Happy Days - Dalkeith

Day Care of Children

127 High Street
Dalkeith
EH22 1BE

Inspected by: Niki Cooney
Type of inspection: Unannounced
Inspection completed on: 15 November 2011
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Service provided by:
Genesis (J & T) Limited

Service provider number:
SP2010011218

Care service number:
CS2010274508

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

- Quality of Care and Support: 5, Very Good
- Quality of Environment: 5, Very Good
- Quality of Staffing: 6, Excellent
- Quality of Management and Leadership: 6, Excellent

What the service does well

We found that Happy Days Nursery provided a strong child centred ethos which resulted in good practice.
The environment was stimulating and caring where children learn and develop through well chosen play experiences.
Excellent relationships had been formed with parents, carers and children who are genuinely involved in meaningful consultation.

What the service could do better

We recognised that the provider, manager and staff were committed to continuous improvement of the service. As part of the nursery development plan, a number of areas were identified and the service was in the process of implementing these.
During this inspection we made recommendations which would improve the outcomes for children using the service.

What the service has done since the last inspection

Since the last inspection the service have developed the garden area to provide more physical play for the children. They have continued to evaluate the service through providing children and parents/carers with the opportunity to complete questionnaires on a variety of areas within the nursery.
Conclusion

We concluded that provider, manager and staff provided good quality care and support for the children who attended the nursery. With a strong child centred ethos, staff valued the individual child proving a warm and caring environment in which children were given a range of opportunities to reach their potential.

Who did this inspection

Niki Cooney
1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services on the findings of inspections. The history of grades that services were previously awarded by the Care Commission are also available on the SCSWIS website.

Before 01 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body Social Care and Social Work Improvement Scotland (SCSWIS) took over the work of the Care Commission, including the registration of care services. This means that from 01 April 2011 this service continues it's registration under the new body, SCSWIS.

Happy Days Nursery is situated in the Dalkeith area of Midlothian. The service has changed provider to Genesis (J&T) Ltd and was registered with the previous regulatory body the Care Commission in March 2011. It is registered to provide a daycare service to a maximum of 77 children under the age of 12 years of whom 42 children may be under the age of 3 years.

The nursery consists of four playrooms upstairs and four playrooms downstairs with separate rooms for children to eat lunch and snacks. A large safe enclosed garden is situated to the rear of the nursery with chickens kept in an enclosure.

On the day of the inspection there were 42 children and 14 staff present.

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

- **Quality of Care and Support - Grade 5 - Very Good**
- **Quality of Environment - Grade 5 - Very Good**
- **Quality of Staffing - Grade 6 - Excellent**
- **Quality of Management and Leadership - Grade 6 - Excellent**

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report after an unannounced inspection that took place between the hours of 9.00am and 2.00pm on Tuesday 15 November 2011 by Social Care and Social Work Improvement Scotland (SCSWIS) Inspector Niki Cooney.

As requested by us, the service sent us an online annual return. They also sent us an online self assessment form.

We sent 15 questionnaires to the service to give to parents who used the service. Eight completed questionnaires were returned to us before the inspection.

In this inspection we gathered evidence from a number of sources, including the relevant sections of policies, procedures, records and other documentation, including:

- Children’s personal records and profiles
- Certificate of registration
- Parent newsletters
- Parent and children completed questionnaires
- Minutes of Eco Group meetings
- Infection Control Policy
- Health and Safety Policy
- Risk Assessments
- Accident and incident reports
- Maintenance log
- Complaints procedure
- Staff meeting minutes
- Standards Quality and Improvement plan
- Photographic evidence
- Notice boards
- Observation and examination of the environment indoors and outdoors including resources activities and equipment available
- Discussion with the Provider, Manager and 11 staff
- The Inspector also spoke with a number of the children present
- Observation of staff interactions with the children
Grading the service against quality themes and statements

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: No

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service gave us a self-assessment document as requested. This was completed to a satisfactory standard. The document identified what the service thought they did well and identified some areas for improvement.

Taking the views of people using the care service into account

During the inspection visit the majority of children were observed to be happy and relaxed in the care of the staff. They were encouraged to continue with tasks by staff who responded to them in a warm and caring manner.

Taking carers' views into account

Fifteen SCSWIS Care Standard questionnaires were issued to the nursery to give to parents and carers using the service. We received eight completed questionnaires back. Six parents strongly agreed and two parents agreed with the statement: 'Overall, I am happy with the quality care my child receives in this service.'

A parent we spoke with during the inspection made the following comments: "We get daily reports from staff who interact well with the children. The monthly newsletter gives parents the opportunity to make suggestions and we are involved in outings and the yearly nativity play. The food is very good as its all homemade I often ask if I can take some home."

Additional comments are contained within the body of this report.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

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

Grade awarded for this theme: 5 - Very 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**

We found that Happy Days Nursery had excellent systems in place to ensure that service users and carers were involved in the assessing and improving the quality of care and support provided by the service. These included:

- Questionnaires
- Parent participation groups
- Suggestions box
- Formal and informal meetings
- One to one consultations
- Questionnaires for children to use
- Fund raising events
- Discussion with children

Parents and carers were given a useful 'Information Booklet' before their child started at the nursery. This helped them to know what they should expect from the service, and also detailed the nursery’s welcome policies. Parents were also kept updated through a newsletter which they were given on a monthly basis.

We saw that parents, carers and children were involved in day to day matters as well as more formally in strategic planning. Questionnaires had been given to children and parents and we saw evidence of the action that had been taken as a result of their suggestions.

A comprehensive settling in procedure was in place. This gave parents the opportunity to share both written and verbal information with staff about their child’s care and support needs.
Questionnaires issued to parents and carers provided opportunities for families to have a say on how they felt the nursery were meeting their child’s needs.

Daily ongoing informal discussion, newsletters and memo’s, provided effective feedback on outcomes of consultations with parents and carers.

Photographic displays showed how the children were involved in a variety of activities and how they their care and support needs were being met. Forward plans were displayed and reflected on the children’s learning through photographs, art work and staff observations.

We saw that staff were knowledgeable about each child’s needs, likes and preferences and they took on board what the children wanted and needed to reach their next steps in their learning. We saw that the children were very comfortable in approaching staff to ask for help or support.

Out of the eight SCSWIS Questionnaires four parent/carers strongly agreed and four agreed with the statement: ‘Staff share information about my child’s learning and development with me and where appropriate, my child.’

Seven parent/carber strongly agreed and one agreed with the statement: ‘My child regularly gets fresh air and energetic physical play.’

**Areas for improvement**

The service should maintain the excellent standards in relation to the Quality Statement and continue to work with parents, carers and children to improve and assess the service.

In their self assessment document the service identified the following areas for improvement:

“Plans to operate an open session where parents/carers can experience nursery life.”

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 3**

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

**Service strengths**

We found that Happy Days Nursery had very good systems in place to ensure service users health and wellbeing needs were met.
An appropriate child protection policy was in place. This was made available to parents should they wish to view it. The majority of staff had undertaken child protection training and were knowledgeable about the actions they should take if they had any concerns about a child’s wellbeing.

A keyworker system was in place which ensured continuity of care of children and this was made known to parents when they first started the service. Parents in the under three rooms were provided with a written note of how their child had been throughout the day.

We observed that the children were provided with a breakfast of cereal or toast in the morning, a home cooked two course lunch, which the majority of the children ate, and a healthy afternoon snack. Staff told us if children did not eat their lunch they were offered an alternative. Staff sat with the children during lunchtime to encourage social interaction. Good practice was observed when children were hand washing before lunch. An appropriate Infection Control policy was in place and shared with staff. Staff were either trained in Food Hygiene practices or awaiting a place on a training course.

Parents were asked to complete registration forms prior to their child starting which included emergency contact details and any medical requirements they may have. Any children with special allergies were known to each staff member to ensure staff could meet these children’s needs appropriately.

During the inspection children in the pre school room were taken to the local swimming pool for lessons. The children who remained in the nursery had free access to outdoor play in the large enclosed garden.

In the SCSWIS questionnaire a parent made the following comment: “I am very pleased with the quality of service. My child is very happy and receives excellent care and attention from his key person. My child eats well and enjoys the home made food which always smells lovely. I often come to collect my child when he is content playing in the garden practising running and climbing. Overall very happy with the service.”

Areas for improvement

We examined the children’s Personal Learning Plan’s (PLPs) and found that a number of these had information missing and did not allow parents the opportunity to make comments. We discussed this with the provider and manager during feedback who told us they were in the process of updating these. This will be reviewed at the next inspection.

We observed the children in the pre school room to be served lunch when it was too hot. During feedback the provider told us lunch is always cooled down prior to the children being served it. This will be reviewed at the next inspection.
Staff in the Toddlers room did not wear gloves or aprons when carrying out toothbrushing with the children. We made a recommendation about this. See recommendation 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that the provider ensure that all staff should wear gloves and aprons when carrying out toothbrushing with children.

   National Care Standards Early Education and Childcare up to the age of 16 Standard: 3 Health and wellbeing.

**Statement 4**

We use a range of communication methods to ensure we meet the needs of service users.

**Service strengths**

The nursery displayed a wide range of information in the main foyer within the front door of the nursery and also in the upstairs of the nursery. This included leaflets on the following:

- Local places of interest
- Sleeping advice
- How to make a complaint
- Dealing with behaviour
- Protecting children

Minutes of the Eco School committee meetings and regular newsletters were available for service users and provided information about a range of nursery issues and planned activities. Parents and carers were encouraged to participate in the running of the nursery and their contributions were valued.

All of the Nursery Policies and Procedures were available for parents and carers to read and a small number of these were included in the ‘Information Booklet’. They had the opportunity to speak to staff on a formal and informal basis through day to day contact and a range of consultations and parents evenings.

Displays informed parents and carers of the ‘Curriculum For Excellence’ and the ‘Pre-Birth to Three’ documents and how these best practice documents promoted the care and support given to their child. Photograph displays showed the children involved in
a variety of activities and how their care and support needs were being met. Notice boards and displays kept parents fully informed of events, plans, visitors and reminders of how they could become involved in the service.

Weekly planning was displayed which told parents what their child would be learning throughout their day at nursery.

Out of the eight SCWSIS Questionnaires returned all eight confirmed that they received clear information about the service before their child started using the service.

**Areas for improvement**

From the SCWSIS questionnaires four parent/carers strongly agreed, two agreed and one didn’t know if the staff treat information about their child as confidential, and only share information where appropriate. When we discussed this with the provider and manager during feedback she told us the nursery would always keep information on children in confidence and securely. It was suggested that the service remind parents of this in the next newsletter.

In their self assessment document the service identified the following areas for improvement:

“Plans for parents/carers to participate further in nursery life and offer feedback through open sessions.”

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very 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
Evidence which we discussed in Quality Theme 1, Statement 1 also applied to this statement.

We found that Happy Days Nursery had excellent systems in place to make sure that service users and carers were involved in the assessing and improving the quality of the environment.

The nursery work in Partnership with Edinburgh City Council. The Quality Improvement Officer from the Council visits the nursery to provide support with the 'Curriculum for Excellence'.

Children were observed to be involved in caring for their environment by planting a wide range of fruit and vegetables, watering plants, helping to tidy up and taking part in celebrating religious festivals and harvests.

Parents were routinely encouraged to spend time in the nursery if they wished to. We saw a display that showed children and their families taking part in the 'Forest Schools Project'. This gave children and their parents and carers the opportunity to take part in outdoor, educational experiences. Photos were also displayed.

Attractive displays showed the nursery were involved in an Eco schools project through the City of Edinburgh Council. (Eco-Schools offers nursery, child and family centres, primary, secondary and special schools a recognised award programme for promoting environmental awareness and action throughout the whole school. Eco-Schools support the four capacities of education as highlighted in a Curriculum for Excellence, i.e., successful learners, confident individuals, responsible citizens and effective contributors. The overall aim is to involve the whole school and members of the local community in developing an understanding of the environment and embedding this in school life).

We viewed a sample of the consultation the nursery carried out asking children, parents and carers about their vision for the improvement of the outdoor area. The outcome of this was a newly built wooden climbing fort for the pre school and after
school children to use. A new wooden play area had been designed at the bottom of
the garden for the younger children to use.

Out of the eight parents and carers who completed the SCSWIS questionnaires,
three parent/carers ticked the not applicable box, two didn’t know, two strongly
agreed and one agreed with the statement: ‘The staff ask for my child’s views about
the activities and outings, and use them to plan their future activities.’
We discussed this with the provider and manager during feedback who confirmed the
nursery would always involve the children in the weekly and playroom planning and
their views are sought in every area of the nursery.

Areas for improvement
The service should maintain the very good standards in relation to this quality
statement and continue to work with parents, carers and children to improve and
assess the service.

In their self assessment document the service identified the following areas for
improvement:
“Further develop links with parents/carers to ensure participation in their child’s
nursery experience through open sessions.”

Grade awarded for this statement: 6 - Excellent

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
We found that happy Days Nursery had very good systems in place to ensure the
environment was safe and secure for the children in their care.

The building on visual inspection was in a good state of repair both indoor and
outdoors. There were written evidence of risk assessments being carried out on the
nursery environment and when children were taken to places of interest out with the
nursery. Staff dealt with any maintenance issues which might arise by informing the
management team who would take steps to address these. A Maintenance Officer
was employed to maintain the building and outdoor areas. They dealt with any
maintenance issues which might arise under the instruction of the provider.
The nursery door was kept locked at all times. Visitors were required to sign the
visitor’s book before gaining access to the playrooms. Staff photos were on display at
the entrance to the nursery and outside each playroom.

Attendance registers were completed and signed by parents and carers on arrival.
Staff kept a running total of the numbers of children actually present. Effective
procedures were in place for instances when children did not arrive for a session when they were expected.

There were sufficient toilets and hand washing sinks for the children attending. Posters were displayed to show children how to follow good hand washing procedures. The nappy changing facilities were provided with nappy bins and staff confirmed these were changed throughout the day. Sanitising Units were present in each room for staff to use when required.

A Medication Policy was in place. Medicines were appropriately stored and parents/carers permission were given for administering these. Accidents were recorded and parents or carers signatures obtained.

Out of the eight parents and carers who completed the SCSWIS questionnaires, five parent/carers strongly agreed and two agreed with the statement: ‘The service is a safe secure, hygienic, smoke free, pleasant and stimulating environment’.

Areas for improvement
Although staff told us the Maintenance Officer checked the outdoor play area in the morning no records were kept of this. We made a recommendation of this. See recommendation 1.

Although written records were kept when toys and equipment were cleaned these had not been completed in all the playrooms. We made a recommendation about this. See recommendation 2.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Recommendations
1. It is recommended that the provider should ensure that checklists are put in place to ensure staff check the outdoor play areas for any hazards prior to children entering.
   National Care Standards Early Education and Childcare up to the age of 16 Standard: 2 A safe environment.

2. It is recommended that the nursery should ensure that cleaning checks are carried out and cleaning rotas throughout all the playrooms be complete and up to date.
   National Care Standards Early Education and Childcare up to the age of 16 Standard: 2 A safe environment.

Statement 5
The accommodation and resources are suitable for the needs of the service users.
Service strengths
We observed that the playrooms were well organised and children could move freely around the rooms to engage in the activities on offer. The furniture in each room was age appropriate for the children using them. Playrooms had a wide range of resources and equipment which were age and stage appropriate to extend and promote children’s learning.

Staff showed us the ‘Resource Request Sheets’ that they completed if they wished to buy new toys or equipment for the playrooms.

All of the playrooms had examples of the children’s artwork attractively displayed on the walls along with photographs of the children engaging in activities. Weekly and monthly activity plans were in place which included theme work. Weekly plans were evaluated by staff and discussed during the weekly meetings.

The baby rooms had comfortable chairs for the staff to use whilst feeding the babies. Cots, sleep chairs and mats were provided to allow each child to have a sleep when required. The outdoor areas were well equipped to meet the needs of all the age groups within the nursery.

Out of the eight SCSWIS Questionnaires six parent/carers strongly agreed and two agreed with the statement: ‘The service has a suitable range of equipment, toys and materials for the children.’ A parent made the following comment: "Very impressed with the outdoor area, my child loves being outside and has lots of opportunities."

Areas for improvement
We saw that the children in the downstairs toddler room had crayons as part of an activity. Whilst the manager told us that she visits each room every morning and records if they need more resources we felt there was not enough crayons available for the children.

In their self assessment document the service identified the following areas for improvement: “Further develop the 0-3 year old outdoor play area.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

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

Service strengths
Comments made in Quality Statement 1.1 and 2.1 also apply to this Quality Statement.

We found that Happy Days Nursery had excellent systems in place to make sure that service users and carers were involved in assessing and improving the quality of staffing in the service.

Nursery newsletters and daily one to one feedback kept parents and carers informed of changes to staffing. Outside each playroom door staff photos were displayed to show which staff member was working in the room on that day. Parents had the opportunity through nursery questionnaires to make comment on whether the staff do enough to meet their own and their child’s needs.

Parents and carers were asked to complete an evaluation on the recruitment of new staff. This gave them the opportunity to provide questions the management team could ask during interviewing new staff. The manager told us that parents and carers always informed them that they were happy for the nursery to make the decisions on recruiting new staff.

Areas for improvement
The service should maintain the excellent standards in relation to this quality statement and continue to work with parents, carers and children to improve and assess the service.

In their self assessment document the service identified the following areas for improvement:
“To continue to involve the carers in staff recruitment.”

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0
Number of requirements: 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**

We found recruitment and selection procedures were in place. We sampled four staff files which showed the nursery carry out enhanced checks with Disclosure Scotland, check references one of which is from a previous employer and staff are asked to sign a declaration to confirm that they are mentally and physically fit to work with children. Management confirmed they were aware of their responsibility to report any staff misconduct to the Scottish Social Services Council (SSSC).

The service had relevant policies in place, including whistle blowing, recruitment and child protection and had an induction process in place to ensure new staff were aware of the policies. Staff were expected to sign a declaration to show they read and understood these. All contracts were in place. Supervision and annual appraisals were in place and records viewed evidenced the link to training and development needs.

Out of the eight parents and carers who completed the SCSWIS questionnaires five parent/carers strongly agreed and agreed with the statement: "I am confident that staff have the skills and experience to care for my child and support their learning and development."

Additional comments included:
“Very helpful, happy team at Happy Days. My child adores the girls in the baby room - they so obviously have a bond with him. I’m a very happy mum.”

**Areas for improvement**

The service should maintain the excellent standards in relation to this quality statement.

In their self assessment document the service identified the following areas for improvement:
"New to staff to have a nominated mentor who works on the nursery floor."

**Grade awarded for this statement:** 6 - Excellent

**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**

We observed that the majority of staff displayed a caring, professional approach to the children and their parents and carers. Through discussion and practice they
demonstrated their knowledge and experience about the Curriculum For Excellence, the Pre-Birth to Three document, the National Care Standards and Scottish Social Services Codes of Practice.

The majority of staff either held a relevant childcare qualification or were currently undertaking training to gain one. The majority of staff were registered or in the process of registering with the Scottish Social Services Council. There was a genuine commitment to continuous professional development. Weekly staff meetings were held which gave staff the opportunity to plan activities. In additional monthly staff meetings were provided by management for playroom staff to share good practice.

Staff we spoke with during the inspection told us they enjoyed working at Happy Days Nursery and felt they were supported both informally and formally by each other, and senior staff in the service. They told us that they had the opportunity to meet and discuss any issues with the Management team should they have any issues. Staff training certificates confirmed training staff had undertaken such as child protection, first aid and food hygiene. There were displayed for parents and carers to see.

Parents/carers who completed the SCSWIS questionnaires made the following comments:
“Our child is so happy at nursery she obviously feels very secure with the staff. She has grown in confidence and made great progress. She’s very motivated and excited by the new things she learns and can’t wait to tell us. You can feel the atmosphere as soon as you walk in.”

Areas for improvement
The service should maintain the excellent standards in relation to this quality statement.

In their self assessment document the service identified the following areas for improvement:
“Continue to source relevant training for all staff members needs and requirements.”

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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
Comments made in Quality Statements 1.1, 2.1 and 3.1 also apply to this Quality Statement.

We found that Happy Days Nursery had excellent systems in place to make sure that service users and carers participate in assessing and improving the quality of the management and leadership in the service.

We saw that there were folders and boxes in each area of the nursery which parents and carers could use to put any feedback or suggestions in. The manager said she operated an open door policy for parents which they were encouraged to use. We observed the staff opening the door to parents and welcoming them in when collecting their child.

A participation strategy was place and included in the service policies. There was written evidence of the managers response to the questionnaires that parents, carers and children had completed. The outcomes of these were actioned in a summary leaflet for the Standards and Quality Improvement Plan (which detailed the areas which had been identified where the nursery planned to make improvements) and through the planning of activities for the nursery.

Out of the eight parents/carers who returned the SCSWIS questionnaires four parent/carers strongly agreed and four agreed with the statement: 'The service has involved me and my child in developing the service, for example asking for ideas and feedback'.

Areas for improvement
The service should maintain the excellent standards in relation to this quality statement.

In their self assessment document the service identified the following areas for improvement:
"Expand on parent/carer questionnaires in relation to management".
Statement 2
We involve our workforce in determining the direction and future objectives of the service.

Service strengths
We found excellent systems in place to involve the workforce in determining the direction and future objectives of the service.

Staff were involved in the future direction of the service through:

- Weekly staff meetings used to plan and evaluate playroom activities
- Outside training, staff were encouraged to share this training with other staff
- Policy making
- Staff confirmed they were involved in the self evaluation process for the Care Inspectorate
- Annual appraisals and staff supervision
- Staff questionnaires
- Involvement of the Standards and Quality Improvement Plan

From discussion with staff and the Management team it was evident that the Manager and Depute provided clear leadership and guidance for staff and shared their vision for the future development of the service. Staff told us they were encouraged to put forward ideas, share responsibilities and were fully involved in the planning for the nursery.

The nursery Standards, Quality and Improvement Plan outlined a range of future plans and improvements for the service. Staff confirmed they were involved in this process.

Areas for improvement
The service should maintain the excellent standards in relation to this quality statement.

In their self assessment document the service identified the following areas for improvement:
“To develop methods for individual play rooms to develop future objectives.”
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 nursery work in Partnership with Edinburgh City Council. The Quality Improvement Officer visit the nursery three times a year to offer support to staff in the pre school room. This included working on long term plans, festivals, and responsive planning.

It was evident the provider and manager were committed to providing a quality service for children and their families. She described her vision for the future of the nursery and was in the process of collating the results of the nursery questionnaire to feedback to parents and carers.

The Manager recognised the importance of training as a means of maintaining and improving the service and encouraged staff in identifying and accessing training opportunities.

The service had begun to use quality assurance systems that included ‘Child @ the Centre’, ‘Curriculum for Excellence’ and had begun the process of introducing the new ‘Pre Birth to Three Document’ into all areas of the nursery.

Areas for improvement
The service should maintain the excellent standards in relation to this quality statement.

In their self assessment document the service identified the following areas for improvement:
“Further develop evaluation for children’s experiences and activities.”

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information
No Additional Information.

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5 Summary of grades

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<td>Statement 2</td>
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<td>Statement 5</td>
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</tbody>
</table>

<table>
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<tr>
<th>Quality of Staffing - 6 - Excellent</th>
</tr>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 2</td>
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<tr>
<td>Statement 3</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 6 - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
</tr>
<tr>
<td>Statement 4</td>
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</tbody>
</table>

6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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