

Claylands Nursery Limited

Day Care of Children

Claylands Farms
Clayland Road
Newbridge
EH28 8LZ

Telephone: 0131 333 4701

Type of inspection:

Unannounced

Completed on:

20 June 2018

Service provided by:

Claylands Private Nursery Limited

Service provider number:

SP2003003496

Service no:

CS2016352076

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

Claylands Nursery is situated within the extensive grounds of a non-working farm on the outskirts of Edinburgh. The nursery comprises of a number of converted farm buildings which provide a variety of playrooms for the children. There is a baby room, toddler room and a pre-school room. There are also nappy changing facilities, toilets, a kitchen and an office with a section used as a staff room.

The service is registered to provide a care service to a maximum of 68 children aged from 3 months to end of primary 4, of whom no more than 20 children will be under 2 years of age and no more than 20 children of primary school age. The enclosed courtyard with the care services premises must not be used in the provision of the care service.

There is a named manager who has responsibility for the day to day management of the service and she is supported by the depute manager. They are referred to as the management team throughout this report.

The service registered with the Care Inspectorate on 1 March 2017.

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 the 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. GIRFEC 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 GIRFEC. 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. Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/young-People/gettingitright>.

What people told us

We observed children enjoying a variety of activities and experiences available to them which included access to the outdoor play. We saw that children were confident and content within their environment and their interactions with staff. Some older children were happy to talk to us about what they liked to do at nursery and told us about the different activities on offer.

We sent 16 Care Inspectorate care standards questionnaires to the service to distribute to parents. We received six completed questionnaires before the inspection took place. Parents either agreed or strongly agreed that they were happy with the quality of care their child received in the service. Some parents and carers wrote comments which we discussed with management team whilst ensuring their anonymity. Representative comments included:

'Could not be happier with the service provided to date as our daughter settles into life at Claylands. The staff

members are superb and have quickly got to know her and it is clear that they are building a strong, caring relationship with her.'

'My daughter started Claylands in (date) and since then she has flourished! She is active, engaged and her development has increased dramatically. Claylands staff are fantastic with her. They help with physiotherapy exercises and enable a fantastic environment for her to reach her potential. Janette is a wonderful approachable person who understands different needs for children. Claylands definitely 'Get it right for every child'! Thank you.'

'Management and qualified staff are excellent. Would like to see at least one qualified member of staff in each room at all times.'

'My child enjoys being in the pre-school room which has developed his confidence and academic abilities. He comes home singing new songs and talking about his day. I am pleased that a great emphasis is placed on outdoor learning including risky play and the beginnings of forest schools. I like the daily use of the closed Facebook group to share photos of the children's day as well as staff achievements. The online journals are also updated frequently.'

'Delighted with how my son has settled into Claylands. He loves coming in each day and has built great relationships with the baby room staff.'

'I feel that information was not given prior to us using the service but lines of communication are always open if I have a question. There was a brief period of understaff due to unforeseen absences which was addressed quickly when I raised concerns. Overall, my child appears to be happy at nursery so we, as parents, are also very happy. Staff are always pleasant and happy to see my child.'

Self assessment

The service has not been asked to complete a self assessment in advance of the inspection. We looked at the services 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	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The service provided a welcoming and caring environment. Staff were respectful and nurturing in their interaction with the children. They gave praise and encouragement during their play and care routines. Children's achievements were recognised and shared with parents. This helped to develop children's self esteem and confidence.

Staff demonstrated that they knew the children well. This was achieved through regular communication with parents which included parental consultation meetings and progress updates. A variety of processes were used to review personal plan information with parents and review any changes to children's care needs. Children with identified health care needs such as allergies or other identified needs, were supported by staff who were aware of any action to be taken. This information was reviewed in consultation with parents.

Children's health and wellbeing was promoted through regular exercise, healthy eating and personal care. Children followed the nursery's routines which included hand washing and brushing their teeth. Staff in the pre-school room supported children to be independent through encouragement and praise. Children appeared happy and secure in their environment. Staff were aware of the child protection policy, they knew how to help keep children safe and how to seek support from other agencies as appropriate.

On line learning journals enabled staff to communicate information directly to parents about their child's learning. Parents could add comments which helped to support the link between the nursery and home. We discussed the need to ensure group observations were personalised for each child and some observations needed more content. Staff in toddlers and pre-school were not recording next steps for children's learning and development which meant that learning opportunities could be missed. The next steps identified in babies needed to be more relevant to the learning outcomes. See Recommendation one.

Planning came from staff's observations, children's interests and input from parents. It was responsive and could be adapted if needed to allow staff to follow the interest of the children within their playroom. We discussed with the management team that staff's understanding of how to use responsive planning needed support. They agreed to do this and we will follow it up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure children's personal plans are right for them and supports them to achieve their potential staff should be supported to complete relevant observations of the children and record next steps for children's learning and development.

Health and Social Care Standards. My support, my life. Standards 1.15 and 1.27.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We found the indoor areas used by the service to be suitably ventilated, lit and well maintained. Daily visual checks were carried out by staff to ensure and maintain the safety of the environment and the children attending. Any concerns were reported to the school to address and a record of the action taken was kept.

Parents and visitors had to be given access to the building by staff via the secure entry system. This helped ensure that children were kept safe.

Children could experience a variety of indoor and outdoor play opportunities and active play was encouraged. We saw that the pre-school children routinely had access to outdoor play and fresh air. The younger children were brought to the area by staff throughout the day. Staff should develop 'Loose parts' play outdoors as this would support open ended play, develop children's curiosity, creativity and imaginative play opportunities.

We saw that children had access to a variety of fun experiences which took account of their interests and needs. Areas within the playrooms were set up to provide activities that children could access and take part in either on their own or in small groups depending on their individual interests or abilities. Children's health was enhanced as they enjoyed outside play and active play opportunities routinely. These different types of experiences helped children to learn how to manage hazards in a variety of settings and to learn how to keep themselves safe with support from staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were committed to providing quality care to the children and to continue with their own professional development. Staff worked well together and supported each other to complete routines and deliver activities throughout the day. Staff interaction with children was nurturing and responsive to their care needs and children were clearly comfortable in approaching staff when needed.

From the staff files we sampled we could see that staff were recruited in line with safer recruitment guidelines. They could not begin their employment at the nursery until satisfactory references and PVG information was received.

An induction programme for newly employed staff included an over view of the nursery, policies and procedures and information regarding child protection. Informal discussions between the new members of staff and the manager were used to confirm their understanding of the information they received during their induction. A new member of staff told us that she felt this helped her to settle into the nursery routine and gave her an understanding of her role.

Staff were registered or in the process of registering with the Scottish Social Service's Council (SSSC). They were aware of the SSSC's Codes of Practice which describe the standards of conduct and practice within which all staff must work.

Systems were in place to carry out six monthly appraisal and regular support and supervision meetings with staff. These helped identify staff training needs to further assist them in their role within the nursery.

Regular team meetings took place and staff could share their ideas and suggestions. The manager encouraged staff to take responsibility for their playrooms, including the daily set up of outdoor play areas.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Quality assurance systems helped the management team and staff to continually assess and improve the service in line with best practice. These processes helped to ensure the staff team's responsibilities and accountability were monitored and communicated. Staff spoke with children to gain their views on activities, outings and snacks. This gave children a voice in the delivery of the service.

To assist with the evaluation of the service and to help identify areas of achievement or areas to be developed, parents and children were asked for their feedback. A variety of communication methods were used to help inform parents about the service. For example through newsletters, emails and daily discussions.

Quality assurance systems were implemented by the management team. This included systems such as regular team and room meetings, annual appraisals, training opportunities and spot checks of playrooms. A Standard and Quality Improvement Plan (SQIP) had been developed to outline the actions planned to enhance the service. However, some of the areas for improvement highlighted in this report would have been addressed if a robust quality assurance system was in place. The service should further develop their understanding of continuous and robust monitoring and self-evaluation within the nursery. We will follow this up at the next inspection.

The nursery's complaints policy informed parents what to do if they wish to raise a concern about the nursery. It also referred to the Care Inspectorate and reminds parents that they could contact us at any point with a concern.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

The manager should work with staff in the pre-school room to support them to review and develop the planning for the children's learning and demonstrate children's involvement in the process.

National Care Standards early education and childcare up to the age of 16
Standard 5: Quality of experience.

This recommendation was made on 27 March 2018.

Action taken on previous recommendation

At inspection we found that planning in the pre-school room had improved and staff were planning for children's learning. The planning showed children's involvement in the process. Therefore this recommendation has been met.

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
23 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good 4 - Good 3 - Adequate

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