

Jigsaw Childcare Day Care of Children

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Type of inspection: Unannounced
Inspection completed on: 21 March 2017

Service provided by:
Jigsaw Childcare LLP

Service provider number:
SP2008009684

Care service number:
CS2008172841

About the service

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Jigsaw Childcare is based in a detached house in the Maybury area of Edinburgh. The service is provided by Jigsaw Childcare LLP and is registered to care for a maximum of 66 children aged from birth to not yet attending primary school. The nursery consists of a baby room, two tweenie rooms, a toddler room and a pre-school room. There is an enclosed garden area.

The aims of the nursery include:

- "*to provide a happy, caring and secure environment
- *to value each child as an individual
- *to provide a stimulating environment
- *to provide a variety of learning opportunities through play and structured activities."

What people told us

The children we observed and spoke with during the inspection appeared very relaxed and at home in the service. They were occupied and busy playing throughout the visit and were confident approaching staff for support and reassurance. Some of the children's comments are recorded below:

"I like cutting art stuff and playing."

"I like playing with my friends, we play mums and dads, I dress up and play in the house corner. I don't like sitting in the story corner because it is boring."

"We went on a walk yesterday to buy books, oh no it was today!"

"It is good to smile at everyone and to be good friends and sit nicely and be happy with the teacher."

"I like nursery, I like playing with everything, we like playing with friends."

"I like playing with cubes to make guns and things and pretending to get water on the ground."

"I like going outside and playing on the seesaw."

The families we spoke with and those who returned their questionnaires before the inspection gave very positive feedback about the service. The families told us they were confident in the skills of the staff team to meet their children's needs. The families felt involved in the service and said that their feedback was taken on board and used to change and improve it.

Some of their comments are recorded below:

"I believe my child is cared for exceptionally well within the nursery. He has excellent relationships with all the staff and is fully engaged in all activities. I believe it is the best place for them to grow and develop into young children. All the staff are wonderful."

"My husband and I are delighted with the level of care our son receives. Rooms are stimulating and developmentally appropriate. We are always updated about news and all staff are very welcoming and supportive."

"He learns a lot and development is clear. The teachers seem to take a real interest in the children, their interests and preferences."

"frequently different staff in my child's class. Though I am confident they all treat my child very well, it is unsettling and can happen more frequently than I would like."

"I am very happy with the experience my daughter is having at Jigsaw Childcare. The quality of activities offered to the children and the feedback given are excellent."

"I am happy with the care my child receives at nursery. The staff are all very engaging and approachable and my daughter has a good relationship with all the staff. It's like a home from home for my child."

"We have always been satisfied for the consistently high standards of care provided. We have always been involved and well-informed and, more importantly, our child has always enjoyed going."

"They are very creative and let the children explore a lot. Also nice that they go outside a lot."

"My (child) has been well cared for and is developing well and learning lots of skills, language and numeracy skill as well as social skills with other children."

Self assessment

The self assessment was well completed, giving good examples of service strengths and identifying areas for development from their own monitoring and families' feedback.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The staff team know the children in the nursery well and are caring and respectful in the communication with them. We saw that the staff provided responsive care and provided babies and children with opportunities which helped them to learn and develop. We saw that staff were nurturing and kind, helping children to learn to be responsible using praise and encouragement. The service had good systems in place to ensure that staff could respond to children's identified needs. Staff were knowledgeable about these which helped to ensure children's safety.

We saw that babies and children moved on to the next room when they were developmentally ready, rather than when they reached a set age. This is good practice and will support their development. We saw that staff supported children to move rooms through child-centred transition visits. This will help the children to feel safe and respected.

We saw that staff were starting to use documents like 'Building the Ambition' to review their practice and help them to develop the care provided.

The children were supported to develop a positive relationship with healthy food by the staff who made snacks and lunches enjoyable social experiences. The menu had been developed recently to ensure that children were being offered a good variety of meals and snacks in line with the 'Setting the Table' guidance.

Children's care plans were in place and we saw that parents were involved in developing these at regular parents' nights. Parents were very positive about the electronic journals being trialled in the pre-school room.

The rooms had a good variety of resources available and the staff had activities set up to inspire children based on recent interests. Children moved freely around the nursery and selected activities for themselves, for example from 'treasure baskets' in the baby room or the sensory area in the toddler room.

All of the children had the opportunity to play outside during their time at nursery, which will help them to stay healthy and active. We saw that the service used resources in the community to extend children's experiences, for example visiting the library bus or playing at the grounds of a local business. Children told us they enjoyed going to the 'wild' area to play with their friends.

What the service could do better

The service could review how adult led routines disrupt children's play and consider how to minimise the impact of this.

The service could continue to develop how they record the significant learning for the children and ensure that next steps are achievable for children.

The service could consider more ways to promote independence, for example during snack and lunch times to help them be responsible and feel respected.

We spoke about developing protocols for children who have specific support needs. This would help to ensure consistency of care and help children feel safe, for example if a staff member was covering in a room.

The service could consider using restorative practice models to support the children to resolve issues for themselves. This will help them to feel respected and responsible.

We spoke about the service developing their use of hand signs and enriching the use of symbols in the environment to help promote effective communication for all children.

The service could continue to develop the use of the outdoors to benefit the children, finding ways to allow free flow wherever possible.

The staff team could further develop their understanding of loose parts play to support the variety of creative experiences the children have in the service.

The service could consider ways to ensure that children have access to quiet, calm and cosy spaces to relax during their time at nursery.

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

Date	Type	Gradings	
24 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
18 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Sep 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
9 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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