

Bright Horizons Bruntsfield Early Learning and Childcare Day Care of Children

7 Blantyre Terrace
Edinburgh
EH10 5AD

Telephone: 0131 447 9797

Type of inspection:

Unannounced

Completed on:

28 May 2018

Service provided by:

Bright Horizons Family Solutions Ltd

Service provider number:

SP2003000319

Service no:

CS2005110282

About the service

Bright Horizons @ Bruntsfield is one of several nurseries owned by the provider Bright Horizons Family Solutions Ltd, an international childcare provider. The nursery is registered with the Care Inspectorate to provide a care service to a maximum of 49 children aged birth to five years of whom no more than 19 are under two years.

The nursery is based in a converted Victorian terraced villa, specifically designed to preserve the home from home environment. The centre comprises of 1 large lower ground playroom and 2 free flow playrooms on the first floor, sleep room, and lunch room. There are outdoor play areas to front and back of service.

Aims and objectives have been developed by the provider and are shared in a wide range of documentation available to parents. Aims and objectives include:

'At Bright Horizons, we are guided by our HEART Values and Principles. Our Values and Principles are quite literally at the heart of our organisation's ethos and culture, and identify how each member of Bright Horizons' family contributes to the whole.

Honesty

We openly communicate in a sincere and genuine way. We have a voice and the courage to address concerns. We are always truthful, listening and taking action.

Excellence

We are relentless in our desire to create environments where our families and colleagues feel special, unique and important. We always give our best and work together to deliver extraordinary customer service.

Accountability

We learn from our mistakes and admit when we are wrong. We provide feedback and take action. We ask questions, seek solutions and embrace new ideas.

Respect

We recognise and appreciate the value everyone brings. We are polite and helpful to others and create inclusive working environments.

Teamwork

We are passionate about our ability to work together collectively. We share ideas, support one another and create a welcoming environment, all of which enable us to achieve extraordinary things'.

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. 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.

What people told us

At the inspection we observed children involved in their play and saw they enjoyed being in the setting. The older children described what they had been learning about and showed us what they

enjoyed. Several of the oldest children sat with us and talked about the photos in their individual books. We could see that children enjoyed looking at and chatting about these books.

In preparation for this inspection, we sent twelve care standard questionnaires for parents to complete. We received six completed questionnaires with all respondents telling us that overall they were happy with the quality of care their child received at the service. Comments from parents included:

'Great staff that encourage and stimulate the children whilst being very caring. I love the fact that they go out to the local parks, shops and libraries'.

'We have felt an improvement in the service provided to us since the current manager has been in charge. We finally got help to make our child feel comfortable. In addition there is much less turnover of staff and we are happy with the pre-school learning plan'.

'There were about four or five staff changes at this branch when our daughter started and I was concerned for the first two to three months. However, I have been impressed with the new staff and management. I just wished the timing had been better as our daughter did find the changes unsettling. We also intend to send our son to this nursery later in the year - it has a very friendly atmosphere'.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance processes and plans for improvement. These highlighted 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	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

Children experienced warmth, kindness and compassion from staff who were committed to ensuring children felt loved and secure. Children joyfully ran into the service and staff were quick to give physical comfort and reassurance to those who were new to the service. Children were encouraged by staff to make their own choices which meant activities and experiences were planned around children's interests and stage of development. This supported their emotional wellbeing and contributed to children feeling valued.

Children experienced positive transitions between different playrooms, as the arrangements were flexible and taken at each child's required pace. We spoke with staff about the transition arrangements to support children moving on to school and we saw there was an effective plan to build children's confidence and support them through this change.

Children with additional needs were supported sensitively by staff. Staff worked closely with parents and specialist agencies to ensure that children were given an inclusive, positive and supportive early learning and childcare experience.

The manager had been in post since September 2017. Parents and staff were complimentary about the positive impact they had made on the nursery. The manager was visible daily for parents and worked alongside staff in the playrooms so was actively engaged with staff, children and parents. This meant they had an understanding of what was going well and areas in need of further development. Management were committed to the on-going development of the service and were receptive and open to new ideas and practice to improve outcomes for children.

There was a good level of engagement between the manager and staff team throughout the inspection which suggested a keenness to improve. We were confident that the service would make the necessary changes to support improved outcomes for children.

What the service could do better

We observed that the lunch and snack time experiences for the older children lacked attention to detail. For example children should be able to get involved in the food preparation, pour their own drinks from suitable sized jugs and decide where they want to sit at the table. We also saw that staff were not vigilant in ensuring children were given an alternative if they didn't eat what was on offer at lunch time. See recommendation one.

The inspection visit highlighted concerns about the lack of time children were able to spend outdoors. The small outdoor area and lack of routine to ensure all age groups were able to access it had the potential to impact on children's health and wellbeing. There needed to be more of a focus on the importance of children being outdoors and staff and management should monitor how often children were able to be outdoors whether that in the garden or out in the local surrounding areas. See recommendation two.

On sampling children's learning journals, we found some of them to be lacking in information. For example current observations and photographs to record and monitor children's progress, achievements and next steps were missing. One child who was keen to share their journal with us had no information in theirs at all. The manager agreed there was a need for a better system to be in place and for her to monitor children's journals. See recommendation three.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The provider should improve children's experiences at meal times. This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'If I wish I can share snacks and meals alongside other people using and working in the service' (HSCS 1.36) and 'my meals and snacks met my cultural and dietary needs, beliefs and preferences' (HSCS 1.37).

2. The provider should ensure that staff awareness of the importance of outdoor play is heightened and arrangements are in place to ensure that all children are able to spend time in the outdoors when they choose to. This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and out. (HSCS 1.25).

3. The provider should ensure that the manager supports staff to complete children's records and develops a monitoring system to ensure they are up to date. This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15).

Complaints

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

Inspection and grading history

Date	Type	Gradings
11 Jul 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
13 Jul 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership Not assessed
12 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good
5 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
19 May 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
25 Sep 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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