Midlothian Sure Start Positive Steps
Day Care of Children

Mount Esk Nursery
Bonnyrigg
EH19 2LS

Telephone: 0131 660 1749

Type of inspection: Unannounced
Inspection completed on: 22 August 2016

Service provided by:
Midlothian Sure Start

Service provider number:
SP2003003175

Care service number:
CS2003050864
About the service

Midlothian Sure Start Positive Steps registered with the Care Inspectorate on 1 April 2012. The service is registered to care for a maximum of 16 children aged between birth and 12 years.

On the day of the inspection all the children attending were under three years old.

The service operates from premises with Mount Esk Primary School in Bonnyrigg, it is within walking distance of local amenities. The Service has access to a playroom, a kitchen, toilets and changing areas and an office/parents room.

What people told us

We gathered the views of parents and children by speaking to them, giving parents questionnaires and by observing children. We sent fifteen care standards questionnaires to the service and asked them to give them to parents. Five of the questionnaires were returned to us before the inspection took place.

All of the parents told us they strongly agreed that overall they were happy with the quality of care their child received in this service. Some parents added comments, we have included a representative selection of these below.

“The staff are amazing. They have helped support both our family and our child’s needs. They helped provide contact with other professionals, we’ll really miss using the service.”

We saw that parents were given a warm welcome into the service. Staff chatted to them about how their children had spent their morning. We spoke to two parents. They told us they were happy with the service. They particularly liked the outdoor play area and praised staff for their kindness and support. One told us: “My child loves coming to the nursery, their face lights up when we talk about the staff. They love playing outside and we are very happy with the amount of outside play they get,” another told us: “I am comfortable talking to the staff if I need advice. If they can’t answered my question straight away they always try to find out and get back to me. The six children using the service on the day of the inspection were too young to tell us what they thought about the service. We could see that they were well cared for, had lots of activities to choose from and appeared safe and happy. Staff were very responsive to the children helping and supporting them appropriately throughout the session.

Parents who returned our questionnaires told us they strongly agreed or agreed with the following statements:

“Staff share information about my child’s learning and development with me, and where appropriate with my child.”
“The service provides a healthy well balanced diet which meets my child’s dietary and cultural needs.”
“My child regularly gets fresh air and energetic physical exercise.”
“I am confident that the staff have the skills and experience to care for my child and support their learning and development.”
“Overall I am happy with the quality of care my child receives in this service.”
Self assessment

We received a self assessment document from the provider before the inspection took place. The document told us about areas including staff training opportunities, how staff kept records and how the manager monitored the overall quality of the service. It also identified areas of strength and areas for further development.

From this inspection we graded this service as:

- **Quality of care and support**: 5 - Very Good
- **Quality of environment**: not assessed
- **Quality of staffing**: 5 - Very Good
- **Quality of management and leadership**: not assessed

What the service does well

Staff had access to a wide range of training in the care and support of young children. Their understanding of key documents and of relevant theorists helped to ensure that children’s daily experience was of a high quality. Opportunities to meet with their peers in services within the Sure Start group and take part in practice discussions helped ensure that staff were reflective and forward looking in their practice. Staff knew children well, talked confidently about their needs and interests and how they met them.

Staff worked hard at developing positive relationships with families. Open, honest communication and regular opportunities to discuss their children’s progress and development within the nursery and at home supported effective transitions for children. These positive relationships with families also meant that when multi agency support referrals were needed they were done quickly.

Staff understood that daily opportunities for vigorous outdoor play experiences were essential in the promotion of children’s health and wellbeing. Children were free to play in the large nursery garden where they were able to explore the natural environment and experience challenging physical play. The environment supported children to assess their own risk and helped develop confidence and self esteem.

Staff supported children’s nutritional needs by providing a healthy daily snack. Children were given opportunities to practice skills including pouring and cutting and choosing the food they wanted to eat. Regular opportunities to practice good hygiene routines helped to embed these practices. We saw that children were beginning to develop an understanding of how good nutrition and effective hygiene supported them to stay healthy.

Investment in high quality indoor environment and the use of natural resources helped to ensure that wherever they chose to play children’s had very good opportunities for imaginative and creative play.

The new manager was enthusiastic about her role and shared her ideas for the continuous development of the service. One - one support and supervision, annual appraisals, announced and unannounced visits to observe staff practice helped to ensure that staff practice continued to meet the needs of the children. Staff told us they had access to a wide range of training courses and were well supported in this by the senior team.

What the service could do better
We spoke to the manager about children’s folders. She was aware that this was an area where staff needed support to ensure consistency and told us of her plans to achieve this.

The manager should go ahead with her plans to ensure that staff took part in formal training in GIRFEC and the SHANARRI principles.

We reminded the manager of the need for parents to give their signed confirmation that they had given the first dose of any medication. We directed her to the document Management of Medication in Day Care of Children and Childminding settings.

The manager told us she was currently holding one-to-one meetings approximately every three months and was working towards once every six-to-eight weeks. We agreed that this would be a positive benefit to staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>26 Sep 2014</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 - Excellent</td>
</tr>
<tr>
<td>1 Oct 2012</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 - Excellent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
<td>Gradings</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>15 Sep 2010</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: Not assessed</td>
</tr>
<tr>
<td>25 Nov 2009</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: Not assessed</td>
</tr>
<tr>
<td>10 Dec 2008</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 5 - Very good</td>
</tr>
</tbody>
</table>
This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

**Contact us**

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

**Other languages and formats**

This report is available in other languages and formats on request.

**اُنْعُرُوبَاشِمْكَهْزَ بِإِيْضُ الْفَرْعَاءُ اَلْأَنَّاءُ اَلْأَنَّاءُ بَاَلْوَاءُ يَا دَارَنِيَّةَ**

**کے یہ آناتی پُرِ حَلْمًا تُر کُمَا ہُر گُنْدَ تُسْلَمٌ وُر گُنْدَ مِنْ فَرْنَاكِمُ کی بَتِّی بَہَبَیً**

**बेस्टिज़ के लिए पुरातन उप कुंड ने तेवाल आगचरों गिन्न चिह्न निश्चित रूप से।**

**هذه الوثيقة متوفرة بلغات ونمادج أخرى عند الطلب**

**本出版品有其他格式和其他語言備索。**

**Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.**