

## Jigsaw Nurseries Day Care of Children

5 & 32 Main Street  
Balerno  
Edinburgh  
EH14 7EQ

Telephone: 0131 449 4516

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

**Service provided by:**  
Jigsaw Nurseries Ltd

**Service provider number:**  
SP2009010198

**Care service number:**  
CS2009193074

## About the service

The service is provided by Jigsaw Nurseries Ltd. in the village of Balerno and operates from two separate premises; 5 Main Street and 32 Main Street. Jigsaw babies operate from 32 Main Street, located close to the main nursery. The nursery cares for toddlers and pre-school children.

The babies and the nursery children access the garden located at the main nursery.

The service caters for a maximum of 48 children during any one session, with a maximum of 12 children at any one time aged from birth to two years at 32 Main Street. Thirty-six children are catered for at any one time aged from two years to primary school age at 5 Main Street.

The aims of the service are as follows:

To help children:

Feel secure

Be appreciated as an individual

Have a real sense of belonging to a homely group

Integrate child care and learning effectively to meet children's needs

Develop a child's self-esteem and confidence through praise.

We focussed on two aspects throughout each quality theme and these were:

- Care and support: How well does the service provide for the individual needs of babies at 32 Main Street.
- Environment: The impact the environment has on the individual needs of the babies at 32 Main Street.

## What people told us

Children:

Due to the age of the children they were unable to comment, however, we found the babies to be happy and engaged in activities and play.

Parents/carers comments:

"The manager and all staff are very approachable. My child is well cared for and is happy in the nursery. We are lucky to have such a good nursery in our village."

"Staff provide fantastic support to me regarding toilet training. I always find the staff willing and happy to tell me about their day. I feel they go to great lengths to talk to and understand."

"We have used Jigsaw Nursery for the past three years for both our children and are very happy with the facilities and standard of care. We have no complaints but if we ever did have an issue, we are confident we could discuss it with the staff and it would be addressed."

"I like how the babies and the older children play together when they are outside."

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

We looked at their improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

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

## What the service does well

From the evidence gathered during our inspection we assessed both themes as very good.

The manager worked closely with the proprietors of the nursery. As a result, we could establish how good the care and support and environment is at providing for the individual needs of the babies. We found the manager and proprietors placed all children at the heart of everything they do.

A key strength of the nursery was the transition of babies moving into the nursery or to another room within the service. We found staff listened to and collated useful information from parents on the needs of their child. This ensured the child's needs were being met and this greatly assisted the child to settle into their new environment.

The child's routine was recorded in their care plan and implemented by staff.

Staff ensured the child had their comforter when required, for example, at sleep time or when they got upset. Staff were completely in tune with children's different personalities, emotional and learning needs.

Staff continue to develop the physical environment and began to refer to good practice guidance, such as, 'Building the Ambition' and 'My World Outdoors' and put these into practice. Some evaluation of the environment had been made. This helped to confirm the physical space focused on the child's learning experience.

Babies' learning was visible within the rooms, for example, work carried out by babies 'hand prints'. Parents noticed the changes to the environment, for example, the book corner was transformed to a music corner and was enjoyed by the babies. Some flowers had been grown by the children.

We found that healthy snacks were provided and babies really enjoyed this social time. Staff referred to publications such as, 'Setting the Table' and this contributed to the child's health and wellbeing.

We saw many examples that babies were happy, engaged and learning. A very good example of this took place outdoors. Babies and older children playing together, socialising, chatting and making real friendships. This also supported their transition to the older age group in the nursery.

## What the service could do better

The manager agreed to introduce another member of staff in the baby room over lunch time. This will enhance babies learning experience.

We discussed with the manager how the environment, toys and resources offered could be planned more through the contact and information provided by the parents/carers and staff. For example, floor books used for planning the environment. In consultation with staff, the manager agreed to further develop this area.

The manager has begun the process of introducing more natural materials into the baby room. We encouraged the manager to continue this and include the outdoor resources available to the children and babies. We discussed the toolkit 'Loose Parts Play' and this would help staff plan for children's individual needs.

## 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	
22 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Sep 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Jul 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
7 Aug 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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