

# The Orchard Nursery Day Care of Children

29 Inverleith Row  
Edinburgh  
EH3 5QH

Telephone: 0131 552 5000

Type of inspection: Unannounced  
Inspection completed on: 10 February 2017

**Service provided by:**  
The Orchard Nursery Ltd

**Service provider number:**  
SP2003002986

**Care service number:**  
CS2003012093

## About the service

The Orchard Nursery is registered to provide a care service to a maximum of 63 children aged from birth to not yet attending primary school with a maximum of 18 children aged from birth to under two years.

The nursery is located in the Inverleith area of Edinburgh. The accommodation is provided over four floors of the property with playrooms for children on the lower ground level, ground level and first floor of the property. The top floor is used for office space and staff facilities. There is also a fully enclosed garden area with an outdoor classroom to the rear of the property for outdoor play experiences.

The aim of the service is:-

'To provide good quality childcare and education with the emphasis on each child being treated as an individual. We strive to provide the children with a varying curriculum to enhance and develop their emotional, social, physical and intellectual skills. We pride ourselves on offering this in a safe, stimulating, happy and caring environment rich in opportunities for all the age groups'.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

## What people told us

We observed children taking part in a variety of activities and opportunities both indoors and outdoor. Children were confident and content in the environment and were able to access their chosen play resources and activities independently with staff support as appropriate. Some older children told us about the things they liked to play with and do at nursery and in the newly developed garden.

We also spoke to several parents during our inspection and they were complimentary about the staff team and the service. For example the atmosphere, no outdoor shoes policy and the information they received about their child's experiences.

We sent 21 care standards questionnaires to the service for them to give to parents to complete and 17 of these were returned to us. Those parents confirmed that overall, they were happy with the quality of care that their child receives in the service.

A sample of some comment from those questionnaires included:-

'The staff are very welcoming and work great together. My child appears to be very happy and content whilst at nursery'.

'She has (child) adjusted well but this is primarily down to the staff members. They have also made mum feel as comfortable as possible'.

'I have always been delighted with the service provided by the nursery and my children both love(d) going there. The staff are kind and really care about the children. They also seem to really know each child and I have always been really impressed with this. The 'topics' that are covered are always of interest to the children and they have enjoyed the activities on offer. The garden is also great and they spend a lot of time in it!'

'The nursery has introduced playing outside even in cold or drizzle and I think playing outdoors encourages active, healthy lifestyle. My daughter enjoys it too'.

'It is a great nursery and has been (is) a huge benefit to our son to attend'.

'We love the nursery and can't praise their service, attention to detail, creativity, care and knowledge enough. They do what they promise, in the time frame given. They are part of our family. Staff turnover is low. Staff engage with children before parents, know them well and like them too! It's a joyful place to be'.

'We are given a report sheet at the end of each day outlining our child's activities, diet and routine that day. This is very useful, however the information given can vary and is sometimes misleading. This is normally covered in conversation with the carer at the end of the day but it would be useful if the info written down was more specific and consistent'.

'My child was at another nursery so I am able to compare like-for-like. We were happy with the previous nursery but have been very impressed with the set up and communication at The Orchard'.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what they thought the service did well and gave examples of areas for improvement that had taken place and areas that they would continue to enhance. For example changes to the outdoor garden area, the use of best practice documents to support the development of the nursery and self-evaluation. This self assessment told us about how the people who used the care service and the staff team were involved in plans for improving the service.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## What the service does well

The service provided a welcoming, professional and nurturing environment for children. Staff had been trained in child protection and were knowledgeable about their responsibilities and the procedures to follow to help keep children safe.

Staff demonstrated that they knew the children well. Children's health care plans clearly outlined the information and action to be taken by staff to help support children with medical conditions, allergies or other known support needs. Staff used this information effectively to ensure all children were included and their needs met with regular consultation with parents. Children's learning and development progress and achievements were recorded and shared with parents through the use of on-line learning journals. Staff were highly skilled, respectful and nurturing in their interaction with children and effectively interpreted non verbal communication and their observations to assess and respond to children's changing interests and needs. They sensitively and respectfully provided additional support to individual children when this was needed. Staff used effective questioning and discussions with older children to determine their views and extend their learning experiences. This meant that children were provided with extensive opportunities and support to enable them to reach their full potential.

Staff were knowledgeable of the importance in involving children to help plan for meaningful, fun and quality experiences both indoors and outdoors. Children were given praise and encouragement in their play and achievements were celebrated. This helped develop children's self esteem and confidence. Children routinely accessed the newly developed outdoor area and staff had worked hard to enable children to have an individual choice of playing indoors or outdoors. Children were presented with a variety of different outdoor resources including loose parts play, den building and the use of the new outdoor classroom building. This enabled children to lead their own learning and they were supported to investigate their environment, to experiment and use their imagination. Staff continually assessed the layout of the environment, resources and opportunities provided to ensure that they were purposeful and provided children with suitable challenge. Staff were vigilant in ensuring safety and identifying when further support was needed to enhance children's experiences including problem solving. These opportunities helped children to identify risks and boundaries and to learn how to keep themselves safe under the supervision of staff.

Effective quality assurance processes were used to help the management team and staff to assess, identify areas for improvement and record the changes made as a result. Staff were continuing to use best practice guidance to assist them in this process along with input from the parent's committee and children. For example changes to the resources, garden area and new carpets. Self evaluation for improvement was routinely carried out with some staff having key responsibilities to facilitate and support this. These processes demonstrated to us that staff and management team were reflective of their practice, had clear vision and goals and were committed to providing a high quality service. Staff worked well together as a team and their individual skills and experiences were recognised and utilised to support children's learning. For example learning a new language.

## What the service could do better

The service should continue to monitor and maintain the high quality of the service through their quality assurance systems. They should ensure they continue to be rigorous in identifying any areas for improvement and implementing action plans to address these.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
6 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
3 Nov 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Sep 2009	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good

## To find out more

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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج 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.