Pinocchio Nursery
Day Care of Children

Newbattle Road
Eskbank
Dalkeith
EH22 3AU

Telephone: 0131 654 0070

Type of inspection: Unannounced
Inspection completed on: 30 October 2017

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

Service provider number:
SP2003002984

Care service number:
CS2003011827
Pinocchio’s Nursery is registered to provide a care service to a maximum of 76 children at any one time aged from three months to 12 years of whom no more than 17 are under two years old. The nursery is open from 7.30am - 6.00pm Monday to Friday throughout the year, except for some public holidays.

The nursery is in a purpose-built building with a fully enclosed garden in Eskbank, Dalkeith.

The nursery has four playrooms, three sleep/quiet rooms, toilets and nappy changing facilities, and a kitchen area. Two fully enclosed gardens provide a safe space for the children to participate in outdoor play.

The nursery is in partnership with Midlothian Council to provide funded early learning and childcare (ELCC) for eligible children.

The nursery aims include:
- To provide a positive welcoming environment, where children feel free to be themselves in a safe and secure setting.
- To stimulate young minds, encouraging their learning experience through child centred play.
- To provide a broad and balanced curriculum.
- To provide learning with quality resources.
- To ensure effective leadership to support and involve the team in quality assurance, working to the legal requirements and standards of Her Majesty’s Inspectorate and the Care Inspectorate.

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. Getting it Right for Every Child 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 spoke to several children and observed their play both indoors and outdoors throughout the day. Children appeared happy and settled and thoroughly enjoyed frequent access to the outdoor area where they preferred to spend most of their time.

We issued thirty-five care standard questionnaires to parents using the nursery. Sixteen parents returned the care standard questionnaire. Most parents strongly agreed with the statement 'Overall, I am happy with the quality of care my child receives in this service.'

Comments are noted below others have been included throughout the report:
- "I am very satisfied with the care my boy has and continues to receive at Pinocchio’s. Great, qualified staff. My child always comes home excited to tell us about his fun-filled days."
- "Whilst I am happy with the care my child receives I am a bit disappointed by the speed in which queries are responded too."
“The children have choices in a range of activities and have a say in what planned activities they do”. “I have two children at nursery and one child has additional needs and is cared for very well. The nursery do all they can to accommodate us as a family”.

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.

From this inspection we graded this service as:

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<th>Quality of care and support</th>
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<td>Quality of environment</td>
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<td>Quality of staffing</td>
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<td>Quality of management and leadership</td>
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Quality of care and support

Findings from the inspection

Children and their families were welcomed by staff who took time to greet them and engage in meaningful discussions and share relevant information. This improved families sense of belonging and inclusion within the nursery.

Staff responded positively toward the children. We saw interactions with the children were warm and caring. We saw good examples of non-verbal communications with the younger children. This meant that children were happy with the staff caring for them. The children were forming friendships and playing co-operatively together. Less confident children were nurtured and supported to feel more comfortable when at nursery.

Nursery children had daily opportunities for outdoor play which contributed positively to their health and wellbeing. Outdoor play equipment supported aspects of children’s physical development. We saw staff supporting children to manage risk in their outdoor play. This helped children to develop their understanding of risk management to help keep themselves safe.

We have asked the service to review the outdoor experiences for the after school children. Attention should be given to providing older children with resources and equipment specific for their age. Children told us that their play was limited if the younger children were out in the garden. The service should look at how they can manage this appropriately so all children can enjoy their time outside.

A cooked meal was provided for the children at lunch time. This often included vegetables that children had grown and picked in the nursery garden. Healthy snacks that included fresh fruit and vegetables were also provided. We discussed how children’s snack experience could be further improved to give them more responsibility and independence over this process. Allowing children to prepare the snack themselves would allow the service to be more responsive to children’s needs.
Children should be provided with a drink at meal times. We discussed with the management team the need to review lunch time routines for the younger children. They have agreed to this area for improvement.

Planning, observations and next steps were being evaluated. Children were actively involved in the planning and we saw staff offered additional resources to enhance the learning. Staff should continue to work on developing the level of challenge provided for each child. They should clearly show through planning and observations how children’s next steps are being met. Staff had already identified this area for improvement.

We saw that staff had worked hard on developing personal plans for the children in the nursery. Information gathered to support children had been improved. Personal plans were in place for each child. Staff had developed some strategies to support children if required. However, we found that personal plans for the children attending the after school club were limited and did not take account of their individual needs. We discussed developing the plans further and adding more detail if a particular child needed support. Ideas and suggestions from training events should be implemented to improve the strategies if appropriate. Senior staff should review the systems in place and streamline the information staff are expected to write. They have agreed to do this.

Parents comments included:
“Amazing home cooked meals with a chef who clearly knows the children and their likes and dislikes”.
“The staff and management in the setting have provided “a home from home” environment making it easier and more reassuring for my daughters well-being and needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Since the previous inspection the provider and manager had made a number of improvements and changes to the nursery environment. The playrooms were bright, clean and welcoming. New resources and toys had been purchased for both in and outdoors. The playrooms had been reviewed and more emphasis had been placed on free flow play areas. Natural resources and loose part materials were provided to support problem solving and imagination. We saw children enjoying their time in nursery. The areas were well used and children were able to move around freely making their own choices from toys and activities. Staff were reviewing the baby area to ensure that they provided a nurturing and relaxing environment for very young children.
Children were actively involved in their play. Small groups of children played together and we saw friendships being formed. Activities and resources on offer provided some challenge to the children. Staff should continue to review the resources and activities on offer to ensure that they promote early learning and development.

The nursery garden was well used by the children. Children were confident in using the resources and equipment on offer. A good range of loose part materials were available for children. This provided children with the opportunity to develop their creativity, imagination and work together with others. We saw children working together in groups, discussing ideas and having fun together. Some children were playing independently and staff provided encouragement when necessary.

Since the last inspection the service had received a variation to provide care to older children after school. We observed the children attending the club and have asked the manager to review and improve this part of the service. Some of the younger children were engaged in arts and crafts, drawing and eating snack. However, there was scope for children to take further responsibility and improve challenge in their play. We discussed this with the management team and they were keen to explore this further. Appropriate risk/benefit assessments would support the management of more risky activities. Older children should have access to interesting and engaging resources that challenge them. The room layout should be more flexible and provide space for children to explore and extend their play.

(Recommendation 1)

Parents comments included:
"The outdoor space continues to be worked on and the children clearly spend a lot of time outside".
"There has been very little upgrading of the nursery - both internally and in the garden for the past few years we have been using the service".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support children in taking responsibility and improve challenge the service should review and develop the resources and activities on offer in the after school club.
   The room layout should provide space for the children to explore and extend their play.
   National Care Standards Early Education and Childcare up to the age of 16:
   Standard 2 - A safe environment
   Standard 5 - Quality of experience.

Grade: 4 - good

Quality of staffing

Findings from the inspection

A new manager has been employed since the last inspection. We acknowledge the hard work and effort she has put into place to improve the outcomes for children. Each playroom is being regularly reviewed and changes
made if required. Equipment and resources have been purchased and staff are taking pride in making the nursery a welcoming and happy place for the children. Staff have worked hard to make improvements to the outcomes experienced by children. Staff were professional and participated fully in the inspection.

Appraisals have been undertaken and training needs identified. Staff informed us that they feedback any relevant training ideas during staff meetings. We have asked that staff use the knowledge and skills gained from courses to improve outcomes for children on a more timely basis. Staff in the after school club should continue to access training that would benefit the older children attending the club.

(Recommendation 1)

During the inspection we saw that some children needed more support from staff. However, they were sometimes too busy to provide it. We have asked senior staff to consider the deployment of staff to ensure good outcomes for the children. This would allow staff more opportunity to engage with children and provide additional support where needed.

(Recommendation 2)

Senior staff were taking on more responsibility within their rooms. They were monitoring staff’s practice and ensuring that they were following correct procedures when carrying out their duties. Staff were also reviewing the playrooms and changing it when necessary.

Staff had read good practice guidelines and were using these to further embed the quality assurance systems. They discussed ideas and suggestions and implemented any relevant ideas into the service.

Parent comments included:
*“The staff are amazing and actually want to be there which is a big plus”.*
*“There seems to be a greater continuity of staff lately, with less changes to the staff in each room”*
*“The staff and management across the setting are exceptional. They are all extremely professional and dedicated to the children and demonstrate a genuine interest in not only my child but my thoughts and opinions”.*
*“All the staff are very friendly and appear to be interested in each individual child. They go out of their way to ensure each child’s needs are met”.*
*“The staff in the pre-school room are fabulous and strive to promote plenty variety and fun activities for the children.”*
*“All staff are extremely helpful, kind and provide a safe and stimulating environment for our children”.*

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To continue to support older children’s needs - staff in the after school club should access relevant training.
   National Care Standards Early Education and Childcare up to the age of 16:
   Standard 6 - Support and development.
   Standard 12 - Confidence in staff
   Standard 13 - Improving the service

2. Senior staff should consider the deployment of staff to support the children needs when necessary.
   National Care Standards Early Education and Childcare up to the age of 16
Findings from the inspection

We saw that the change in manager had been of a benefit to the service. Aspects of the service were now closely monitored to ensure children were kept safe and healthy. The manager regularly spent time in playrooms to support practice and ensure children were being cared for. We discussed how the quality of practice could be further improved through the development of a shared ethos and vision across the whole staff team. The ethos should be focused on outcomes for children and consider their experiences and achievements as well as staff practices and interactions. The manager should continue to monitor the development of the ethos to support overall improvement within the service.

It was clear that staff enjoyed their work and were keen to make improvements wherever they could. The management team and staff had made improvements to a number of areas over the past few months within the nursery.

Management supported staff to share their ideas and provided training opportunities. Staff had been included in the service development plan and felt ownership of this. Staff undertook monthly evaluation of the service using best practice guidelines. This allowed them to be more focused on what they wanted to develop in order to improve the children’s experiences.

Senior staff were monitoring staff’s practice to ensure they were following procedures correctly which supported a safe, secure environment. An ethos of openness, respect and trust was developing and staff took pride in their work. While we were satisfied that planned monitoring of practice was beginning to impact on children’s experiences, we asked that the management team closely monitor staff practice and interactions with children. This would further improve the service and especially with children in the after school club. (Recommendation 1)

Parents comments included:
*I am very happy with the care and support that our child receives at Pinocchio’s nursery. The quality of service has only continued to improve over the years. We are very happy with the recent change of manager too”.
*We have used this nursery for some time now and have always been satisfied. However, in recent time there has been a great improvement in the variety for children, communication and in the general sense that my child enjoys her time at nursery”
*I moved my child from another nursery as I was not happy with the level of care she was receiving. Pinocchio’s has been a breath of fresh air. My child has come on and progressed so much since the move, just wish I had done it sooner”.
*I can’t thank Katrina and the staff enough for what they do and offer. It is by far the best setting my child has attended. Quality professional team providing professional childcare”
*Can not fault. I have used Pinocchio’s for a long time and highly recommend”.
*The service is extremely well managed and we feel confident that our children are put first”.

Quality of management and leadership
Recommendations

Number of recommendations: 1

1. To continue to support improvements throughout the service and especially within the after school club - the management team should continue to observe staff practice and embed quality assurance into the setting.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 13: Improving the service.

Grade: 4 - good

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

Previous requirements

Requirement 1

The service provider must ensure relevant checks and registrations have been completed for all staff before they start work in the care service.

This is to comply with 2011 No. 210 The social Care and social Work Improvement Scotland (Requirements for Care Services) Regualtions 2011 section 9 (1) and takes into account National care Standards (early education and childcare up to the age of 16) Standard 12 (1)

This requirement was made on 6 March 2017.

Action taken on previous requirement
All newly recruited staff have relevant checks completed before they start in the service. This included an updated PVG check and the checking of two references.

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

Previous recommendations

Recommendation 1
Staff should ensure that personal plans are used more effectively. 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 13: improving the service
Standard 14: well-managed service.

This recommendation was made on 19 September 2016.

Action taken on previous recommendation
Staff had worked hard to ensure each child had a personal plan. Some children had clear strategies in place - but staff had identified that they struggled with this.
The older children in the after school club did not have individual strategies.
All personal plans were to be updated every month.
We have asked the management team to monitor closely the personal plans and to ensure that strategies are written for children who require them.
Staff need to streamline the amount of work undertaken.
The management team have agreed to do this.
This recommendation is met.

Recommendation 2
All staff should take responsibility for writing observations of the children and evaluations of the play activities on offer. Children’s play should be extended and staff should ensure they are providing challenging activities and resources when required.
National care standards for early education and childcare up to the age of 16:
Standard 4: Engaging with children
Standard 6: Support and Development

This recommendation was made on 19 September 2016.

Action taken on previous recommendation
All children had observations written and play activities had been evaluated.
We have asked staff to ensure that they provide all children with a good level of challenge and next steps are documented when they are met.
This recommendation is met.

Recommendation 3
Children should be provided with stimulating resources and activities to promote their learning and development.
Staff should be supported to develop their skills in providing interesting activities, equipment, materials and resources throughout the day.
National Care Standards Early Education and Childcare up to the age of 16:
Standard 5: Quality of Experience.
Standard 11: Access to resources

This recommendation was made on 19 September 2016.

Action taken on previous recommendation
We saw an improvement in the resources and activities on offer. Staff had been supported since the last inspection through attending training, reading best practice documents and discussion at in service days. This recommendation is met.

Recommendation 4

Staff monitoring and supervision sessions should be meaningful and ensure that staff development and training is relevant. Staff should also ensure they take responsibility for their own learning and implement this into their everyday practice. Staff should also increase their knowledge and use of best practice documents. This would improve outcomes for children.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 3: Health and wellbeing
Standard 4: Engaging with children
Standard 12: Confidence in staff
Standard 14: Well-managed service.

This recommendation was made on 19 September 2016.

Action taken on previous recommendation
Staff monitoring and supervision sessions had been started and training was being discussed. Staff were taking on responsibility and reading best practice documents.
We have changed this recommendation to take into account the improvements made.
It is reported on under quality theme: Staffing
This recommendation is not met.

Recommendation 5

Staff should be given the opportunity to develop leadership roles in order to drive improvement in practice and enhance children’s experiences.
National Care Standard for Early Education and Childcare up to the age of 16:
Standard 14 - Well-managed service.

This recommendation was made on 19 September 2016.

Action taken on previous recommendation
Staff had been given more opportunities to develop leadership roles. Senior staff were beginning to take on further responsibility within their rooms and monitor staff’s practice.
This recommendation is met.

Recommendation 6

To improve outcomes for children the service should implement an effective quality assurance system that is robust, continuous, and effective.

National care standards for early education and childcare up to the age of 16 standard 13: improving the service and standard 14: well-managed service.
This recommendation was made on 19 September 2016.

**Action taken on previous recommendation**

The service had worked hard to implement quality assurance throughout the service. We acknowledge the improvements made within the nursery since the last inspection. However, the service now need time to develop their systems and ensure that outcomes for all children are good. We have changed this recommendation to take into account the improvements made. It is reported on under quality theme: Management and Leadership. This recommendation is not met.

**Complaints**

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

**Enforcement**

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

**Inspection and grading history**

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<th>Date</th>
<th>Type</th>
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بेस्ट जी टी फीडबैक के लिए कृपया निचे दिए गए नेटवर्क का प्रयोग कीजिए।

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