Inspection report

Blossom Day Nursery
Day Care of Children
15 b/c Bath Street
Edinburgh    EH15 1EZ

Inspected by:        Diane Stewart
(Care Commission Officer)
Type of inspection:  Unannounced
Inspection completed on:  3 February 2009
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<th><strong>Service Number</strong></th>
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<td>CS2003012071</td>
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<th><strong>Inspection Completed</strong></th>
<th><strong>Period since last inspection</strong></th>
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<tr>
<td>SE Region</td>
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<tr>
<td>Stuart House</td>
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<tr>
<td>Eskmills</td>
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<tr>
<td>Musselburgh</td>
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<td>EH21 7PB</td>
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**Introduction**
Blossom Day Nursery occupied the lower floor of a residence in Edinburgh. The nursery can care for 22 children with a maximum of 9 children aged 0 - 2 years. Offering full and part time places. The nursery is operational throughout the year. The nursery transferred registration to the Care Commission on 1 April 2002.

The stated aims and objective of the service includes:
Blossom is a child centred nursery for children up to the age of eight
Provides a secure, relaxed and happy environment designed to nurture and enhance the development of children.
Blossom places the highest value on working in partnership with the parent.
The emphasis is firmly placed on enjoyment, fun and fulfilment.

Based on the findings of this inspection the service has been awarded the following grades:
*Quality of Care and Support - 3 - Adequate*
*Quality of Environment - 3 - Adequate*
*Quality of Staffing - 3 - Adequate*
*Quality of Management and Leadership - 3 - Adequate*

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) 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 however this was following the inspection visit.

**Views of service users**
Ten parent response forms were sent to the service to distribute to parents, four parent response forms were returned to the Care Commission.

**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
This inspection was carried out by Diane Stewart, Care Commission Officer.

Evidence
During the inspection, evidence was gathered from a number of sources including:
Discussion with parents/carers
A review of a range of policies, procedures, records and other documentation including:
- the service's self assessment document following its submission to the Care Commission
- policies & procedures including Child Protection and Infection Control
- accident & incident records
- children's records
Discussion took place with a range of care staff including:
- Manager and Provider of service
- Nursery Nurses and Nursery Assistants
Observation of staff practices and interaction with children
Examination of the environment and equipment.
All of the above was taken into account during the inspection and reported upon.

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

Action taken on requirements since last Inspection
There were no requirements made at the last inspection visit.

Comments on Self Assessment
The service submitted a self assessment document following the inspection visit.

View of Service Users
The children in the service appeared happy and settled. Parents commented that their children looked forward to coming to the nursery and appeared happy there. Some children
were able to say what activities they enjoyed at the nursery and identified some of their friends.

**View of Carers**

Ten parent response forms were given to the service to distribute to parents and carers. Four parent response forms were returned to the Care Commission. All indicated that they "strongly agreed" that they were "happy" with the service. In addition the Officer spoke with some parents during the inspection visit. Comments included:

"My child loves nursery"
"Blossom has helped to develop my child's confidence and social skills"
"Staff are always welcoming and approachable"
"The nursery has been really good at communicating and meeting my child's specific dietary needs"
"Blossom provides a stimulating, caring environment and I am happy to leave my child there".
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 3 - Adequate

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

Through discussion with staff, the nursery Manager and observation it was evident that the service had started consulting with parents through daily discussions when parents dropped off or collected their children. When asked about parental involvement with the service, 50% parents responded that they felt involved, 50% were unsure.

Through discussion one parent had suggested a diary for staff to write details about her child's day. This had been implemented by the nursery and also used for other younger children.

There was some evidence of consultation with children for example through observations of children at play and their interests staff had planned activities. This included the current theme, hospitals which was extended from children's interest of the small world hospital play set.

Areas for Development

Consultation with parents had been limited, in addition whilst some consultation with children was observed there was little written evidence to support where children's choices and ideas had influenced planning. This was discussed with the Provider at the inspection visit and it was agreed that the service would continue to look at various ways to consult with children and parents, then evaluate this information and use it to improve the service and feed back to parents. (See Recommendation 1)

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

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

Service Strengths

The inspection focus area - child protection has been included within this statement.

Staff were aware of their child protection responsibilities and the manager was clear with regards to child protection procedures and reporting. Appropriate contact numbers were
available for reporting child protection concerns. Staff were clear that any concerns would be reported to the Manager.

The service had adequate policies and procedures in place, this included policies on infection control and hygiene. Staff were aware of some hygiene procedures and had cleaning checklists in place.

The service provided snacks to the children and had a copy of the "Nutritional Guidance for Early Years" document. Children had been consulted around choice of fruit for snack and four staff members had undertaken food hygiene training. Healthy choices were discussed with the children and extended into activities, for example on the day of the inspection visit the children were involved in making bread for the afternoon snack. One parent commented that the nursery was able to accommodate her child's specific dietary needs.

The service had introduced toothbrushing with all the children and had received training from the dental health supporter.

Staff were observed interacting with the children and giving appropriate comfort and support. Staff were aware of individual children's needs, likes and dislikes. There was a stable staff team therefore continuity of care for the children was maintained. There were areas within the nursery for children to rest and sleep if required and sleeping babies were monitored.

**Areas for Development**

Snack time was observed during the inspection visit. It was discussed that snack time should become more sociable with staff sitting down with the children, Independence should be promoted through children helping during snack time and drinks offered should follow the Nutritional Guidelines. (See Recommendation 2)

The nursery had not identified individual children's learning needs, interests and next steps for development. It was discussed that some staff should attend training on Birth to Three Years and the Curriculum for Excellence and use these for a framework to plan activities and develop learning stories. (See Recommendation 3)

The services child protection policy and procedure was observed to be out of date and did not reflect the local guidelines. (See Recommendation 4)

The nursery provider or owner had not attended child protection training for managers. (See Recommendation 5)

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

4
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 3 - Adequate

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

Service Strengths

Through discussion with staff, the nursery Manager and observation it was evident that the service had started consulting with parents through daily discussions when parents dropped off or collected their children. When asked about parental involvement with the service, 50% parents responded that they felt involved, 50% were unsure.

Through discussion one parent had suggested a pirate party on the beach for the children, other parents were invited to join in and dress up as pirates.

There was some evidence of consultation with children for example through observations of children at play and their interests staff had planned activities. This included purchasing equipment the children enjoyed playing with and children chose to grow pumpkins which were then used to make pumpkin soup a Halloween.

Areas for Development

Consultation with parents had been limited, in addition whilst some consultation with children was observed there was little written evidence to support where children's choices and ideas had influenced planning. This was discussed with the Provider at the inspection visit and it was agreed that the service would continue to look at various ways to consult with children and parents, then evaluate this information and use it to improve the service and feed back to parents. (See Recommendation 1)

CCO Grading

3 - Adequate

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 service occupied a premises on the ground floor of a property within the Portobello area of Edinburgh area. There was a secure entry system to access the nursery. Externally there was an enclosed rear garden. The nursery had appropriate heating, lighting and ventilation. Within the entrance area there was a noticeboard for parents.
The playrooms were found to be clean and there was cleaning procedures with checklists in place. Playrooms were set up appropriately and there was room for children to move freely within the rooms. Furnishings and equipment within the rooms were suitable for the ages of the children.

The nursery had an appropriate infection control policy and staff were aware of hygiene and infection control procedures within their practices.

Accidents and incidents were all recorded and audited by the Manager. Two staff members had First Aid training and there was a first aid kit available. The Manager confirmed that risk assessments for the premises and play equipment were in place and staff carried out daily safety checklists.

The service had a maintenance log to document all requests to the contractors and staff commented that repairs were promptly dealt with. The outdoor play area had recently been improved and now had an all weather surface for the children to play on.

**Areas for Development**

It was discussed and agreed that more interest tables should be available to the children and linked to the topics.

It was observed that there were no toilet doors on the children's toilets. (See Requirement 1)

**CCO Grading**

4 - Good

**Number of Requirements**

1

**Number of Recommendations**

0
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 3 - Adequate

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

Service Strengths

Through discussion with staff, the nursery Manager and observation it was evident that the service had started consulting with parents through daily discussions when parents dropped off or collected their children. When asked about parental involvement with the service, 50% parents responded that they felt involved, 50% were unsure.

The nursery provider confirmed that parents are notified of any staff changes through the noticeboard and are also introduced to new staff members.

Areas for Development

Consultation with parents had been limited, in addition whilst some consultation with children was observed there was little written evidence to support where children's choices and ideas had influenced planning. This was discussed with the Provider at the inspection visit and it was agreed that the service would continue to look at various ways to consult with children and parents, then evaluate this information and use it to improve the service and feed back to parents. (See Recommendation 1)

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

The inspection focus area - notification to SSSC has been included within this statement.

The service had a staff development and training plan in place. Staff were currently trained or in the process of sourcing funding for training to meet the requirements of the SSSC. The Manager confirmed that the service was aware of incidents where the SSSC required to be notified.

The service had in place a recruitment and selection procedure. All staff currently held a childcare qualification.
Through discussion staff commented that they had received induction from the service and felt supported by the Manager. There were opportunities for staff to attend training courses as part of their continued professional development. The nursery had networked with local childcare providers to deliver training programs to staff.

The service held regular staff meetings and staff commented that they could make suggestions and that their views would be welcomed and valued.

Areas for Development

It was observed that the nursery did not have a staff training plan in place. (See Recommendation 6)

There was no system in place for staff to formally evaluate training courses attended and integrate the training into practice. (See Recommendation 7)

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

2
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 3 - Adequate

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

Through discussion with staff, the nursery Manager and observation it was evident that the service had started consulting with parents through daily discussions when parents dropped off or collected their children. When asked about parental involvement with the service, 50% parents responded that they felt involved, 50% were unsure.

Through discussion one parent had suggested a diary for staff to write details about her child's day. This had been implemented by the nursery and also used for other younger children.

Areas for Development

Consultation with parents had been limited, in addition whilst some consultation with children was observed there was little written evidence to support where children's choices and ideas had influenced planning. This was discussed with the Provider at the inspection visit and it was agreed that the service would continue to look at various ways to consult with children and parents, then evaluate this information and use it to improve the service and feed back to parents. (See Recommendation 1)

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 2: We involve our workforce in determining the direction and future objectives of the service.

Service Strengths

Staff confirmed that there were staff induction and appraisal systems in place, this was used to inform staff training.

Staff meetings had been held regularly and minuted. Staff commented that they felt comfortable to contribute to staff meetings and that these would be well received and valued.

Staff commented that they felt supported by the manager and nursery provider.
Areas for Development

The nursery did not have a development plan in place. (See Recommendation 8)

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
At the last inspection visit six recommendations were made. Two of these had been addressed by the service and the others have been carried through within this report.

Requirements
1. The nursery must refurbish the toilet area to ensure greater privacy is afforded to the children.
   This is in order to comply with:
   SSI 2002/114 Regulation 4(1)(a) - Welfare of Users

   Timescale for implementation: within 10 months of issuing this report.

Recommendations
1. It was recommended that the service develops various ways to consult with children and parents, then evaluate this information and use it to improve the service and feed back to parents.
   National Care Standards for Early Education and Childcare, Standard 13 Improving the Service

2. It was recommended that snack time should become a more sociable and independent event for children and in addition drinks offered for snack should reflect the Nutritional Guidance.
   National Care Standards for Early Education and Childcare, Standard 3 - Health and Wellbeing

3. It was recommended that some staff should attend training on Birth to Three Years and the Curriculum for Excellence and use these for a framework to plan activities and develop individual learning stories for children. This was recommended at the last inspection visit.
   National Care Standards for Early Education and Childcare, Standard 5 - Quality of Experience

4. It was recommended that the service updates the child protection policy to include:
   - a statement that the provider will follow the local child protection guidelines
   - a description of staff/manager responsibilities
   - a statement of what action the provider /manager will take if there are suspicions of abuse
   - a description of information to be recorded
   - arrangements to ensure staff awareness of child protection issues
   - appropriate phone numbers
   - arrangements for policy review.
   This was recommended at the last inspection visit.
   National Care Standards for Early Education and Childcare, Standard 3 - Health and Wellbeing

5. It was recommended that the nursery provider or manager attends child protection training for managers.
   This was recommended at the last inspection visit.
   National Care Standards for Early Education and Childcare, Standard 3 - Health and Wellbeing
6. It was recommended that a staff training program is developed for the nursery. 
National Care Standards for Early Education and Childcare, Standard 12 - Confidence in Staff

7. It was recommended that a system is developed for staff to evaluate training courses and identify how they can integrate the training into practice. This was recommended at the last inspection visit.
National Care Standards for Early Education and Childcare, Standard 13 - Improving the Service

8. It was recommended that the nursery consults staff, parents and children in developing a strategic plan.
National Care Standards for Early Education and Childcare, Standard 13 - Improving the Service

Diane Stewart
Care Commission Officer