

# Inspection report

## Angela Elizabeth Nursery Day Care of Children

The School House  
Bonnington Road  
Wilkieston  
Kirknewton EH27 8BD

**Inspected by:** Alison Precup  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 23 October 2008

**Service Number**

CS2003012029

**Service name**

Angela Elizabeth Nursery

**Service address**

The School House  
Bonnington Road  
Wilkieston  
Kirknewton EH27 8BD

**Provider Number**

SP2003002926

**Provider Name**

Angela Elizabeth Nursery

**Inspected By**

Alison Precup  
Care Commission Officer

**Inspection Type**

Unannounced

**Inspection Completed**

23 October 2008

**Period since last inspection**

16 months

**Local Office Address**

Stuart House  
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Mussleburgh  
EH21 7PB  
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## **Introduction**

The Angela Elizabeth Nursery is located in a Victorian building on in the village of Wilkieston. The building which consists of three playrooms, one enclosed play areas and children's toilets, changing areas and kitchen.

The nursery was been registered by the Care Commission on 1 April 2002.

The nursery provides full day care for a maximum of 41 Children between the ages of 3 months to 5 years of whom no more than 9 children shall be aged 3 months to 2 years, 5 children aged 15 months to 2 ½ years or 27 children aged 2 to 5 years.

There were 64 children on the register who have different patterns of attendance.

The nursery aims to "ensure a high standard of warm and consistent care at all times in a safe, happy and secure environment which allows parents to leave their child in the knowledge that they will be well cared for".

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

Fifteen Care Standards Questionnaires were issued to the service. Ten completed forms were returned.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon

requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

Care Commission Officers Alison Precup and Sandra Hall carried out the inspection on 23 October 2008. The inspection started at 10:00 and lasted 3 and half hours.

Evidence

During the inspection, evidence was gathered from a number of sources including:  
Discussion with the manager and staff

A review of a range of policies, procedures, records and other documentation including the following:

Child protection policy

Complaints policy

Children's development records

Room planning

Observation of staff practice

Examination of environment and equipment

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Action taken on requirements since last Inspection**

No requirements were made at the last inspection.

### **Comments on Self Assessment**

A fully completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave good evidence of service user involvement and how they planned to

implement changes.

### **View of Service Users**

As the children were aged 3 months to 5 years, some children were not of an age to give detailed comments. However children generally were observed to be happy and content in the service.

### **View of Carers**

The service was issued with 15 Care Standards Questionnaires. Ten of these were returned. From the questionnaire it was established that all were either very happy or happy with the service. Comments made included:

The Angela Elizabeth nursery has been an absolute dream come true. It really is a fantastic nursery Whilst all the staff act professionally I genuinely get the feeling that they are a extended 'family members' with regards to my two children. Both children have developed greatly since March and the care and extra attention I've received from staff has been integral in them coming home happy every night. I am very grateful to Carole Ann and her team"

"I am very happy with the service we have provided and feel my child is well cared for."

"My daughter enjoys nursery very much and looks forward to telling the staff and the other children about the things going on at home. I have every confidence in the staff at the nursery and have elected to keep her there rather than send her to primary school nursery."

"I have been involved in the nursery for 6 years now and I am grateful and happy with the excellent service provided to both my children. The quality of the staff, their personalities and enthusiasm are the main thing for me."

"My Daughter attended this nursery from 7 months old, the staff have always been wonderful. I have never had any problems with the level of care provided. I have recommended this nursery to a number of friends."

"My child is very happy and settled in the nursery. This is a direct result of the quality of the staff."

## **Quality Theme 1: Quality of Care and Support**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

### **Service Strengths**

The nursery was offering good opportunities for parents and carers to participate in assessing and improving the quality of the care and support provided by the nursery. The nursery was involving parents/carers through the use of questionnaires, parent's evenings; This information was collated and used to further develop the nursery.

Through Care Standards Questionnaires issued to parents and discussion with parents it was evidenced that parents are routinely involved in assessing and improving the quality of care and support provided by the nursery.

A two way daily diary was in place for the youngest children. This enabled information about the child's day to be read by parents and comments about children from parents to be received by staff.

A "policy of the month" was displayed for parents and staff to comment upon.

Children were involved in deciding and shopping for snacks and baking ingredients. Circle time is used to explore different aspects of the children's development

Questionnaires for children had been developed and were used to inform nursery planning and future objectives.

### **Areas for Development**

The nursery should continue in developing more strategies for involving staff and children in assessing and improving the quality of the care and support provided by the service.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 3: We ensure that service user's health and wellbeing needs are met.**

### **Service Strengths**

The nursery provided good opportunities to ensure that nursery user's health and wellbeing

needs were met.

The nursery had aims and objectives clearly displayed for parents, staff and children.

All staff were observed to interact warmly and appropriately with the children who were observed to be relaxed and comfortable in their care.

An effective infection control policy was in place and was observed by the Officer to contribute to a clean and well maintained environment. All staff were very clear on their responsibilities in keeping the nursery clean.

The baby room had a sleep policy in place.

An appropriate Child Protection policy was in place. This contained all the key information required by the National Care Standards and was shared with parents/carers.

Staff retention reflected the continuity of care for children.

Children's profiles were shared with parents/carers which allowed for the tracking of a child's experience and these included information on the 'Curriculum for Excellence'.

Outside health specialists were routinely involved in the nursery to support staff.

### **Areas for Development**

The nursery has a very small and limited outside space. Although the nursery do take the children out to the local park. The outside area does not meet all the needs of the all the children. This area should be reviewed and the nursery should involve parents, staff and children in making it a more child friendly environment. (See recommendation 1 )

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

## **Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.**

### **Service Strengths**

There were good opportunities provided for service users and carers to participate in assessing and improving the quality of the environment within the service.

See Quality Statement 1.1.

### **Areas for Development**

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 2: We make sure that the environment is safe and service users are protected**

### **Service Strengths**

The building was well maintained. Any defects to equipment or structures were reported to the manager.

Entry to the nursery was through an entry system. There were notices to remind parents and visitor to ensure the door shut behind them.

A visitors signing in book was in place.

Recent Environmental Health checks were positive.

Playrooms were well laid out with areas for group play, individual play and rest times.

Risk assessments were carried out on a regular basis on all areas of the nursery.

Cleaning procedures were in place and staff were following them.

A complaints procedure was in place and information regarding how to make complaints was

up on the reception notice board.

Good links had been made with other health professionals to support staff in their care of children.

The nursery were involved in recycling and had begun to have a better understanding of environmental issues.

### **Areas for Development**

The outside play equipment needed to be cleaned. Storage is a problem for the nursery but some of the outside equipment could be stored when not in use. (See recommendation 2)

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

### **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

#### **Service Strengths**

There were good opportunities provided for service users and carers to participate in assessing and improving the quality of staffing within the service.

See Quality Statement 1.1.

#### **Areas for Development**

#### **CCO Grading**

4 - Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 2: We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.**

#### **Service Strengths**

Safe recruitment policies and procedures are in place. Annual appraisals were carried out.

Monthly staff meetings were in place and staff informed the officer that they were informative and useful.

Training needs are identified and met through in house training and external training opportunities.

Staff were in the process of registering with the Scottish Social Services Council (SSSC) Management and staff understood their responsibilities under the SSSC codes of conduct.

There was good continuity of staff.

Staff informed the officer that they found the management to be supportive and approachable.

#### **Areas for Development**

The nursery had identified that they should up date job descriptions the Care Commission Officer would agree that this was important in ensuring all staff were aware of their individual responsibilities.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

There were good opportunities provided for service users and carers to participate in assessing and improving the quality of the management and leadership of the service.

See Quality Statement 1.1.

### **Areas for Development**

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

The management were aware of their responsibility to report staff to the SSSC on grounds of misconduct. The manager was also aware that any incidents of staff misconduct or dismissal should be reported to the Care Commission.

There was evidence that the management regularly audited areas of the nursery. This included programmes for play, the environment and staff skills and expertise.

There were opportunities for service users to comment on the service. These comments were used to make changes and improvements. This could be done through the annual parents' reviews and surveys.

### **Areas for Development**

The nursery had identified using the "Child at the centre" to inform future development plans. This document is also useful for evaluating the service provided and involving staff parents and children.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

No other information

**Requirements**

No requirements were made at this inspection.

**Recommendations**

1. The outside play area should be reviewed to ensure that it meets the needs of the children using it. National Care Standards Early Education and childcare up to the age of 16. Standard 3 Health and Wellbeing.

2. Outside play equipment should be well maintained, clean and stored effectively. National Care Standards Early Education and Childcare up to the age of 16. Standard 3 Health and Wellbeing

**Alison Precup**

**Care Commission Officer**