

Pinocchio's Children's Nursery - Gilmerton

Day Care of Children

6 Ferniehill Road
Edinburgh
EH17 7AB

Telephone: 0131 664 3276

Type of inspection:

Unannounced

Completed on:

30 August 2018

Service provided by:

Pinocchio's Children's Nursery Ltd

Service provider number:

SP2003002984

Service no:

CS2008174605

About the service

Pinocchio's Children's Nursery Gilmerton is registered to care for a maximum of 48 children aged between birth and entry to primary school.

The service operates Monday to Friday between the hours of 7.30 am and 6 pm.

The nursery is based in Ferniehill Road, Gilmerton and operates on two levels. The playrooms, kitchen and children's toilet/changing facilities are situated on the ground floor. The upper level consists of the nursery office, staff room and adult toilet facilities. There are three separate playrooms to accommodate the different ages and stages of the children attending. The nursery has a secure outdoor play area.

The nursery is in partnership with the City of Edinburgh Council to provide early learning and childcare funding for eligible children.

The nursery aims include:

To provide a 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.

To work 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 check services are meeting the principles of Getting it right for every child (also known as GIRFEC). 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.

What people told us

Throughout our inspection visits children appeared happy and relaxed. Some children were keen to share what they liked about the nursery. Some of their comments included:

"I like being outside"

"I've found a worm, look it's really long"

"I'm up high"

We also asked parents for feedback through Care Standards Questionnaires and found these to be generally positive in terms of care and support, environment, staffing and management.

Parents comments have been included throughout the 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.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Staff were caring and responsive in their interactions with children, they spoke knowledgeably about individual children describing how they met their needs and supported their interests. Children were confident in approaching staff for help and guidance. We saw examples of staff encouraging children to think for themselves, to persevere and problem solve. The outcome of these nurturing and respectful actions was children who were developing in confidence.

To ensure children's wellbeing needs were met all children had a personal plan. Strategies were detailed and staff had given consideration how to support the children during their time in nursery. Staff should ensure that they continue to develop and review children's personal plans. The recommendation surrounding personal plans is met.

Staff sat with the children at lunchtimes and encouraged them to eat. We saw the children enjoyed their lunch and chatted happily with staff. However, to promote better outcomes for children, staff should review the lunch time routine. We have asked staff to further develop the older children's independence skills by allowing them to set the table or serve the food.

Staff should also consider the impact of children coming together as a group, especially before lunch.

The staff team recognised this and agreed to consider how they could better manage this period to ensure that all children had a more meaningful and positive experience at this time.

Staff identified that children should be provided with a mid morning snack. They were in the process of organising this. We asked that the babies have access to drinking water throughout the day.

Staff provided children with some good play experiences. Planning and next steps were evaluated and children's progress tracked. The recommendation surrounding planning and next steps is met. However, we have asked staff to ensure observations effectively reflect individual children's needs, learning or progress. We will follow this up at the next inspection.

A parent commented "In the pre-school room I think the use of learning journals and the quality of entries has drastically improved and it is clear my child is learning through play, showing improvements in writing, counting and recognising numbers and letter and even learning the days of the week and months of the year".

In order to ensure children's wellbeing and development is effectively promoted the manager should focus on developing an effective monitoring system for the service and staff. This would allow the service to consider what they could do better to support all children.

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

At times during the inspection, staff found it difficult to meet all children's needs due to a lack of qualified, skilled staff. The management team acknowledged this concern and had already began to advertise and recruit staff.

(See recommendation 1 in quality theme: Staffing)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were happy and confident in their environment. There had been improvements to the layout of the playrooms. Staff had worked hard to create warm and welcoming rooms. We saw that most children were busy and engaged in the resources on offer. The majority of toys and resources were stored in a manner which meant children could access them easily. This allowed them to make independent choices about their play and learning. Some staff used appropriate, thoughtful questioning to support learning and extend children's experiences. The recommendation surrounding the environment has been met. However, we have asked staff to continue to review and evaluate the rooms. This would ensure that resources are engaging and exciting to all children.

The development of loose parts play both indoors and outside provided children with increased natural and open-ended materials which helped promote curiosity, inquiry and problem solving. Older children were very involved in the role play and dressing up area.

There had been improvements within the outdoor area. Children were active and healthy because they had free-flow access to the outdoor area. We saw children of all ages enjoyed playing outside. They could independently access a range of resources that built up their confidence and physical development. Loose parts material gave children the chance to explore, investigate and be creative. Staff should continue to ensure that the outdoor environment includes resources which promote fun experiences as well as providing challenge and encouraging children's problem solving and imagination.

The manager wanted to improve accessing the local community and visiting the local care home. We agreed with this area for improvement and will follow it up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were kind and caring in their approach to supporting children. Children were greeted warmly into the nursery, ensuring that they felt valued and cared for.

We acknowledge the unsettling time the service has been through since the last inspection. There have been challenges in recruiting appropriately qualified and capable staff during this time. The lack of continuity within the staff team is being addressed by the service.

(See recommendation 1)

A parent commented "although there have been several changes in staff at the nursery over the last year (again!) the children have received a good quality of care".

Regular staff meetings helped children receive consistent care as the team came together to discuss any changes or issues as they arose. The nursery team was beginning to reflect on areas of the nursery and make changes to enhance outcomes for children. Staff shared how team meetings were used to discuss operational issues and priorities highlighted within the quality improvement plan. The manager should continue to develop these meetings and allow staff to take responsibility for improvements within the service. We will follow this up at the next inspection.

Some staff were well informed about maintaining the wellbeing and safety of the children in their care.

Understanding of safeguarding children was good and staff were able to recognise a variety of needs which may require additional support.

Longer standing members of staff had engaged in a variety of training and had used this to enhance the outcomes for children. The recommendation surrounding training is met but we will continue to monitor this area for improvement to ensure outcomes for children are positive.

Supervision now needs to be used to identify gaps in staffs knowledge and understanding. This would provide the manager with an overview of the training needs of all staff. The manager should continue to develop an effective system for staff supervision. This would provide opportunities for staff to discuss their own learning and development as well as support for the children.

(Recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To provide good outcomes for children the service should continue to recruit more qualified, skilled and knowledgeable staff.

Health and Social Care Standards

3: I have the confidence in the people who support and care for me:

Responsive Care and Support

3.13 - I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisation codes.

3.14 - My needs are met by the right number of people.

2. To improve outcomes for children the manager should introduce an effective system to monitor staff practice. It should focus on monitoring and addressing staff interactions, the use of the environment and consider the quality of the experiences provided for children. This would assist the manager to identify learning and development opportunities for staff.

Health and Social Care Standards

3: I have confidence in the people who support and care for me:

Responsive care and support

3.13 - I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisation codes.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

A new manager had been recruited since the last inspection. We saw that she had made some improvements in the short time she had been in post.

A parent commented "The new manager has made several positive changes including improving communication with the parents via regular newsletters and emails. So I feel better informed about what is happening in the nursery".

The management team were addressing the recruitment and retention of staff.

(See recommendation 1 under quality theme: Staffing)

Children benefited from continuity in their care as staff had positive communication with most of the parents, whilst supporting them to be included in the service. The service shared that they were working on ways to keep parents up to date with important information meaning they were respected and included.

Processes for regular or systematic monitoring of the work of the nursery were at an early stage, but had been introduced. Quality assurance monitoring had provided the manager with ways in which she could support the development of the nursery. This had been an issue raised at the previous inspection and it is still on-going. The management team must work together to ensure that outcomes for children remain positive. They were clear on what needed to be improved and during the inspection showed a commitment to undertaking this.

This recommendation was made at the last inspection. It is not met and carried forward into this report.
(Recommendation 1)

Management and staff demonstrated a good awareness of safeguarding and child protection issues. They were secure in their knowledge of how to identify and report concerns to protect children from harm.

Once staff are established in their roles within the nursery staff they should be given further responsibilities within the nursery. Staff should discuss areas of interest to them. For example schematic play, outdoor play, attachment and brain development. Being responsible for one area would allow staff space and time to research thoroughly, attend training and read materials in order to develop their knowledge and skills. This would contribute to increased positive outcomes for children when staff shared their knowledge and the team continually improved their practice as a result.

This recommendation was made at the last inspection. It is not met and carried forward into this report.
(See Recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To further support improvements and the development of the nursery provision as identified within this inspection. The service should work together to develop and implement a robust quality assurance system.

Health and Social Care Standards:

4: I have confidence in the organisation providing my care and support:

Responsive care and support

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

2. To improve outcomes for children, staff should develop areas of interest or expertise and take on further responsibilities within the nursery. Staff should be given time to research thoroughly, attend training and read material to develop their skills, knowledge and understanding.

Health and Social Care Standards:

4: I have confidence in the organisation providing my care and support:

Responsive care and support

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

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

To provide appropriate support for all children staff should ensure that all personal plans are detailed and include strategies if required. These should be updated and reviewed as necessary.

Standard 3: Health and wellbeing

Standard 6: Support and development

Standard 14: well-managed service.

This recommendation was made on 17 November 2017.

Action taken on previous recommendation

Staff had worked hard on children's personal plans. Strategies of support were included. We have asked the nursery to continue to work on these and ensure strategies are clear and evaluated on a regular basis. They agreed to do this.

This recommendation is met.

Recommendation 2

To provide children with good play experiences and learning opportunities. Staff should ensure that planning is evaluated and next steps or learning opportunities developed. Any ideas or suggestions from children should be included and activities planned around these to extend the children's learning.

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

Standard 4 - Engaging with children

Standard 5 - Quality of experience

This recommendation was made on 17 November 2017.

Action taken on previous recommendation

Planning was evaluated and learning opportunities developed.

We have asked the service to review this on a regular basis. The service agreed to do this.

This recommendation is met.

Recommendation 3

Children should have access to an environment that suits their needs. This should include nurturing and homely areas within all rooms.

Staff should provide resources that support children to use their imagination, problem solve and be creative.

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

Standard 5 - Quality of experience.

This recommendation was made on 17 November 2017.

Action taken on previous recommendation

Staff had worked hard on creating a good quality learning environment for the children. Children were happy and content. We have asked the service to review resources to ensure that are provided with opportunities to be imaginative, creative and problem solve.

This recommendation is met.

Recommendation 4

To improve outcomes for children - staff should be provided with a range of training opportunities. Staff should also take responsibility for reading any best practice documents. They should implement appropriate training ideas, develop and review to improve the experiences for the children.

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

Standard 12: Confidence in staff

Standard 13: Improving the service

This recommendation was made on 17 November 2017.

Action taken on previous recommendation

The recommendation surrounding training is met but we will continue to monitor this area for improvement to ensure outcomes for children are positive.

Recommendation 5

To improve outcomes for children the service should continue to implement an effective quality assurance system.

This should include:

- a concise monitoring calendar, linked to routine monitoring and service priorities
- use of 'How good is our early learning and childcare?' to evaluate the service against national standards
- use of various observation types to monitor practice
- delegated monitoring tasks to engage staff in monitoring and evaluation

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 17 November 2017.

Action taken on previous recommendation

This recommendation is carried forward into this report. The manager was new to the post and had begun some quality assurance. However, time is needed to embed this into the service.

This recommendation is carried forward into this report.

Recommendation 6

In order to drive improvement in practice and enhance children's experiences staff should be given the opportunity to develop leadership roles.

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

Standard 14 - Well-managed service.

This recommendation was made on 17 November 2017.

Action taken on previous recommendation

Since the last inspection the majority of staff have been newly recruited. Most of them are still being inducted into the service.

However, once the team is established staff should be given the opportunity to develop leadership roles.

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

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

Date	Type	Gradings
5 Oct 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Dec 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
13 Oct 2015	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate
23 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
7 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
28 Jul 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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