

## Kidzcare@Norwood House Day Care of Children

Norwood House  
9 Kilgraston Road  
Edinburgh  
EH9 2DX

Telephone: 0131 668 2792

**Type of inspection:**

Unannounced

**Completed on:**

30 January 2019

**Service provided by:**

Kidzcare Ltd

**Service provider number:**

SP2003002918

**Service no:**

CS2005111707

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

Kidzcare @ Norwood House is provided by Kidzcare Ltd. The service is registered to provide a care service to a maximum of 66 children aged from birth to not yet attending primary school of whom no more than 36 will be under two years.

The nursery is located near local amenities and bus routes. The accommodation is provided over four floors of a detached property. The ground floor includes, the kitchen, laundry, nappy changing/toilet facilities, sleep room, four playrooms for children under three years of age. Four Pre-school playrooms, staff room, toilets and office space are located on the other floors. The outdoor space consists of two fully enclosed garden areas that children access with staff.

We carried out an unannounced inspection of this service on Tuesday 29 January 2019 and continued on an announced basis on Wednesday 30 January 2019. Feedback was given to the manager and general manager of the service on the second day.

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), 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 parents(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 and included.

## What people told us

We saw children were confident and content in their environment with positive interactions with staff. Some children talked to us about the nursery, told us what they enjoyed doing and showed us the activities they liked to play with. Older children also talked to us about their art/craft achievements and the outdoor learning experience that they had taken part in.

We sent 30 care standards questionnaires to the service for them to give to parents to complete and 13 of these were returned to us. Those parents confirmed that they agreed with the statement 'Overall I am happy with the quality of care my child receives in this service'.

We also spoke to several parents during the inspection and those discussions confirmed they were happy with the service. Positive comments were made about the handover given by staff, the food, forest schools experiences and also the parents' committee.

Some comments we received from the parent questionnaires included:-

'My daughter has been at Kidzcare, Norwood house for (timescale given) and thoroughly enjoys her time there. She often asks on a non nursery day if she can go in! Her communication has improved hugely and her knowledge of numbers and colours at (age given) is down to the nursery staff. The staff are always welcoming and give daily feedback. She is making some lovely friends too'.

'I am delighted with the care my child receives. My only slightly negative comment would be the handover at the end of the day - we rarely receive a written slip and the verbal handover is variable. Having said that, the salient information is usually included in the verbal handover but a written slip a bit more regularly would be appreciated'.

'Kidzcare, Kilgraston Road is an excellent nursery, both of my children have been to this facility and I am very happy with the service'.

'Overall, we have been extremely pleased with the care offered at Norwood House. Our son appears to be very happy there. We would (and have) recommended Norwood house to other families. Excellent nursery manager - good communicator and seems to know the children well'.

'We have been delighted with the service provided. The staff have always responded brilliantly to our children's needs'.

'Our children seem genuinely happy at nursery and have formed really positive relationships with the staff'.

'Although there is a uniform at the nursery, not many of the staff wear it, this can be a bit confusing, especially when my child changed rooms and I didn't know the staff. Obviously there will be occasions when wearing the uniform won't be appropriate, but even if they all wore a polo shirt with name of the nursery this would be helpful'.

'We are delighted with the standard of care our children receive at Norwood House - they have cared for (personal information given) and are excited going in each morning which says a lot. They are always open, honest with the feedback we receive each day at collection time and show the children much affection which is lovely to see'.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan and relevant quality assurance paperwork. These demonstrated their identified 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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The nursery provided children and their families with a welcoming, professional and caring service. Staff were respectful and nurturing in their interaction with the children, giving them praise and encouragement during their play and recognising their achievements. These strategies helped develop children's self esteem and confidence. Staff were aware of the child protection policy and were knowledgeable about how to help keep children safe and how to seek support from other agencies as appropriate.

Staff knew the children in their care well and used systems effectively to regularly review children's personal plans in consultation with parents to ensure that information held was up to date and accurate. In addition, online learning journals enabled staff to communicate information directly to parents about their child's learning and progress. Where individual children had identified care and support needs, staff clearly knew how to support them and were confident about any actions they may need to take. This information was clearly recorded in a consistent way and reviewed regularly with parents.

Children were provided with meaningful learning opportunities and experiences both indoors and outdoors. They were supported by skilled staff to be able to choose independently from a variety of activities and resources which met their interests and needs. Staff facilitated children to routinely access active play and supported them to enjoy experiences outside in the nursery garden or through outings in the wider community. For example, the forest schools experiences. The outdoor space had continued to be enhanced with the expansion of resources, different types of play including 'Loose parts'. This supported open ended play and helped to develop children's curiosity, creativity and imaginative play. Such experiences facilitated children to learn skills to assess and manage risk, hazards and challenges in a variety of environments with the support of staff.

There was a culture of continuous improvement with quality assurance processes, risk assessments and best practice guidance used to assess the environment and plan for improvements. Some new furnishings and resources had helped support positive outcomes for children. The pre-school art room had been developed and this enabled children to build upon their creativity with a variety of accessible craft resources. Improvements were also being made to the lighting in the playrooms to provide a more homely atmosphere whilst ensuring a suitably lit environment. This demonstrated that the manager and staff team were committed and reflective of their practice to support positive outcomes for children.

## What the service could do better

We asked the service to review their archiving/filing of children's personal plan information to support and clearly demonstrate the chronological progression of these plans. We will follow this up at the next inspection.

We discussed that to further facilitate children's independence and their room transition to pre-school, the snack and lunch time routines could be enhanced to support their confidence and the learning of new skills. For example pouring their own drinks. We will follow this up at the next inspection.

As part of their quality assurance processes and plans for improvement, the manager and staff should continue with their assessment and development of the playrooms and general environment. This would help ensure the consistency of the environment and presentation/provision of the playroom resources throughout the day. Any changes to the environment/resources should continue to be risk assessed to ensure the safety of children. We will follow this up at the next inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## 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 provider should ensure that individual children's personal plan information is reviewed more regularly to take into account any changes to their care routines and needs. This information should also clearly outline the use of/risk assessment of any equipment to be used in consultation with parents.

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

Standard 2 - A safe environment.

Standard 3 - Health and wellbeing.

Standard 6 - Support and development.

**This recommendation was made on 9 December 2016.**

#### Action taken on previous recommendation

Personal plans were reviewed regularly in consultation with parents to ensure information was up to date. This included information about any health care needs such as dietary requirements or medication that may be needed. Information about children's routines and room transitions were also completed. Room risk assessments were used to identify any potential risks and how these were minimised. This recommendation has been met.

#### Recommendation 2

The provider should continue to use the quality assurance processes and best practice guidance to:-

- assess and enhance the seating for under three year olds and the consistency of playroom layout/resources to include the provision of block play and home corner resources.
- consider the use of mobile handwashing sinks or installing sinks in the playrooms.

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

Standard 2 - A safe environment.

Standard 3 - Health and wellbeing.

Standard 5 - Quality of experience.

**This recommendation was made on 9 December 2016.**

## Action taken on previous recommendation

Quality assurance audits and best practice documents had been used to enhance and develop the playroom layout and resources. New seating for children had been provided and new mobile sink units in the playrooms helped to further facilitate handwashing for children. Risk assessments and processes to identify areas for development were in place to continue with on-going positive outcomes for children. Therefore this recommendation had been met.

## Inspection and grading history

Date	Type	Gradings
9 Dec 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
22 Dec 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership 5 - Very good
15 Dec 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
17 Feb 2010	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 2 - Weak Not assessed
19 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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