Royal Mile Nursery
Day Care of Children

215 High Street
Edinburgh
EH1 1PX

Telephone: 0131 226 6574

Type of inspection: Unannounced
Inspection completed on: 19 September 2017

Service provided by:
Lesley Bothwell Nurseries

Service provider number:
SP2003002930

Care service number:
CS2003012129

About the service

Royal Mile Nursery is a day care nursery for children up to the age of five years. The nursery is registered with the Care Inspectorate under the following conditions:
- Facilities to be provided: Full Day Nursery.
- Operating Hours: Monday - Friday, 8.00am - 6.00pm.
- Numbers and ages of service users: To provide a care service to a maximum of 21 children aged birth - five years, of whom no more than nine children shall be under two years.
- Staffing: Ratios as stated in the National Care Standards for Early Education and Childcare up to the age of 16 must be maintained at all times. A minimum of two adults must be present at all times.
- Lesley Bothwell must not enter the premises and must not be involved in the direct care of children attending the service.

The nursery are in partnership with the local authority to provide pre-school education to children aged between three and five years.

The nursery premises are down a vennel off the Royal Mile in the city centre of Edinburgh. The nursery is a single story building offering two play rooms, toilets, kitchen. There is a space outside the nursery which has been adopted as the nursery outdoor play area.

Aims of the nursery service have been developed and shared with parents. Aims included:
'Royal Mile nursery aims to provide all children with an early years' experience. We aim to meet the needs of all individual children whilst promoting an inclusive setting. We are continually working towards building closer relationships with parents, carers and external agencies. This will enable us to evaluate and improve our learning environment.'

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.

What people told us

We issued care standard questionnaires as part of the inspection process. Three parents responded to our questionnaire and we spoke to one parent on the day of our visit and corresponded with one parent via e-mail. Parents comments and views were important in forming our assessment of the quality of service provided by the nursery. Comments included:
'Overall I'm delighted at the service at this nursery.'
I have no real concerns about the ability of staff to care for my child.'
'The staff at Royal Mile are caring and friendly and my child is content. The only concern is the staff are mostly young newly trained practitioners, we are not confident in their experience. The room is stuffy and hot and we would like to see a wider range of activities.'
'Overall the nursery meets our needs but there is room for improvement.'

There were eight children present during our visit. We comment on the experience of children in our report.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own 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 we comment further on this in the Quality Theme for Management and Leadership.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Some children had personal plans and some developmental information had been gathered previously but had not been updated for some time. The strategies in children's personal plans were not child centred and had not been reviewed to reflect impact or progress which had been made. The staff team's limited knowledge of good practice and child development had resulted in staff agreeing to practices which were not appropriate and did not meet the aims of the service. (See requirement one.)

We spoke to individual staff about their knowledge of child protection and safe guarding. We were concerned at the lack of understanding or experience that staff had in this area. There was confusion as to who staff would report to, what they would report or who they would seek advice from. The nursery child protection procedure was out of date and would not support staff in decision making or give them essential information about the reporting procedure. (See requirement two.)

The staff team were kind and caring towards children and parents commented positively about their caring attitude. Staff struggled to meet children's needs as they had a limited understanding of what children require to feel safe, secure, and nurtured. They had limited understanding of child development, different behaviours or emotions, attachment principles, play strategies, quality settling in procedures as well as limited capacity of learning and how to offer challenge for children through play. Children were not engaged with staff, as they were not familiar with most of them. Staff were unable to be responsive to care routines, as they did not know them. Children were not engaged with the limited play opportunities and some displayed appropriate age related behaviour, which staff also struggled to support them with. (See recommendation one.)

Requirements

Number of requirements: 2

1. To support the individual health, welfare and development needs of children the provider must develop a comprehensive and consistent approach to personal plans.
The provider must ensure that personal plans:

- Are developed with parents and where necessary other professionals
- Take account of legislation and good practice
- Provide an overview of a child's developmental progress or personal learning plan
- Are reviewed to assess progress and change.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No. 210. Regulation 5.(1)(2). A regulation with regard to the development of personal plans.

Timescale: 30 October 2017.

2. The provider must ensure that all staff working in the service have a good working knowledge and understanding of children protection. The achieve this the provider must:
- Develop a child protection procedure which clearly sets out guidance for staff on what to report, who to report to and who to seek advice from.. The procedure should reflect the child protection legislation and guidance on child protection from the local authority.
- Ensure that all staff have received child protection training appropriate to their role with in the service.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No. 210. Regulation 4. - (1)(a).

Timescale: A child protection procedure must be forwarded to the Care Inspectorate by 01 November 2017.
All staff must receive child protection training by 01 January 2017.

Recommendations

Number of recommendations: 1

1. The manager and staff should increase their knowledge and understanding of childcare strategies. This should include a more comprehensive understanding of child development, attachment, managing settling in, childhood emotions and behaviour.
National Care Standards for Early Education and Childcare up to the age of 16. Standard 4 - Engaging with children and Standard 5 - Quality of experience.

Grade: 2 - weak

Quality of environment

Findings from the inspection

Indoors the playroom for older children was hot and stuffy as windows did not open. Resources were poorly set out and offered limited opportunities and lacked challenge. Attention needed paid to the quality of resources to ensure that they were of a good standard for children to use and not ripped or broken.
The nursery had implemented a 'magic walkway' following an accident. The theory was to keep this area clear of resources as it was the route to the children's toilet. This was not an achievable request for the youngest children, who did not understand why they could not play there. The walkway ran through the middle of the playroom and restricted the available space for children to use. This impacted of the walkway evidenced a lack of understanding regarding playroom layout and the provision of rich learning environments.

Within the outdoor play area resources were particularly poor and did not motivate children to use them. Whilst we did see staff engage the children for a period of time in some songs, rhymes and ball games, the lack of resources meant that extending children's play was not possible. The limited resources and the poor quality of them was particularly evident in the small enclosed area where the youngest children were placed to play. Children became unsettled and quickly disinterested in the items provided for them which included some lengthy books, a box of plastic bricks and a small rocking horse. When we visited the nursery to give feedback we could see that staff had worked to improve the set up of the outdoor area but it still required further work to increase the opportunities for a wider range of learning experiences. (See requirement one.)

Staff were not aware of how to use the environment to best meet the needs of children present. On the day of our visit all the children were together in the playroom which was normally for children aged approximately two - five years. There were children who were not managing this grouping and were not appropriately supported in the environment. Staff had made little attempt to adapt the older playroom to make it more suitable for the younger children who were in need of a more nurturing environment. (See recommendation one.)

Requirements

Number of requirements: 1

1. To provide children with an environment which is responsive to developmental and individual needs and meets the aims and objectives of the service. The provider must ensure that play spaces indoors and outdoors:
- Have sufficient resources and equipment to meet the needs of children, using a good range of quality materials and opportunities to provide children with interest and challenge.
- Have been developed using good practice guidance to inform the layout of play spaces making them well ventilated, attractive and flexible to be responsive to individual needs and interests.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No. 210. Regulation 10. - (2)(a)(c). - A regulation with regard to premises.

Timescale: 01 December 2017.

Recommendations

Number of recommendations: 1

1. The manager and staff should take account of individual needs when implementing mixed age grouping in the nursery. Where this takes places it should be well planned, appropriately resourced and closely monitored to maintain the quality of experience for children. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of experience.

Grade: 2 - weak

Quality of staffing

Findings from the inspection

The recruitment of staff had not been managed appropriately. The high turnover of staff and appointment of staff who lacked experience or a good understanding of childcare practice had a significant impact on the

outcomes for children. The limited experience of senior staff in wider childcare issues had also impacted on outcomes. Staff present told us that they had been feeling anxious about the lack of clear manager guidance and inconsistent staffing arrangements. Three further staff members had resigned since our inspection visit leaving the nursery very short of qualified practitioners. We asked the interim manager to ensure that there was at least one qualified practitioner on duty at all times until recruitment of more qualified staff could be achieved.

We reviewed information about staff training. As the majority of the staff team were new to the nursery it was difficult to ascertain what training had been undertaken. Two staff had recently attended local authority courses on Up, Up and Away and pre birth to three. We found that in the first instance staff needed to have child protection training and more staff needed to be trained in first aid, this had been addressed to some extent by the time we visited the nursery to give feedback. The provider and interim manager had arranged first aid and an online course for child protection. This report evidences a need to up skill staff in their knowledge of basic childcare and how to provide enriched learning environments. Staff lacked confidence to address issues particularly in relation to children's health and well-being needs. Staff did not have a wide enough range of knowledge about best practice or where to seek advice to support their own practice meaning the outcomes for children were compromised. Most staff did not know about Building the Ambition or the principles of GIRFEC which compromised their understanding of how to keep children, safe secure and nurtured. (See requirement one.)

Staff files were disorganised. We could see that all staff held a current PVG carried out on behalf of the provider prior to their start date. We could not find references for the majority of new staff. We were told by the person in charge on the day of our visit that they thought references were with the provider. Some staff files did not hold confirmation of a staff members qualification certificates or a verified list of training undertaken as part of the appointment procedure. New staff had received no meaningful induction. They had not read or understood any of the significant procedures or policies and therefore did not know how to keep children in the nursery safe. (See requirement two.)

We spoke to staff about the Scottish Social Services Council (SSSC). The SSSC are responsible for monitoring and developing the social care workforce in Scotland. The interim manager and one other member of staff understood their responsibility regarding registration and following the SSSC Codes of Practice. Other staff members were unsure if they needed to register and did not fully understand their responsibility to uphold the codes of practice which are in place to regulate the workforce and improve outcomes for those who use care services. (See recommendation one.)

Requirements

Number of requirements: 2

1. To make sure that each child receives support and care from staff who are confident and competent the provider must ensure that managers and staff appointed to the service have the qualifications, skills and experience to manage and work within a childcare service. To achieve this managers must:
- Have some experience with the age group accommodated within the nursery.
- Have some experience of a leadership role.
- Have knowledge and understanding of the legislative framework which underpins the service provision and current good practice guidance.

Staff must:
- Have the skills and experience necessary for the work that the person is to perform.
- Have a good understanding of child development.
- Have a good working knowledge of good practice guidance.

There must, at all times, be a member of staff with a recognised childcare qualification on site.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No. 210. Regulation 7. - (2)(b) and 9(2)(b).

Timescale: 01 December 2017.

2. To confirm that children are cared for by staff who have gone through a careful selection procedure the provider must develop a comprehensive and organised method for carrying out and recording the recruitment of staff. To achieve this the provider must:
- Develop a recruitment procedure which is based on the good practice guidance: Safer Recruitment Through Better Recruitment published by the Scottish Government.
- Have an Individual file for each staff member which contains information about the staff members Protection of Vulnerable Group Scheme membership, two references one which must be from the previous employer, copies of relevant qualifications.
- Evidence of a comprehensive and meaningful induction.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No. 210. Regulation 9. (1)(2). - A regulation with regard to recruitment of staff.

Timescale 01 December 2017.

Recommendations

Number of recommendations: 1

1. The manager of the service should ensure that all staff are aware of their responsibility to register with the Scottish Social Services Council (SSSC). As registration with the SSSC is a staff responsibility they should evidence a knowledge of the SSSC Codes of Practice and the recording of their professional development hours, which are necessary to meet the conditions of their registration. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

This report evidences that the quality of service was weak. We relate this to weak manager arrangements, lack of meaningful auditing and monitoring, lack of consistent staffing who had the knowledge and skills to provide quality experiences for children in a safe and secure environment.

The named manager was on maternity leave. The deputy manager who had replaced her in the interim had recently left the nursery. The provider had recruited a new manager but this person was not experienced enough to meet with best practice of having a manager who is confident, competent and skilled in leading the service. The weak quality of the service provided was not the responsibility of this person as they had only been appointed the week of our visit. We talked to the service about the role and need to have a more experienced

practitioner in this role. Management arrangements have been clarified with the provider since our inspection. The deputy manager will be acting as manager until the return of the named manager from maternity leave. As this person knows the children and parents in the nursery this is an appropriate appointment as an interim arrangement.

Policies and procedures for the service were outdated, too lengthy and did not reflect current good practice. We made this a recommendation at our last inspection but this had not been achieved. The interim manager needed to prioritise the development of core policies and procedures to ensure that children's safety and wellbeing were not compromised. (See requirement one.)

There was a lack of understanding regarding regulatory responsibilities with regard to making notifications to the Care Inspectorate. Services are required to inform the Care Inspectorate of certain events which may happen in the service. This enables an overview of such things a serious accidents, outbreaks of infection or significant changes in the service. (See recommendation one.)

As a result of our visit the provider and interim manager of the service had developed an action plan for improvement. They were beginning to work on this to achieve improvements in the service. We spoke to the interim manager about monitoring the progress of the action plan and reflecting on the requirements and recommendations in this report as part of that process. The Standards Quality Improvement Plan (SQIP) which is requested by the local authority as part of the education partnership agreement, had been completed with no consultation with staff, parents or children. This had resulted in an improvement plan which was not grounded in comprehensive assessment of the existing quality. (See recommendation two.)

Requirements

Number of requirements: 1

1. To make sure that parents can be confident the service is well managed and that procedures are place to promote safety and security for children using the service. The provider must review and improve the policies and procedures used in the nursery to ensure that they:
- Reflect current good practice and legislation.
- Are easily followed and understood by staff and parents.
- Are shared with all staff as part of induction.
- Are shared with parents.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No. 210. Regulation 4.(1)(a) - make proper provision for the health, welfare and safety of service users.

In making this requirement we took account of the National Care Standards for Early Education and Childcare up to the age of 16 and the SSSC Codes of Practice.

Timescale: 01 January 2018.

Recommendations

Number of recommendations: 2

1. To make sure that the Care Inspectorate have accurate information about the service the provider and the manager of the service should be aware of and familiar with the document: Guidance on Notifications Care

Services Must Make and Records they must keep. Which is available at www.careinspecotrate.com. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

2. The manager and staff should begin the process of evaluating the quality of the service in consultation with parents, staff and children. Good practice documents such as Pre-Birth to Three and How Good is our Early Learning and Childcare should be used for this purpose. National Care Standards for Early Education and Childcare up to the age of 16. Standard 114 - Well-managed service.

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The manager and staff should revise the forms used to gather information to make up the personal plan to ensure it is consistent and identifies all areas where a child may need additional support. National Care Standards for Early Education and Childcare up to the age of 16. Standard 6 - Support and development.

This recommendation was made on 22 November 2016.

Action taken on previous recommendation

Forms used to collect information about children to meet their support needs were generally good. Some however needed to include more information which would form the child's personal plan. This information needed to be reviewed and updated. We have made this recommendation again.

Recommendation 2

To support good practice children should not be put down to sleep in rocking or bouncing chairs. Children should sleep on an easily cleaned flat surface with appropriate bed clothes. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.

This recommendation was made on 22 November 2016.

Action taken on previous recommendation
Sleeping arrangements had been updated to meet good practice guidance. This recommendation was met.

Recommendation 3

The manager and staff should asses and improve the type of resources provided for children to maximise their learning potential. Staff should increase their understanding how young children learn through schemas and provide supporting materials and practice. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of experience.

This recommendation was made on 22 November 2016.

Action taken on previous recommendation
This recommendation has been made again.

Recommendation 4

All policies and procedures used in the nursery should be reviewed and updated to reflect the practice carried out by staff, current good practice guidelines such as the Care Inspectorate guidance for medication and reflect good childcare practice. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

This recommendation was made on 22 November 2016.

Action taken on previous recommendation
This recommendation has been made again.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
14 Oct 2016	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate
7 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
29 May 2015	Announced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
22 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
12 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
22 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 2 - Weak Not assessed
31 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed
9 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - 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

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.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

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 ਵਿਚ 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.