

Pinocchio's Children's Nursery Day Care of Children

14 School Green
Lasswade
EH18 1NB

Telephone: 0131 654 2914

Type of inspection: Unannounced
Inspection completed on: 22 February 2017

Service provided by:
Pinocchio's Children's Nursery Ltd

Service provider number:
SP2003002984

Care service number:
CS2003012090

About the service

We wrote this report following an unannounced inspection, which took place Tuesday 21 February 2017. We fed back the findings of this inspection to the manager, a nursery manager from another Pinocchio's setting and the provider.

The inspection was carried out by one Care Inspectorate inspector.

To provide a care service to a maximum of 67 children at any one time aged from three months to not yet attending primary school. This includes a maximum of 15 children under 2 years accommodated at one time.

The service operates from a converted building in the village of Lasswade for the purpose of providing day care of children. The nursery has three separate playrooms for the different ages and stages of the 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 and 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 and working to the legal requirements and standards of Her Majesty's Inspectorate and Social Care Social Work Improvement Scotland (SCSWIS).

What people told us

We sent 24 care standards questionnaires to parents of children who attended the service. We received 6 completed questionnaires before the inspection took place. These told us that parents were satisfied with the quality of care provided.

One CSQ included a comment:

"My son is very happy at Pinocchio's, the staff are friendly and approachable and the recent staff changes were dealt with smoothly and parents were kept informed of the changes. This makes all the difference.

Self assessment

We discussed the self assessment with the manager of the service prior to the inspection. She had not been in post when the letter was issued to submit the self assessment. The service provided their quality improvement plan to the Care Inspectorate prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

We acknowledge the hard work and new practice ideas the manager had put into place since her appointment. Staff told us they had been given best practice documents to read. These were discussed at staff meetings and some of the ideas and suggestions had been implemented.

Health and wellbeing was given significant importance. Staff encouraged and supported children to be healthy. Children had access to outdoor play. The natural environments provided children with a range of interesting areas to freely explore. These opportunities helped to ensure children were active and engaged.

Health eating was reinforced and home cooked meals and snacks always included fresh fruit with milk or water to drink. The social benefits of meal times were promoted. Children were nurtured and included, ensuring meal times were a pleasant experience.

Staff listened to what children had to say, respected and acted on their views. Children lead their own play. We saw some happy and confident children involved in a range of suitable play activities. Children benefitted from being able to make choices as resources and activities were easily accessible by them. They were able to move freely around the room playing with others or on their own. We noted that children had developed good levels of independence during play due to the responsibility staff gave them.

What the service could do better

We have asked the service to look closely at the information gathered relating to each child's health, wellbeing and safety needs in order to inform their personal plan. We discussed these should be further developed to show how staff intend to support individual children's needs. They should be reviewed, updated and shared with parents regularly.

Transition sheets should be completed fully to ensure staff are aware of the needs of the children who are moving rooms.

(Recommendation 1)

Some children had no up to date observations in their e-journals. Staff must ensure they complete observations on each child. Planning should be completed and relevant next steps identified on a timely basis. The management team and supervisors should begin to oversee personal plans, e-journals, identified observations

and planning as a matter of priority. This should be identified through the quality assurance system the service has in place.

(Recommendation 2)

To support children attending nursery, staff should as a matter of priority receive training on autism, ADHD and behaviour management. Staff should ensure they implement any relevant information to ensure outcomes experienced by children are improved. Strategies to support children should be discussed with all staff and identified through personal plans.

(Requirement 1)

The service should begin to reflect on their practice using best practice documents such as building the ambition, my world outdoors and how good is our early learning and childcare. We discussed that staff should be given further responsibilities within the nursery. Staff should discuss areas of interest to them. For example schematic play, outdoor play, attachment and brain development. Being responsible for one area would allow staff space and time to research thoroughly, attend training and read materials in order to develop their knowledge and skills. This would contribute to increased positive outcomes for children when staff shared their knowledge and the team continually improved their practice as a result.

This should be used to inform the quality assurance system and part of staff's supervision.

(Requirement 1)

We were concerned about the dignity of the children when getting their nappy changed in the baby/toddler changing area. We acknowledge that staff tried their best to limit the adult interruptions during nappy changes. However, it was inevitable that adults accessed this area.

We also commented during inspection that the curtain in the older children's bathroom had not been removed. This had been a recommendation made during the last inspection.

Infection control issues were highlighted to the manager during feedback this included:

Clean washing hanging in the changing area to dry.

Cloths for the playrooms being stored in baskets open to the environment in the changing area.

Children not washing their hands after being outside and helping themselves to cut up fruit served in bowls.

Children's coats being hung up in the changing area.

Some lids from boxes that contained wipes were not closed properly.

Although the service had an appropriate policy and procedure in place, some staff were not carrying out their duties in line with the procedure.

As part of the quality assurance system the manager must ensure that staff are carrying out their duties in line with best practice.

The curtain in the children's bathroom had not been replaced by a door. This was a recommendation made at the previous inspection. The providers have agreed to work with the Care Inspectorate to review the changing and toilet areas available for the children.

(Requirement 1)

The service had an improvement plan in place. It was being regularly updated and reviewed. The manager was asking for feedback and staff were discussing it during team meetings.

An action plan had been devised to meet the areas highlighted within the services own quality assurance audit. The service should now look to strengthen its quality assurance methods to monitor the service as a whole and take into account areas raised through feedback and in this report.

(Requirement 1)

To promote early language development especially in younger children, staff should be aware of playing music as "background" noise. We highlighted the new document "Getting ready to read". This will help staff identify how they are promoting early language and literacy skills throughout the nursery.

Requirements

Number of requirements: 1

1. To improve outcomes for children the provider must further develop the system of quality assurance to effectively monitor the service as a whole. This should reflect legislation and current best practice guidelines. This will address issues highlighted in this report and should include:

- infection control procedures
- toilet/changing area
- quality of next steps and planning
- personal plans
- staff monitoring/supervision
- staff training.

This is to comply with SSI 2011/210 4(1)(a) of the Public Services Reform (Scotland) Act 2010 Welfare of users - A provider must make proper provision for the health, welfare and safety of service users.

Timescale - within 4 months of receipt of this report.

Recommendations

Number of recommendations: 2

1. Staff should ensure that personal plans are up to date and have accurate information recorded. They should include strategies and next steps for each child in accordance with their individual needs.

National care standards for early education and childcare up to the age of 16:

Standard 3: Health and wellbeing

Standard 6: Support and development

Standard 14: well-managed service.

2. Staff must ensure they complete observations on each child. Planning should be completed and relevant next steps identified on a timely basis.

National care standards for early education and childcare up to the age of 16:

Standard 3: Health and wellbeing

Standard 6: Support and development

Standard 14: well-managed service.

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

Date	Type	Gradings	
9 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
7 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
16 Nov 2010	Unannounced	Care and support	Not assessed
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
20 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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