, 'The service has involved me and my child in developing the service, for example asking for ideas and feedback'.

Areas for improvement

We discussed with the manager that some of the policies on the website needed to be updated. For example the Child protection policy should clearly tell parents what the nursery's responsibility was in safeguarding children and what they would do if they had a concern about a child. The manager agreed to review the policies to ensure that they were clear for parents. This will be followed up at the next inspection.

We had a discussion with the manager about evaluating and reflecting on practice. This would assist in developing the service and contribute to the ongoing improvement of the service. The manager was positive about implementing these changes. This will be followed up at the next inspection.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

1. The provider must ensure that the nursery is secure and cannot be accessed by unknown persons. this is to ensure the safety of children.

This is in order to comply with SSI 110 (2011) regulation 210, 4 (1) (a) Welfare of users. A provider must make provision for the health, welfare and safety of service users. Timescale:immediately.

This requirement was made on 16 December 2013

Action taken on this requirement is detailed in theme two, statement two.

Met - Within Timescales

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

Previous recommendations

1. The manager should ensure that playrooms are well resourced throughout the day and provide access to core provision. The manager should ensure that resources are clean.

National care standards for early education and childcare up to the age of 16 years. Standard 5 - Quality of experience.

This recommendation was made on 16 December 2013

This recommendation had been met.

2. The manager should ensure that all bins which hold tissues or paper towels have lids and are operated in such a way that children are not touching the bin lid. This is to prevent the spread of infection.

National care standards for early education and childcare up to the age of 16 years. Standard 2 - A safe environment.

This recommendation was made on 16 December 2013

This recommendation had been met.

3. It is recommended that the manager sets up a system to effectively monitor the rooms.

National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 14 - Well managed service.

This recommendation was made on 16 December 2013

This recommendation has been carried forward into this report under quality theme 2, statement 5.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
16 Dec 2013	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੈਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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