Little Hawthorn Children's Nursery
Day Care of Children
16 Hawthorn Gardens
Loanhead   EH20 9EG

Inspected by:  Nancy Wyse
(Care Commission Officer)

Type of inspection:  Unannounced

Inspection completed on:  14 October 2008
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<tr>
<td>Stuart House</td>
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<td>Eskmills</td>
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<td>Musselburgh</td>
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<td>EH21 7PB</td>
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Introduction
Little Hawthorn Children's Nursery registered with the Care Commission on the 28 September 2005.

Little Hawthorn Children's Nursery, state that the Nursery is Scotland's first Organic Nursery. The nursery offers full and part-time placement for 27 children from birth to five years. The accommodation included three playrooms, pre-school, toddlers and a baby room. In addition, there was a large fully enclosed play area and garden to the rear of the property.

On the day of the inspection visit there were 23 children and eight staff members present which included the nursery cook.

The aims of the service:-
"Our aim is to provide a loving and stimulating environment to meet the needs of both children and parents.

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) 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
Eight parent/carer questionnaires were sent to the nursery for distribution and five were returned to the Care Commission prior to the inspection in which parents/carers gave their comments on the service.

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.

LOW
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 Officer, (CCO) Nancy Wyse

Evidence
During the inspection evidence was gathered from a number of sources:

A review of the range of policies, procedures, records and other documentation, including the following:
- Accident and Incident forms
- Attendance registers
- Certificate of Registration.
- Children's information sheets
- Child Protection policy
- Complaints policy
- Confidentiality policy
- Contracts with parents/carers
- Medication policy
- Parent permission forms
- Public Liability Insurance document.
- Risk assessments
- Statement of the Aims and Objectives.
- Service users questionnaires
- Training records

Discussion with the Provider, new Manager and staff members.
Discussion with parents.
Observation of the environment both indoors and outdoors including resources, activities and equipment available.
Observation of interaction between staff and children throughout the inspection.

This information was taken into account during the inspection process.

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 was one requirement made at the last inspection this has now been met.
It is required that the service should develop and implement a staff learning and development
policy and procedures. The policy should reflect the qualification criteria for registration with
Scottish Social Services Council.
This is in order to comply with SSI 2002/114 Regulation 4 (1) (a) Welfare of service users.
This is in order to comply with SSI 2002/114 Regulation 13 (c) (i)

**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 strengths and some areas for future
development.

**View of Service Users**
The Care Commission Officer observed that the children appeared to be happy, relaxed and
most were actively involved in their playrooms activities throughout the inspection.

**View of Carers**
Six parent/carer questionnaires were returned to the Care Commission prior to the
inspection.
Four parents/carers indicated that they strongly agreed that they were happy with the quality
of care their child received and one parent agreed. One parent stated that they did not know.

Representative comments included:
"My child has developed in to a confident and well balanced individual. She has benefited
both socially and emotionally from being at little Hawthorn's and she looks forward to her
time there.
I would recommend this nursery to others.
I have had my child in this nursery since she was five months old, and I am very happy about
the care given.
There does no appear to be a varied choice of menu/diet on a daily basis. If my child does
not like/want set diet for that particular day there does not appear to be another choice/option
available."
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

There was some evidence to show that parents, carers and children were involved in service improvement and development.

A variety of methods and new initiatives were used in this process. These included parents/carers questionnaires, suggestions box, newsletters, and daily informal discussion. Parents/carers comments and suggestions made through the questionnaires had been collated. Samples of these were viewed by the Officer.

The nursery holds two parent's evening's one formal where parents have the opportunity to meet with staff and comment on their child's profile and one informal.

Meetings are held on a monthly basis to gain the views and suggestions of staff, minutes of these are recorded.

The manager stated that the strategies used to consult with children vary according to their age and stage. Methods used included, circle time, mind mapping and through daily communication.

Parents/carers comments and suggestions made through the nursery questionnaires had been collated. These included comments with regards to questioners on the care provided, the nursery environment, staffing and management. When parents/carers were asked "Are you confident that if you raise a matter of concern the nursery staff and management will act open it." 16 answered yes.

Through discussion the manager described to the Officer how they had used one parents suggestion and implemented a song sheet to parents/carers.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 1.1, 4 Good.

Areas for Development

Many of the methods were new initiatives for the service. It is recommended that the nursery continue to explore and develop these new initiatives and introduce other appropriate methods which will allow children and parents/carers in assessing and improving the service. These should include the quality of care and support, the quality of environment, quality of staffing and quality of management.

(See recommendation 1)

The nursery should evaluate and audit all returned questionnaires including parents/carers and children's questionnaires. The nursery should use the information to create an action plan and this information should be fed back to service users.

(See recommendation 2)
The service highlighted the following areas for development in relation to this statement: "Introduce questionnaires to the children who are able to understand the questions with or without support from adults. These questionnaires should be given to the children twice a year as the children's views may change more frequent than adults. Organise a parents committee that meet every 3 months approx to discuss, areas for improvement curriculum or National Care Standards.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

2

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

Service Strengths

A comprehensive registration pack was in place. The service's policies and procedures detailing how staff ensures that children's health and wellbeing needs are met were good and gave clear guidance for staff.

Through discussion with the manager and staff, it was evident that they knew the children well. A key worker system had been implemented to support the children and their families. During the inspection the staff responded to the children in a warm and caring manner. Children were being praised and encouraged as appropriate.

A detailed Child Protection policy and recording procedures were in place. The majority of staff had undertaken child protection training and through discussion demonstrated a good understanding of their role in dealing with child protection issues.

Very good practices were observed during the inspection visit in relation to infection control, healthy eating and good hygiene.

Children were observed having access to outdoor play and physical exercise indoors.

The nursery promotes healthy eating. Lunch and snack menus were healthy and nutritional.

Parents who completed nursery questionnaires commented that:
"The nursery menu was wonderful. So happy to have a menu and such good, well thought out food. Excellent, vegetables and fruit, very reassuring. This is a great asset. I think that the menu is varied and healthy and I like the fact that it is home cooked on the premises.
I would like to see the menu, maybe hanging outside the rooms. Not happy that in the baby room children don't get any real fruit."

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 1.3, 5 Very Good.

**Areas for Development**

The majority of the staff had undertaken child protection training.
(See recommendation 3)

The service had not obtained copies of the Edinburgh and Lothians Committee Child Protection Guidelines, Framework Standard and Children's Charter.
(See recommendation 4)

Staff did not sit with the children during lunch time.
(See recommendation 5)

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

3
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

The management had taken on board the suggestions made by the visiting nursery teacher that they should clear the garden sheds and side gardens to improve the quality of the garden.

Through nursery questionnaires parents/carers had made comments and suggestions in relation to the nursery environment as follows: When they were asked, "Do you think the nursery has good facilities and accommodation" 17 parents/carers replied yes.

One parent also commented that it would be good to have a canopy at the front door so you don't get wet while waiting. While another commented that it would be good to have staff photos back up on the wall.

The comments made in Quality Statement 1.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 2.1, 4 Good.

Areas for Development

The service highlighted the following areas for development in relation to this statement:
"Research more methods for seeking the views of service users, carers and visitors.
Introduce a visitor's book that has an area for visitor's comments."

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

There was a suitable door entry system in place. In addition, a signing in and out book was in place for visitors.
There was a cleaning system in place used by staff in each playroom. In addition, the accommodation was cleaned daily by a cleaner employed by the nursery.

Cleaning schedules were in place. Children's toilet facilities were observed to be clean and nappy changing and potty training guidelines were in place.

Good procedures were in place to ensure that the environment was safe and service users were protected. A maintenance book was available for staff to record any issues. Contracts were in place for the maintenance of the heating system.

The outdoor play area was secure and offered a range of surfaces.

There were a range of policies in place to support this quality statement; including Environmental, Security, Infection Control, Fire Safety, and Healthy and Safety.

Accident and incident procedures were appropriate.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 2.1, 4 Good.

**Areas for Development**

The playrooms were cold and not at the required minimum temperature for children. Evidence from previous temperature checks highlighted that the temperature in various playrooms was low on several occasions. This was confirmed by the majority of staff present during the visit.
(See requirement 1)

The toddler room was in need of a good general clean.
(See recommendation 6)

There was a lack of displays and children work in the toddler's adjacent activity room.
(See recommendation 7)

The service highlighted the following areas for development in relation to this statement:
"Create pre school toilet facilities. Create a buggy park at the side of the nursery to accommodate parents buggies car seats etc."

**CCO Grading**

4 - Good

**Number of Requirements**

1

**Number of Recommendations**

2
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

Staff questionnaires had been introduced. These had provided the staff with the opportunity to put their views and suggestions forward. A written summary outlined their views. Samples of these were viewed by the Officer.

Regular staff Meetings had been introduced to support the views of staff and promote good communication and working relationships.

During the nursery interview process new staff are required to spend some time in the nursery environment to demonstrate their skills and qualities. This allows the staff team to be part of the interview process.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 3.1, 4 Good.

Areas for Development

The recommendation made in 1.1 also applies to this statement.

The service highlighted the following areas for development in relation to this statement: "Training- to record and monitor better and to plan for future training. Seek the views of service users in relation to staffing and staff training."

CCO Grading

4 - Good

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

A recruitment policy was in place. All staff held formal childcare qualifications or were working towards gaining a qualification.

A clear induction process was in place and written records were kept.
There was a staff development and training policy and staff training audit in place. Staff files held training certificates. Sample of these were viewed by the Officer.

Regular staff meetings and management meetings take place and minutes of these were recorded. Samples of the minutes were viewed by the Officer.

Staff were supported with their weekly room planning and learning records by the deputy manager.

The nursery had recently put in place monthly team building/social experience to encourage staff to develop stronger relationships amongst the team.

Staff were aware of the Scottish Services Council’s Codes of Practice and their requirements for registration.

Whistle blowing and confidentiality polices were in place.

A procedure for exit interviews has been recently implemented.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 2.1, 4 Good.

**Areas for Development**

Not all staff had undertaken a formal appraisal.  
(See recommendation 8)

The service highlighted the following areas for development in relation to this statement: "Put in place polices and practices to support staff retention.  
Staff training is an area for improvement. We will discuss this at our appraisals in January 2009.  
We would like for all staff to attend the following: Child Protection, First Aid, Food Hygiene and Infection Control."

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1
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

A partnership with parent's policy was in place. The manager stated that parents/carers can arrange a meeting with their child's key worker or management at any point during their child's duration at nursery.

Parents are welcomed into the nursery and to participate in activities.

Social evenings are organised so that parents and carers can attend with their children. Sixteen parents/carers who completed nursery questionnaires agreed that the nursery was well led. Comments included:

"Michelle is great.
All the staff are friendly and helpful.
Although structured, it has a friendly laid back approach.
One parent stated "not always".

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.1, 4 Good.

Areas for Development

The recommendation made in 1.1 also applies to this statement.

The service highlighted the following areas for development in relation to this statement: "Involve parents more in the life of the centre, this links with our improvement plan. Get feedback from parents for our next self assessment process."

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 service had clear 'Aims and Objectives'
The nursery has recently been accepted into partnership with Midlothian Council.

A nursery improvement plan was in place to support future developments and improvements. It was highlighted to parents/carers that the improvement plan was on display in the vestibule and that they should feel free to ask any questions through a nursery newsletter in June 2008.

A complaints procedure was in place.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.4, 4 Good.

Areas for Development

It was evident that the provider and manager were not aware of the service's responsibilities to send relevant notifications to the Scottish Social Services Council. The Officer discussed and highlighted the importance of these requirements during the inspection.

There was a need for the nursery policies and procedures to be reviewed.

(See recommendation 9)

The service highlighted the following areas for development in relation to this statement: "We realise it is a must for the deputy manager to begin working towards a qualification as soon as possible."

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
There were nine recommendations made at the last inspection these have now been met.

Public Liability Insurance was in place.

Requirements
1. It is required that the provider and manager should take immediate action to monitor the temperature within the areas used by the nursery to ensure that it complies with all relevant legislation.
   This is to comply with SSI 2002/114 Regulation 114 (4) (1) (a) - Welfare of service users.
   Timescale: This was required at the time of the inspection.

Recommendations
1. It is recommended that the service should continue to explore and develop ways in which they can routinely involve parents, carers and children in assessing and improving the service. These should include the quality of care and support, the quality of the environment, the quality of staffing and quality of management.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard:13 - Improving the service.

2. It is recommended the nursery should evaluate and audit all returned questionnaires including children's questionnaires. The nursery should use the information to create an action plan and this information should be feed back to service users.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard:13 - Improving the service.

3. It is recommended that all staff should undertake child protection training.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard:3 - Health and wellbeing.

4. The service should obtain copies of Edinburgh and Lothians Committee Child Protection Guidelines, Framework Standard and Children's Charter. These should be made available for Staff, service users and their carers to view.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard:3 - Health and wellbeing.

5. It is recommended that the staff should sit with children during lunch time to provide support, encouragement and develop the social skills.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard:3 - Health and wellbeing.

6. It is recommended that the toddler playroom should undergo a good general clean of all areas.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard:2 - A safe environment.

7. It is recommended that the staff should ensure that a range of displays, posters,
photographs and children art work should be displayed in the toddler's adjacent activity room.

National Care Standards for Early Education and Childcare up to the age of 16 Standard:2 - A safe environment.

8. It is recommended that all staff should undertake an annual appraisal and that these should be recorded.
National Care Standards for Early Education and Childcare up to the age of 16 Standard:12 - Confidence in staff.

9. It is recommended that the nursery's policies and procedures should be reviewed. These should be made available for staff, parents and carers to view.
National Care Standards for Early Education and Childcare up to the age of 16 Standard:14 - Well managed service.

Nancy Wyse
Care Commission Officer