Inspection report

Pinocchio's Nursery - Penicuik
Day Care of Children

Eastfield Drive
Penicuik  EH26 8EY

Inspected by: Nancy Wyse
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 18 March 2009
Service Number: CS2005087930
Service name: Pinocchio's Nursery - Penicuik
Service address: Eastfield Drive
Penicuik EH26 8EY

Provider Number: SP2003002984
Provider Name: Pinocchio's Children's Nursery Ltd

Inspected By: Nancy Wyse
Care Commission Officer

Inspection Type: Unannounced

Inspection Completed: 18 March 2009
Period since last inspection: 12 Months

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Introduction
Pinocchio's Children's Nursery registered with the Care Commission in March 2005. The nursery is registered to accommodate a maximum of 50 children between the ages of three months to five years, including a maximum of 20 children under two years. Currently there are 77 children on the register.

The children were accommodated in four separate rooms within the nursery. All areas within the nursery were warm, visually attractive, child friendly and appeared fit for purpose. The children had access to safe enclosed garden areas which provided opportunities for fresh air and exercise on a regular basis.

The nursery had written aims and objectives which summarised stated the following:

“To provide a positive welcoming environment, where children feel free to be themselves in a safe secure setting.
To stimulate young minds, encouraging the learning experience through child centre play.
To support children and their families through care and education.
To provide a broad and balanced curriculum”.

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 - 5 - Very Good
Quality of Management and Leadership - 5 - Very 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
Twenty care service satisfaction questionnaires were sent to the service for distribution to parents and carers. Nine questionnaires were returned to the Care Commission. The Officer spoke with six parents/carers during the inspection.

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
Evidence was gathered from a number of sources. A review of the range of policies and procedures, records and other documentation, including the following:

Statement of Aims and Objectives.
Written information about the service.
Child Protection Policy.
Certificate of Registration.
Childrens records.
Observation of staff/child interaction.
Discussion with the nursery Manager.
Discussion with staff.
Observation of premises and equipment inside and out.
Discussion with children.
Discussion with parents.
Care Commission parent/carer questionnaires.

Discussion with the Director, Manager and staff.
Discussion with parents/carers
Observation of interaction between staff and children throughout the inspection.

Observation of the environment both indoors and outdoors including resources, activities and equipment available.
This information was taken into account during the inspection process and reported on.

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.

Comments on Self Assessment
A completed self-assessment form was submitted by the service. This was completed to a
satisfactory standard and reflected the service provided. The self-assessment included
evidence of strengths, evidence of areas for improvement and target dates for completing
improvement sections.

View of Service Users
The children present during the inspection were happy, relaxed and purposefully occupied.
The children whom the Officer spoke with confirmed that they enjoyed the nursery and
activities provided.

View of Carers
Twenty questionnaires were issued prior to the inspection and nine were returned to the
Care Commission. Five parents stated that they strongly agreed and four agreed that they
were overall happy with the quality of care their child received in the service. The parents
whom the Officer spoke with confirmed that they were very happy with the service and that
the staff were very approachable.

Representative comments from Care Commission care standard questionnaires included:
"I am very happy with the nursery, the staff obviously know my child and my child knows and
likes them. She is obviously happy there and I trust the staff to look after her.
They are very professional and procedural which makes me feel very safe and secure
leaving my child there."
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 evidence to show parents, carers and children were routinely involved in service development and evaluation. The Officer viewed the parent's satisfaction survey 2008 which illustrated how the service was evaluating and responding to views expressed by service users and carers.

A variety of methods and new initiatives were used in this process. These included a parent's satisfaction survey and published satisfaction report/booklet 2006, parental satisfaction survey October 2008, suggestion box, monthly newsletters, and daily discussion with parents, carers and children. Samples of these were viewed by the Officer.

The nursery holds two parents evening's one formal where parents meet their child's keyworker and one informal a social evening in November where they can explore the nursery and meet with other parents.

Parents who completed Care Commission care standards questionnaires stated they agreed that the service had involved them and their child in developing the service through asking for ideas and feedback.

Children's views were gathered regularly through. Circle time and through play observations and reflective planning.

The Directors had meetings with the staff to involve them in discussing future service improvements.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.1, 5 - Very good

Areas for Development

The service showed ongoing commitment in relation to maintaining and improving their service in relation to this statement.

The service identified the following areas for development in relation to this quality statement: "We plan to put the following procedures into place to help us further involve service users and carers to participate in helping us to actively assess and evaluate the service we provide: These include: Handing out evaluation forms to parents following all parents evenings, staff training and nursery events. Handout 360 feedback forms to all employees to evaluate mangers performance. Continue to advertise and support the introduction of a parent's consultative committee through the monthly newsletter. Carry out employee's satisfaction survey."

CCO Grading
5 - Very 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

A comprehensive registration pack was in place for parents to complete ensuring that individual children's needs were to be met. A key worker system had been implemented to support children and their families. In addition, children's individual profiles were in place and were shared with children and parents.

An appropriate child protection policy was in place. The policy had been recently reviewed to reflect current practice and legislation and was contained within the parent/carers policy and procedures manual. The majority of staff had undertaken child protection training. In addition, the manager and depute manager had attended Child protection training level 2. The service had obtained a copy of the Area Committee Child Protection Guidelines, The Framework Standards and the Children's Charter.

On the day of the inspection toys and equipment were observed to be clean and well maintained.

The service participates in a 'Health Promoting Nursery' and menus displayed reflected healthy choices. The Officer observed that the children were provided with a healthy and nutritional snack.

Records for the administration of medication, accidents and incidents were in place.

There were a range of notice boards throughout the nursery which kept parents and carers informed of all aspects of care.

The nursery works alongside other professionals to support children including visits from dental hygienist.

Children had opportunities to sleep and rest as appropriate and have daily access to fresh air and exercise.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 1.3, 4 Good

Areas for Development

On the afternoon of the visit the pre school room was very loud and children were running around with no clear direction.
(See recommendation 1)
There was a child undergoing a trial in the pre school room. This was the child's first trial session which was to last from 1pm till 6pm. It was evident that there was no clear direction or structure in place for this child.
(See recommendation 2)

The service identified the following area for development in relation to this quality statement:

"In order to ensure that the service user's health and wellbeing needs are met on a daily basis we are planning to implement the following;
"Put in place a policy review timetable to look at current paperwork that supports the centre."

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

2
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 parental satisfaction survey carried out in October 2008 allowed parents/carers to review the quality of the nursery environment and resources.

The Care Commission satisfaction questionnaires which were returned to the Commission indicated that parents/carers agreed that the environment was safe, secure, hygienic, pleasant and stimulating.

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 for this statement: Quality Statement 2.1, 5 - Very good

Areas for Development

The service identified the following area for development in relation to this quality statement: “To ensure that service users and carers are able to participate in assessing and improving the quality of the environment within our centre we plan implementing the following: Devise a simple children's questionnaire to introduce and involve them in assessing the centre, provision and ethos.

CCO Grading

5 - Very 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 nursery was bright, welcoming and secure. CCTV cameras were installed to enhance the provision of the nursery's intercom system. Supported by a family password system ensuring that no child can leave the premises without authorisation. In addition a visitor's book was in place.

Health and safety aspects of the playrooms and facility are identified and addressed by the
nursery's maintenance Officer on an ongoing basis. The staff record any issues and repairs which need to be addressed within the maintenance record book. Appropriate daily risk assessments and checklist were carried out by staff to ensure the playrooms and outdoor areas were safe.

The temperatures of playrooms were being monitored frequently.

Children were observed to be able to move freely in all areas of the playrooms. Each playroom was well resourced with community play equipment. Display work reflected cultural diversity of the community, current themes and children's art and craft work.

There was direct access to the outdoor play areas. These areas provide a variety of surfaces for energetic and physical play. A good range of resources were available to challenge the children.

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

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2.2, 4- Good

Areas for Development

Two double buggies were placed in the hallway outside the toddler playroom.
(See recommendation 3)

The children in the toddler room had to access the disabled toilet to wash their hands before snack.
(See recommendation 4)

Although the baby room was not being used during the afternoon session it had not been cleared and was left untidy.
(See recommendation 5)

The toilets were observed not to be clean or hygienic. The record of the pre school toilets had not been completed since Wednesday 11 March 09.
(See requirement 1)

The service identified the following areas for development in relation to this quality statement: "In order to further support a safe environment for service users and ensure they are protected we plan to implant the following: "Carry out additional risk assessments when situation arise. Feedback from a recent Care Commission visit Implement a cleaners checklist to ensure all areas are being cleaned regularly."

CCO Grading

4 - Good

Number of Requirements
Number of Recommendations

1
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

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

Service Strengths

Involvement in the nursery life as a parent helper or as part of the 'Penicuik Parade' fun day for all the family meant that parents/carers were well placed to comment on the quality of staffing within the nursery.

The parental satisfaction survey carried out in October 2008 allowed parents/carers to make comments and suggestions in the following areas: The nursery environment, activities, provisions/fees and employee training and development.

A system was in place which allowed employees to feedback on staff performance. Samples were viewed by the Officer.

Parents and carers who spoke with the Officer during the inspection commented that: The staff were very friendly and approachable.

The comments made in Quality Statement 1.1 and 2.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2.1, 5 - Very good

Areas for Development

The service showed ongoing commitment to maintaining and improving their service in relation to this statement.

The service identified the following area for development in relation to this quality statement: "Further develop a strategy for staff and parents to engage in the service improvement through effective use of nursery policies. Develop a system that actively parents/carers to participate in staff selection and recruitment."

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates
Service Strengths

Recruitment and retention policies were in place. All staff held formal childcare qualifications or were working towards gaining a qualification. Staff were supported by an Operations Manager and Human Resources Officer.

An effective induction process was in place and written records were kept.

There was a staff development and training policy was in place. Training records could evidence all professional development staff had undertaken. Staff confirmed that they had opportunities to continue their professional development.

The staff were aware of the Scottish Social Services Council, (SSSC) Codes of Practice and understood the implications of these. In addition, some of the staff had already registered with the SSSC.

Staff photographs were displayed and a description of their qualifications or training they were currently undertaking.

Regular staff meetings and supervisor meetings took place and minutes of these were recorded. Samples of the minutes were viewed by the Officer. An appraisal process was in place.

Through discussion with staff it was evident that they felt valued and supported by their room supervisors and Acting Depute Manager.

The nursery have an 'Employee of the Month' system in place where staff have the opportunity to nominate a colleague for outstanding performance. Successful candidates receive a gift voucher for a shop of their choice. The nursery gives staff a bonus for any period of 6 months that they achieve full attendance. In addition, all staff receive a weekly treat.

Based on the findings of this inspection the service has been awarded the following grade: Quality Standard 3.3, 5 Very good

Areas for Development

Not all staff had undertaken a yearly appraisal. (See recommendation 6)

The service identified the following areas for development in relation to this quality statement: To continue to support our employees to be a professional, trained and motivated workforce which operates to National care Standards, legislation and best practice we plan to implement the following: Implement a strategy so that staff can develop further knowledge and effectively use the National Care Standards to inform their and others day to day practice.”

CCO Grading

5 - Very Good
Number of Requirements

0

Number of Recommendations

1
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very 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

The nursery had introduced the following improvements: holiday entitlement, reviewed staff salaries and created a structured salary scale and introduced flexible working.

The service had introduced a new system for monitoring and evaluating of playroom practise and procedures which allowed management and staff to look at individual playrooms strengths and areas for improvement.

The comments made in Quality Statement 1.1, 2.1 and 3.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 4.1, 5 - Very good

Areas for Development

The service identified the following area for development in relation to this quality statement: "Carry out a satisfaction survey directly aimed at evaluating the manager, leadership and effectiveness."

CCO Grading

5 - Very 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 was committed to ongoing review, evaluation and development of practice. This has become more formal practice with the introduction of a monitoring and evaluation policy, monitoring and evaluation of playroom practise procedures, self evaluation policy and a self evaluation toolkit. The nursery had introduced a range of methods to support quality assurance and these are reviewed on a two year basis.

The nursery actively encourages and involves staff, parents/carers and children in relation to monitoring evaluation and auditing of the service provision and records of these were kept.
Samples of these records were viewed by the Officer.

The nursery received support from Midlothian Council Quality Improvement Officer.

A Development Plan and Business plan were in place to support strategic improvement of performance and development of the service. This will include the nursery focusing on Improving customer service and communication through staff training And Evaluation.

The nursery were accredited with the "Investors in People Award" and Midlothian Enterprise Trust 2000 "Healthy working lives" for recognition of continual good practice.

Complaints, Whistle-Blowing and Equal Opportunity/Diversity policies were in place. All nursery policies were reviewed regularly.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 4.4, 5 -Very Good

Areas for Development

There was very good evidence to show how the nursery used quality assurance methods some of which were new initiatives. The service should continue to explore and develop these systems and processes.

The service identified the following areas for development in relation to this quality statement: "In order to use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide we plan to implement the following: Implement a toolkit to help identify and support each area of the nursery. Handing out evaluation forms to parents following all parents evenings, staff training and nursery events. Handout 360 feedback forms to employees to evaluate the manager's performance. Devise a simple children's questionnaire to introduce and involve them in assessing the centre, provision and ethos. Continue to advertise and support the introduction of a parents consultative committee through the monthly newsletter. Carry out an employee satisfaction survey."

CCO Grading

5 - Very 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
There was no other information.

Requirements
1. It is required that the service should follow their infection control procedures for carrying out pre school toilet checks to ensure they are clean and hygienic. In addition, the procedures for carrying out toilet training checks should be followed as appropriate. This is to comply with SSI 2002/114 Regulation 114 (4) (1) (a) & (d) Welfare of service users. Timescale: This was required at the time of the inspection.

Recommendations
1. It is recommended that the staff should consistently respond to inappropriate behaviour and give clear direction to children in the pre school room who are running around with no clear direction.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard: 7 - A caring environment.

2. It is recommended that the service should prepare appropriately for children undergoing trials to other playrooms. And the nursery should consider contingency plans and be flexible to support individual children's needs.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard: 7 - A caring environment.

3. It is recommended that buggies are not left in the nursery hallway.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard: 2 - A safe environment.

4. It is recommended that staff review the procedures in place for children's hand washing in the toddler room.
   National Care Standards for Early Education and Childcare up to the age of 16 Standard: 3 - Health and wellbeing

5. It is recommended that all playrooms whether being used during the afternoon session or not they should been cleared and left tidy at the end of each session.
   National Care Standards for early Education and Childcare up to the age of 16 Standard: 2 - A safe environment.

6. It is recommended that all staff should undertake an annual appraisal.
   National Care Standards for early Education and Childcare up to the age of 16 Standard:12 - Confidence in Staff

Nancy Wyse
Care Commission Officer