

## Pinocchio's Nursery - Penicuik Day Care of Children

Eastfield Drive  
Penicuik  
EH26 8BA

Telephone: 01968 679007

Type of inspection: Unannounced  
Inspection completed on: 26 February 2018

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

**Service provider number:**  
SP2003002984

**Care service number:**  
CS2005087930

## About the service

We wrote this report following an unannounced inspection, which took place on Monday 26 February 2018. Feedback was provided to the manager and quality assurance manager on the same day. The inspection was carried out by two early years Care Inspectors.

Pinocchio's Nursery - Penicuik is registered to provide a care service to a maximum of 53 children at any one time aged from three months to not yet attending primary school. This includes a maximum of 20 children under two years at any one time.

The nursery is in a purpose built building with two fully enclosed garden areas. The nursery has three playrooms, toilet and nappy changing facilities, kitchen area, hallway, staff room, manager's office and two secure outdoor play areas.

The nursery is in partnership with Midlothian Council to provide early learning and childcare funding for eligible children.

The nursery states that they aim:

"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 encourage children's individual development and progress.

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."

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, included.

## What people told us

We issued 15 care standard questionnaires to parents using the nursery. Twelve parents returned the care standard questionnaire.

Most parents were happy with the service provided.

Children were happy and settled throughout the inspection. Some children were actively engaged in their play and learning.

Comments are noted below:

"I find the staff to be very helpful, answer all questions in person or via email I have, very quickly. They care very well for my child. Staff all seem to love their jobs and my child is always happy to go".

"My child enjoys nursery and is very confident with the staff. The pre-school room however does not have enough space when at full capacity and raining outside. The nursery could take advantage of outdoor space in the local community in line with other nurseries in the area with the forest friends programmes".

"Overall, the service my child receives in the babyroom has been great. The staff are always happy, approachable and positive. I am confident that my child is in a nurturing environment and is treated as an individual".

"There has been a very high turnover of managers and changes in staff which is a concern, although I understand that is somewhat uncontrollable. I feel there needs to be more training in relation to play, child development and attachment. I have on the whole found staff approachable. My child is happy to attend and seems to enjoy it".

"Excellent with the children, which is of course the important thing. Not as organised on the admin front, but everything gets sorted eventually!".

"Staff have been responsive to my child's needs, which have been changing regularly as they develop in the baby room. The nursery are good at exhibiting flexibility in the structure of the day in response to the needs of the children (baby room). Staff seem to genuinely care about the children and our experience with an older child who is now at school and our baby has been very positive".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance processes to monitor the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Across the setting we found most children to be happy and settled. They experienced secure relationships in a caring, nurturing environment. Positive relationships with parents/carers supported useful information sharing about children's changing needs. This ensured continuity of care between home and the nursery, which supports children to feel settled and safe.

Younger children were cared for by staff who were gentle in their approach and who responded to their personal care needs and feelings.

We sampled children's care plans from each of the rooms. Whilst we acknowledged the progress made on improving these since the last inspection, we found they still needed to be further developed. Clear strategies of support should be included and evaluated to reflect impact or progress made. This would demonstrate clearly how children's needs are being met thus ensuring a continuity of care and support for all children.

Some observations in children's online journals were not always meaningful and at times next steps did not focus on children's stages of development or the specific learning. Whilst some observation were linked to what children were learning, staff should continue to develop all observation to ensure this is the case for all

children. Recording detailed and focussed observations will help staff to effectively track children's learning and identify clearer next steps.

Staff had recently been on training about effective observations. They were enthusiastic about how this could help them develop their practice.

(Recommendation 1)

Planned activities were not sufficiently focussed on supporting children to progress and achieve their potential. Learning outcomes and subsequent evaluations were vague meaning staff did not have a clear picture of what children had learned or their progress. We asked them to consider how they could make their planning more outcome focused so that children's learning had more depth.

Planning for children in the early years room did not take account of good practice. It was limited to seasonal themes and or everyday events. Staff in this room should consider how they can reflect children's interests, needs and ideas as they plan and resource the room.

At times during the inspection we observed that staff were disorganised. For example staff had to leave playrooms to get more bowls, plates and paper towels. We have asked the service to review the routine for lunchtime. Attention should be paid to further developing a positive eating experience. This should include: deploying staff appropriately, staff's organisation of the resources needed, helping and encouraging children and enhancing the social aspect of eating together. This impacted on outcomes for children. Throughout the inspection we saw some examples of staff not always pre-empting situations. This lead to children becoming frustrated or their needs not being effectively met. We discussed these with the service who agreed that this was an area for development.

The manager should focus on identifying and improving outcomes for children. They should monitor the set up of rooms and the resources available to children to ensure they offer appropriate interest and where appropriate different levels of challenge. They should monitor staff practice so that staff can be guided/mentored to develop confidence within specific areas of their work. For example, monitoring how staff engage with children to help them make choices or extend learning.

(See recommendation 1 in quality theme: Staffing)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Observations should record the child's voice, the learning taking place and resulting next steps. This will assist staff when planning learning experiences and considering next steps which support children to meet their full potential.

National Care Standards for Early Education and Childcare up to the age of 16:

Standard 4 - Engaging with children

Standard 5 - Quality of experience

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

Children's health and wellbeing was promoted by the free flow access to the outdoor area. The older children were able to access the garden from the playrooms. This ensured children experienced physical activity contributing to their overall wellbeing. Staff were reviewing outdoor equipment to ensure that children had a range of resources that provided challenge and interest.

We saw that some rooms had begun to include an interesting range of loose parts which promoted children's creativity. We saw children moving resources around the room as they developed different role play situations. Children were able to make independent choices about how and where they played.

The layout of the older children's room had been changed since the last inspection. The manager had separated younger and older children into pre-school and early years sections.

Resources in both rooms were limited and lacked basic resources. Staff had already identified this. Core resources should be available to children in both playrooms.

The service should begin to look at providing challenge for all children. This would support children to achieve, be motivated and engage in the learning environment. We spoke to staff about schemas. Some staff had attended training on schematic play. However, this had not yet impacted on the resources available for the children. Resources on offer should develop children's knowledge, understanding and enhance their play.

Children would benefit from the development of more cosy spaces within both rooms. Creating these would offer them spaces to relax throughout the day, either alone or with their peers. The service should continue to use documents such as Building the Ambition to develop the environment and enhance play experiences for children.

(Recommendation 1)

The noise level in the older children room was loud and sometimes during the day it felt crowded. The service have told us they plan to review the room layout after a three month trial. We will follow this up at the next inspection.

The preschool children had begun to visit residents at a local care home. Evidence from the nursery floorbook showed that children had enjoyed their visits. This valuable experience was supporting children to learn more about their local community and the people who live in it.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. Staff should develop the environment and enhance play experiences for children. This should include nurturing and homely areas within all rooms.

Resources on offer should develop children's knowledge, understanding and enhance their play.

Staff and management should use best practice guidance to develop these areas of the environment.

National Care Standards for Early Education and Childcare up to the age of 16:

Standard 5 - Quality of experience.

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Some staff were knowledgeable about current best practice and were beginning to use this to develop experiences for the children. Staff had attended external training opportunities and some in house training had been provided. We have asked staff to monitor the impact that this training has on their practice. We did not always observe how staff training had improved the outcomes experienced by children. Whilst staff had attended some training on schema, observations and additional support needs we could not yet see this having an impact on outcomes for children. The management team should work with staff to develop their learning. For example, as they make changes to the way they use observation to plan for children's next steps or the use resources in the rooms.

(Recommendation 1)

Staff were caring and supportive of children. They were responsive to children's individual needs.

Children were comfortable with staff and readily approached them during the day. We saw that staff in the baby room valued the individual child and they received attentive care. The manager ensured that the staff in the baby room were constant. This meant that babies were nurtured and secure.

Staff in the pre school room promoted a sense of fun. We observed them engaging with children in a variety of lively games, such as What's the time Mr Wolf. Children enjoyed this. It also encouraged them to explore numeracy through play.

Children were safe and nurtured as staff were kind and caring. The manager had a good overview of the nursery and could address any issues with children's care in a timely manner. The manager should now further develop systems including quality assurance, to monitor the impact it has on the overall ethos and outcomes experienced by children.

(See recommendation 1 in quality theme: Management and leadership)

The manager was new to the post. Staff were positive about the change in manager and they told us they felt supported. The service had already identified some of the areas for improvements in this report and staff welcomed our feedback.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The management team should monitor the impact that staff training has on the outcomes experienced by the children. This will support staff to effectively improve their practice and reflect on what is going well and any changes that need made.

National care standards for early education and childcare up to the age of 16:

Standard 12: Confidence in staff

Standard: Well-managed service

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

A new manager had recently been appointed to the service. Since coming into post the manager had spent time developing relationships with children, parents and staff. Staff and parents commented on the positive impact the manager had on the service. Staff shared with us they felt more confident following support from the manager.

The manager was visible within the playrooms and actively engaged with children and parents. This meant they were beginning to have an understanding of what was going well and any areas for development. There was a high level of engagement from the manager and staff team throughout our inspection. This suggests a willingness to improve and we are confident that the service will make the necessary changes to support improved outcomes for children.

The nursery had an improvement plan, however it did not link to current best practice and needed to be more outcome focussed. Using best practice to develop the improvement plan would give staff guidance and support them to evaluate any improvements in relation to outcomes for children.

Although some quality assurance systems were in place these were not yet having an impact on effectively improving outcomes for children. The manager agreed that they needed time for these to be embedded in practice. We agreed with this as the quality assurance systems need to be further developed to have an effective impact on children's experiences.

This was a recommendation made at the last inspection. It is carried forward.  
(Recommendation 1)

There was effective communication between the manager, staff and parents. We could see that parents and children were welcomed into the nursery contributing to them being included and valued. Noticeboards throughout the nursery had interesting and useful information for parents that helped them to learn more about the experiences their children had at nursery. For example, one board explained how natural materials can encourage children's creativity through play.

Whilst personal plans were in place for each child the manager should ensure that any strategies being used to support children are recorded in these plans. This will support staff to ensure that children receive a continuity of care that is tailored to their needs. The manager should ensure these plans are reviewed every six months or earlier if required so that the information remains relevant to each child's changing needs.

(See recommendation 1 under quality theme: Care and Support)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Quality assurance systems need to be further developed to have an effective impact on children's experiences. Best practice documents should be taken into account when monitoring all areas of the service. National Care Standards, early education and childcare up to the age of 16.  
Standard 13 Improving the service.  
Standard 14 A well-managed service

**Grade:** 3 - adequate

**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

Staff should ensure that personal plans are up to date and have accurate information recorded. 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 6: Support and development  
Standard 14: well-managed service.

**This recommendation was made on 14 March 2017.**



## Action taken on previous recommendation

Staff had worked hard to ensure that each child had a personal plan. We have asked staff to continue to review and develop these and we will monitor them at the next inspection.  
This recommendation is met.

## Recommendation 2

Annual appraisals, regular supervision and monitoring of staff's practice should be carried out to ensure staff are provided with appropriate training.  
National care standards for early education and childcare up to the age of 16:

Standard 13: Improving the service  
Standard 14: Well-managed service.

**This recommendation was made on 14 March 2017.**

## Action taken on previous recommendation

Staff had been provided with some appropriate training. Appraisals, supervision and monitoring was being carried out by the manager of the service. We have asked the service to review the monitoring and ensure that it focuses on outcomes for children.  
This recommendation has been met.

## Recommendation 3

To improve the self assessment process, the service should ensure they include the impact of their monitoring work on outcomes experienced by the children.

This should include:

- a concise monitoring calendar, linked to routine monitoring and service priorities
- use of the 'Building the Ambition' to assess quality and plan improvements  
(<http://www.scot.gov/resource/0045/00458455.pdf>)
- use of 'How good is our early learning and childcare?' to evaluate the service against national standards  
(<https://education.gov.scot/improvement/Pages/frwk1hgioearlyyears.aspx>)
- use of various observation types to monitor practice
- delegated monitoring tasks to engage staff in monitoring and evaluation
- developing shared leadership throughout the staff team.

National Care Standards, early education and childcare up to the age of 16.

Standard 13 Improving the service.  
Standard 14 A well-managed service

**This recommendation was made on 14 March 2017.**

## Action taken on previous recommendation

The service still need to embed their quality assurance system. This would ensure that outcomes for children are improved.

This recommendation is not met and carried forward into this report.

## 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).

## Enforcement

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

## Inspection and grading history

Date	Type	Gradings
17 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
9 Mar 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
28 Feb 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
1 Aug 2013	Unannounced	Care and support 2 - Weak Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
19 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
15 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Feb 2010	Announced	Care and support	Not assessed
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
18 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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