

# Cranley Nursery Buckstone Day Care of Children

226 Braid Road  
Edinburgh  
EH10 6NZ

Telephone: 0131 445 2227

**Type of inspection:**

Unannounced

**Completed on:**

1 February 2019

**Service provided by:**

Cranley Nurseries Limited

**Service provider number:**

SP2013012215

**Service no:**

CS2013322289

## About the service

Cranley Nursery Buckstone (referred to as the service throughout this report) is registered with the Care Inspectorate to provide a care service to a maximum of 71 children at any one time from birth to entry into primary school. The service operates from a large two storey property located off a busy main road, close to local shops and parks.

Older children are accommodated within a single playroom on the upper floor. Younger children are accommodated in three playrooms on the lower floor. Prior to the inspection, the service had changed the remit of the downstairs playrooms to facilitate a free flow environment for all children under three years old. Within the new layout, one of the playrooms is dedicated to messy and investigative resources, such as painting and sand. The remaining two playrooms have a variety of other areas and resources. These two playrooms both have small dining areas where children have meals and snacks.

There are three outdoors areas used by the children. Children based on the upper floor access the garden areas via the front of the building. Children on the lower floor have access to these gardens directly from the playroom areas. Children using the upper floor also have access to a well-resourced balcony area.

The service is part of a group of four nurseries provided by Cranley Nurseries Limited. The four nurseries are situated within close proximity of each other in the south-west area of Edinburgh.

The inspection took place on Tuesday 29 January 2019 and continued on Friday 1 February 2019. Two early years inspectors visited the service. We gave feedback to the service manager, another manager from the Cranley Nurseries group and the group director at the end of the second day.

The service aims include:

"To provide a happy, caring and secure environment which encourages confidence and development of self-esteem through positive reinforcement".

"To encourage an excitement of learning through a stimulating environment which encourages exploration and discovery".

"To encourage positive relationships with parents and encourage two-way communication".

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

During the inspection visits, the number of children varied. We spoke to some of the children throughout the inspection and spent time observing them in their play. Children presented as happy and relaxed. When talking to the children some of them were happy to share their nursery experiences. Some of their comments included:

"I like playing with my friends."

"We tried bagels for snack last week."

Prior to the inspection, we sent out 24 Care Standard Questionnaires (CSQs) for the service to give to parents. We received 15 completed CSQs back. We spoke with a further two parents during the visits. Comments from both sources included:

"I am very happy with the service Cranley Buckstone offer. I feel confident that my child is well looked after, stimulated and understood. There is always a range of varied activities available within the nursery and play space outside. My child has really enjoyed joining trips to a local care home and this project has been a really positive initiative; supporting my child's development."

"Excellent range of staff experience and knowledge. Our children are very happy and enjoy their time at Cranley Buckstone."

"I feel that an excellent service is provided in the care of my children. Staff are always approachable and accommodating. I have witnessed positive development and behaviours in my child and agree this is down to his attendance and level of care at Cranley Buckstone."

"A wonderful, supportive nursery, to my child and myself."

"We are extremely happy with the service at Cranley Nursery Buckstone. It is clear that the children are at the centre of running of the nursery and our son is very happy there. He is developing all the time and much of what he is becoming is down to the care he is receiving at Cranley Buckstone. He is clearly being given lots of development opportunities and we are constantly surprised by the knowledge he is gaining. All of the staff are friendly and approachable and our son would happily be left in the care of any of them."

"I would like to be introduced to new members of staff. It would be helpful to know the names of all staff members. I have spoken to some and they haven't introduced themselves. My child appears to be very happy in the nursery and is gaining confidence to try new things."

"My answers are based on the previous format whereby there were traditional rooms e.g. Juniors, Tweenies etc. I haven't seen how the free flow play is working in practice. I didn't feel there was enough individual discussion with the parents about how the 0-3 changes may impact the children."

"Positive feedback- think the nursery do an excellent job in supporting any areas of concern."

"My children are relaxed and happy with staff members."

"I think Cranley Buckstone is an excellent nursery and have total confidence in the staff. My only constructive feedback would be that I would prefer that they offered evening meal opportunity to children staying until 6pm (outside of baby room)."

"We feel it is a pretty good nursery. Any issues we have raised have been dealt with really well. We get face to face feedback, emails and updates on the learning journals which is all good."

We discussed the above comments with the manager and group director. We were confident the service would consider any issues raised and use the feedback to make further improvements within the service.

## 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 documents considered the strengths of the service and identified areas for improvement.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Children presented as happy and confident in the nursery environment, making independent choices about how and where they played. They were developing positive friendships and enjoyed having fun together. Children's self-help skills were promoted as they got ready for outdoor play and through snack time routines. They were developing their understanding of how to support their own health and wellbeing through daily routines such as tooth brushing and regular hand washing.

Children's experiences were planned based on their needs, interests and ideas. Staff supported children with a range of activities that were responsive and interesting. Children's learning was recorded through floorbooks and within online journals. Whilst there was some inconsistency in the quality of the observations, we could see that the service was making progress in tracking and monitoring children's learning. Staff should continue to build on these methods and ensure that they consistently and meaningfully track children's progress. Children's online journals were updated regularly and this supported parents to be informed and included in their child's learning.

Children explored a wide range of natural open-ended materials, which supported the development of their natural curiosity, inquiry and creativity. We observed children sharing their ideas about a traditional folktale and on another occasion developing role-play as firefighters. However, we could see that some children required additional challenge in their learning. We discussed some of the ways staff might be able to support this. We will follow-up on this at the next inspection.

As noted above, the service had recently adopted a free flow approach to the play and learning environment for younger children on the lower floor. Most children moved around the environment independently, however, some children required support as they flitted briefly in and out some of the areas. Furthermore, during the inspection, we observed occasions where staff missed opportunities to support children, as at times they focused on the children's movements within the space rather than supporting children to have consistently rich play experiences. We discussed these issues with the management team who had also recognised that there were still improvements to be made as the service continued to develop and review the free flow approach. We were confident that the service would continue to review the quality of children's experiences during this period of transition and make improvements as required. We will follow-up on this at the next inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

Children were safe and respected as the environment was secure, clean and well maintained. Displays around the service provided parents with useful information about various aspects of the service including children's play, learning and development. The displays referenced key best practice documents that the service might be using to support children.

The layout of furniture and resources allowed children enough space to move freely around different areas. Children were able to plan their own play as resources were set out in a child friendly and accessible way. Within the downstairs playrooms and as part of the approach to a free-flow environment, the service had created a variety of different areas including some cosy areas. We discussed with the service how they might review some of the space again to consider if the areas best meet the needs of the youngest children and babies. The service should consider the purpose of each area and review whether they are consistently nurturing and interesting spaces that children purposefully access. We will follow-up on this area for improvement at the next inspection.

Children had consistent access to the outdoor areas, which were spacious and allowed for active, energetic play. We saw children in the 'secret garden area' using loose parts and natural materials to problem solve and develop their own ideas. We discussed with the service that some areas of the garden particularly those used by younger children should be reviewed to ensure that they consistently offer the right levels of challenge for individual children. The service has plans in place to further develop the garden areas and we will follow-up on this at the next inspection.

Four parents disagreed that the service made good use of resources in the community and one parent commented, "My child occasionally goes out on trips, however it would be nice for the nursery to make more use of local parks, forests (However, I understand why this is not always possible/practical)". As part of the inspection, we considered the frequency and quality of the outings provided by the service. We concluded that whilst the service did use the local community they could take a more proactive approach to ensuring all children have access to local resources on a more regular basis so that they can learn more about the world around them.

## Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff were calm and supportive in their interactions with children. This allowed children to feel valued and respected. Staff were clear about children's individual needs meaning they were able to provide a continuity of care. We saw children went to staff for reassurance and comfort suggesting positive attachments had formed creating a sense of inclusion.

In relation to the development of free flow play within the downstairs environment, staff were keen to share their experiences of this and engaged in professional dialogue with inspectors about the changes and what else they might do to enhance children's experiences. This open approach suggested staff were keen to ensure that children had positive play and learning experiences within the new layout.

On the first day of the inspection, staff did not effectively manage the lunchtime experience for children in the Senior room. We saw some children became disengaged and the experience was not as relaxed, as it should have been. Staff were able to identify the issues with this routine and discussed how they might do things differently, before making some positive changes. This reflective approach helped promote positive outcomes for children, as the lunch period on the second day of the inspection was much calmer. We have asked the service to continue to review how staff manage the lunchtime routine and were confident the service would make further changes if required.

Some staff showed an understanding of how to use open-ended questions to support children's learning. We saw examples of this as children were supported to develop their ideas through junk modelling and as part of a story activity. We discussed with the service how other staff would benefit from further training and support to help them consistently support children's learning and play so that it is as rich and meaningful as possible.

Children were safe as the service followed safer recruitment practices and all staff were appropriately registered with the SSSC (Scottish Social Service Council, the body who regulate social services workers across Scotland). Staff had yearly appraisals that helped to identify their strengths and consider any areas of development. The manager carried out observation visits to each playroom and discussed these with staff. The manager now needs to embed the approaches used to monitor staff practice and ensure that they remain consistent and robust in order to maintain positive outcomes for children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

A new manager had been in post since July 2018 and was making good progress developing the ethos of the service. She had a visual presence in the playrooms and staff told us they felt valued and supported. This resulted in the manager being able to offer staff guidance and help them to review their work throughout the day.

The service had an improvement plan that identified areas of development across the service. The improvement plan highlighted the training and support needs of staff. For example, we could see how a focus on children's literacy and subsequent staff training in story telling techniques was having a positive impact on children's learning in the Senior playroom.

The manager had developed positive links with other services in the group and there was a supportive approach to sharing practice. Managers from other settings supported the improvement work of the service through shared observations and professional dialogue. However, the manager should ensure that the service continue to develop their own approaches to self-evaluation. The manager should ensure there are consistently clear and robust systems in place to monitor the quality of all aspects of the service.

Almost all parents agreed that they felt involved in developing the service; however, one parent commented, "I haven't seen how the free flow play is working in practice. I didn't feel there was enough individual discussion with the parents about how the 0-3 changes may impact the children." We discussed this with the manager and group director who agreed to consider the ways in which they had shared these changes with parents and reflect on what else they could have done to ensure all parents felt informed and included.

The service had an effective complaints procedure and by talking to parents, it was clear the service took a proactive response to dealing with and addressing any concerns. Furthermore, through positive communication with parents, children were experiencing care and support that reflected their individual needs and the wishes of their parents. This suggested parent's views were respected and valued by the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## 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

In order to promote improved learning outcomes for children the service should consider how it develops and monitors staff practice. This is to support a consistency of practice across the nursery, particularly in relation to meeting children's learning needs.

National Care Standard Early Education and Childcare up to the age of 16: Standard 12 - Confidence in staff.

**This recommendation was made on 24 January 2018.**

#### Action taken on previous recommendation

Regular room observations were taking place across the service. Staff meetings and co-ordinator lunches provided opportunities for staff to share and review practice. Children's learning experiences had improved and particular improvements were observed in the Senior Room. The manager should continue to embed the ways in which staff practice is monitored and continue to work on developing and maintaining a consistent approach. This recommendation has been met.

#### Recommendation 2

In order to ensure children are supported by a confident and skilled workforce the nursery should ensure all staff are familiar with and confident using best practice guidance to enhance their practice.

National Care Standard Early Education and Childcare up to the age of 16: Standard 13 - Improving the service.

**This recommendation was made on 24 January 2018.**

#### Action taken on previous recommendation

Staff training had taken place regarding some best practice guidance. Most staff were able to share how using best practice influenced their work. The manager should continue to embed the ways in which staff engage with and use best practice documents. This recommendation has been met.



### Recommendation 3

In order to ensure children are supported by suitable staff, the provider must ensure that all of the staff working in the service are recruited in line with safer recruitment practices. This must include obtaining a satisfactory Protection of Vulnerable Groups check prior to a successful candidate starting employment.

National Care Standard Early Education and Childcare up to the age of 16: Standard 12 – Confidence in staff.

**This recommendation was made on 24 January 2018.**

#### Action taken on previous recommendation

The service were following safer recruitment practices and we could see from staff files and by speaking with staff that they had been recruited safely. PVG checks and satisfactory references had been obtained prior to new staff starting. This recommendation has met.

### Recommendation 4

To ensure children's health care needs are effectively met the management team should ensure that there is a robust quality assurance system in place for reviewing and monitoring the information held in children's personal plans. Any paperwork relating to children's medical needs should be clear and completed in line with current best practice guidance; 'Management of medication in daycare of children and childminding services'. National Care Standard Early Education and Childcare up to the age of 16: Standard 14 – A well-managed service.

**This recommendation was made on 24 January 2018.**

#### Action taken on previous recommendation

Since the last inspection, the service had reviewed and monitored children's personal plans and ensured that medication paperwork followed best practice guidance. We did ask the service to ensure that where they hold duplicate forms the information on both is exactly the same, this would ensure there is complete clarity on how to manage any situations. We were confident the service would ensure this was completed. Therefore, we concluded 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](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								
24 Jan 2018	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	3 - Adequate	Management and leadership	3 - Adequate
Care and support	4 - Good									
Environment	4 - Good									
Staffing	3 - Adequate									
Management and leadership	3 - Adequate									
10 Mar 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	Not assessed	Management and leadership	3 - Adequate
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	Not assessed									
Management and leadership	3 - Adequate									
12 Mar 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									

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