Chapter One Childcare Shawfair House
Day Care of Children
Shawfield House
Campend Farm
Dalkeith
EH22 1RS

Inspected by: Niki Cooney
Type of inspection: Unannounced
Inspection completed on: 23 October 2012
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Service provided by:
Chapter One Childcare

Service provider number:
SP2004006695

Care service number:
CS2011298919

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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

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<th>Area</th>
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<td>Quality of Environment</td>
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<tr>
<td>Quality of Management and Leadership</td>
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What the service does well

The motivated staff team provide very good care and support for the children and their families. The environment is both attractive and stimulating and meets the needs of the children.

What the service could do better

The nursery should start to address the recommendations made in this report to improve the outcomes for children.

What the service has done since the last inspection

This was the first inspection since the service registered in March 2012.

Conclusion

We concluded that the Manager and staff provide very good quality care and support for the children who attend the nursery. It was clear that staff value the individual child and provide a warm and caring environment.

Who did this inspection

Niki Cooney
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to April 1 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service registered with the Care Inspectorate on 7 March 2012.

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. This was due to the service being a newly registered nursery.

Chapter One at Shawfair House is situated on farmland in the Dalkeith area of Midlothian. The nursery has four main playrooms over two floors, with an enclosed garden with car parking facilities for families to use.

The nursery is registered to care for a maximum of 56 children aged from birth to not yet attending primary school with a maximum of eleven children aged under two years and eleven children aged two to three years. There were 14 children present on the day of inspection.

The service’s aims and objectives are:

- Value all children as individuals, taking into consideration cultures and special needs
- Demonstrate a caring considerate attitude towards the children promoting their self esteem
- Encourage children to practice and acquire skills
- To continually review and update our curriculum ensuring that the needs of each child are met, thereby assisting children to achieve their maximum potential
- Observe, monitor and evaluate children’s progress and development
- Work with parents as partners in their child’s learning and to share with them their child’s achievements
- To ensure that training needs of all staff are assessed and met by providing regular supervision, performance reviews and providing training opportunities
- Improve our service through self-evaluation.

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 4 - Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 5 - Very Good

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.careinspectorate.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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
We wrote this report after an unannounced inspection that took place between the hours of 9.00am and 3.20pm on Tuesday 23 October 2012 by Care Inspectorate inspector Niki Cooney.

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

We sent 20 questionnaires to the service to give to parents who used the service. Seven 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:

- Evidence from the service’s most recent self assessment
- Certificate of Registration
- Certificate of Liability Insurance
- Newsletters
- Menus
- Nursery prospectus
- Children’s records
- Infection Control Policy
- Health and Safety Policy
- Risk Assessments
- Complaints procedure for parents and carers
- Staff meeting minutes
- Photographic evidence
- Notice boards
- Information leaflets
- Examination of equipment, resources and environment
- Discussion with a number of people including the provider, the manager, the depute manager and four staff
- Discussion with a number of the children aged three to five
- We observed the interactions between the staff and 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 Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned.

Taking the views of people using the care service into account

During the inspection visit the 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 the them in a warm and caring manner.

We spoke with four out of eight children present, aged between three and five years, comments included:

"I like the garden we can play outside and we sometimes see rabbits."
"I eat all my lunch"
"I like playing with the cars and sand tray."
"We read stories."

Taking carers’ views into account

20 Care Inspectorate questionnaires were issued to the nursery to give to parents and carers using the service. We received seven completed questionnaires back. Six parent/carers strongly agreed and one parent/carer agreed with the statement: 'Overall, I am happy with the quality care my child receives in this service.' Comments made are contained within the body of this report.
Additional comments included:
"My child has been very happy at Chapter One and I have been really impressed with the service offered by them."

"I am very happy with the standard of care at this nursery."
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 Chapter One at Shawfair had very good systems in place to ensure that service users and carers were involved in assessing and improving the quality of care and support provided by the service.

The care service involved the people who use the service and their families and asked for their views in several ways. These included:

- Newsletters, which had been sent out on a monthly basis since the service opened and were considered to be informative and wide ranging: they included stories about the environment, staffing, parents evenings and encouraged families to express their views.
- Parents evening for parents to discuss their child’s wellbeing and how they had settled into the nursery.
- Open day for new parents to visit the nursery.
- Daily feedback, either verbal or a written report for under two children, to parents reporting on each child’s wellbeing and activities they had undertaken.

Parents and carers were given a useful ‘Nursery Prospectus’ before their child started at the nursery. This helped them to know what they should expect from the service. The booklet detailed the nursery’s welcome policies to all parents and carers, and the ways that they could find out about their child’s progress. Photographic displays showed how the children were involved in a variety of activities and how their care and support needs were being met.
We saw that staff were knowledgeable about each child’s needs, likes and preferences. They took on board the children’s interests and used these to reach their next steps in their learning. We saw that the children were very comfortable in approaching staff to ask them for help or support.

We examined the children’s Personal Learning Plan’s (PLPs). Effective use of these folders had brought parents, carers, children and nursery together to support the child’s learning and development. Forward plans were displayed in the younger age group rooms and reflected on the children’s learning through photographs, art work and staff observations.

Children were asked for their views through the use of ‘Talking and Thinking sheets’. These sheets allowed children to share their views about various topics whilst at nursery. An example of this was when staff carried out a topic to inform the children of the importance of drinking water. We viewed a sample of these.

Children’s achievements were recognised through the use of ‘Wow Sheets’. These showed milestones children had reached and any new tasks children had learnt such as how to put on their own coat.

Out of the 15 parent/carers who returned the SCSWIS questionnaires six parent/carers strongly agreed and one agreed with the statement: ‘Staff share information about my child’s learning and development with me and where appropriate, my child.’

Additional comments included:
“We are often given artwork to take home, are shown photos and have been provided with a wonderful newsletter. Most importantly they review the children’s learning with us.”

Areas for improvement

The service did not have any formal systems in place to gain the views of parents and carers.
We have made a recommendation about this. See recommendation 1.
In their self assessment document the service identified the following areas for improvement:
“Hold parent evening- September/October 2012. (This had been done when we carried out this inspection.)
Ensure effective self evaluation system allows staff and children to reflect on a regular basis.
Management monitor playroom practice.”

Grade awarded for this statement:  5 - Very Good
Number of requirements:  0
Number of recommendations:  1
Recommendations

1. It is recommended that the service now introduce questionnaires to ensure that service users and carers participate in assessing and improving the quality of the care and support, the quality of the environment, the quality of staffing and management and leadership of the service.

National Care Standards Early Education and Childcare up to the age of 16
Standard: 13 Improving the Service
Statement 3
We ensure that service users' health and wellbeing needs are met.

Service strengths
We found that Chapter One at Shawfair had very good systems in place to ensure service users' health and wellbeing needs were met.

A comprehensive settling in procedure was in place. 'All About Me' sheets were given to parents and their children to complete prior to starting at nursery. These gave parents the opportunity to share both written and verbal information with staff about their child's care and support needs.

An appropriate child protection policy was in place. This was made available to parents should they wish to view it. From speaking with staff it was clear they were aware of the procedure to follow if they had any child protection concerns and on going plans to update child protection training where in place.

A key worker 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 of children under two years were provided with a daily written note which included details of what their child had done throughout their day. For example if they had slept, what they had eaten and the activities they took part in.

We observed that the children were provided with a morning and afternoon snack and a two course lunch. Nursery lunches were provided by an outside catering company, East Lothian Larder. They provide a variety of menus containing a two course homemade lunch which is brought to the nursery ready to serve to the children. Sample menus were provided and a 'Nursery Snacks and Meals' booklet is available for parents to show how the nursery meets the children’s nutritional needs. A separate ingredients list was provided to show parents a breakdown of what ingredients were included in each meal.

Staff we spoke with told us that the nursery ensured children were monitored to ensure their dietary needs were being met. Any children with special allergies were known to each staff member to ensure staff could meet these children’s needs appropriately.

Out of the seven parent/carers who returned the SCSWIS questionnaires, four parent/carers strongly agreed and three agreed with the statement: 'The service provides a healthy and well-balanced diet which meets my child’s dietary and cultural needs.'

One parent/carer in the SCSWIS questionnaire told us "we have been involved in the healthy eating project and we receive a daily update sheet which details their care, meals and daily activities which we really appreciate."

We saw that staff in the under threes room followed the Pre Birth -Three document and staff in the Pre School room followed the Curriculum For Excellence. We could see this through the use for planning, observations and photographs displayed.
Areas for improvement

Although we observed all of the children eating most of the macaroni provided for their lunch, staff told us that children were not always offered an alternative if they did not eat their lunch. We discussed the need to ensure that a procedure is put in place to offer an alternative to children who did not eat the lunch provided. We have made a recommendation about this. See recommendation 1.

We discussed with the management team that the nursery should consider using settling in reports for new children to allow parents to see how they are progressing.

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

“Introduce ‘All About Me’ books. Develop outdoor play area- this will link with our group improvement plan on outdoor learning.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the service put a procedure in place to ensure children are offered an alternative if they do not eat the lunch provided.

   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

Strengths reported on in Quality of Care and Support, Statement 1, is also relevant to this statement.

The nursery had a variety of information displayed on noticeboards and useful leaflets about the service for parents to take home. This information was clear and relevant to parents and children. These included:

- Nursery meals and snacks leaflet
- Partnership with parents matters
- Parent partnership home links to learning
- Learning and development through play
- Nursery home link - talking with children, this gives parents ideas to encourage talking at home for young children
- Making marks - shows parents how writing starts
- Helping hands - explains to parents the special helpers badge children are given to help build on their own skills

We found the service to have an open, friendly and professional approach in speaking with and listening to parents and children on an informal basis.

We saw the room routines displayed which showed parents what children would be doing throughout their day whilst in nursery. For example, free play time, outside play, what time they would be given lunch and snacks and more structured activities. Information was displayed about the children’s learning plan, and a range of photographs which showed what the children had been doing while they were at nursery and on outings.

Policies on display let parents know, for example, how to make comments or a complaint.

Out of the seven SCSWIS questionnaires returned, six parent/carers strongly agreed and one agreed with the statement: ‘I am kept informed about what is happening in the service, for example through newsletters and information boards’ and all seven agreed that they received clear information on the service before their child started.

Areas for improvement

We discussed with the Management team that the forward planning for the upstairs playrooms should be displayed for parents and carers to see. We have 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 nursery display forward plans for parents and carers to see in the pre-school room.
   National Care Standards Early Education and Childcare up to the age of 16
   Standard: 5 Quality of experience
Quality Theme 2: Quality of Environment

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

We found that Chapter One at Shawfair had very good systems in place to make sure that service users and carers were involved in the assessing and improving the quality of the environment.

Children were observed to be involved in caring for their environment by taking part in a variety of activities in the nursery ‘Potting Shed’. These included:

- Planting,
- Growing fruit and vegetables,
- Caring for and watering plants,
- Picking berries from the local farm to make jam

A wide variety of age appropriate toys and equipment were available and staff confirmed these were changed on a regular basis to keep children’s interest. Photographs were displayed throughout the nursery for parents to see the various outings children were taken on such as, walks to the local farm, and other places of interest.

Out of the seven parent/carers who returned the SCSWIS questionnaires four parent/carers ticked the not applicable box, one didn’t know and two agreed with the statement: ‘The staff ask for my child’s views and about the activities and outings, and use them to plan future activities.’

Additional comments included:
“We are always kept well informed and involve the children in a wide range of activities. They have taken the children on some great outings and have implemented
some great projects such as the garden, healthy eating and the monthly nursery rhyme."

**Areas for improvement**

The service did not have any formal systems in place to gain the views of parents and carers on assessing and improving the quality of the environment within the service. We have made a recommendation about this under Quality of Care and Support statement 1.

In their self assessment document the service identified the following area for improvement:
"Outdoor play area to be developed."

**Grade awarded for this statement**: 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
We found that Chapter One at Shawfair Nursery had 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 was 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. The playrooms were well ventilated and the layout allowed children to move freely around the activities. We observed the children being encouraged to tidy up when they had finished playing with toys. This supported their learning and helped maintain a safe play environment.

The nursery door was kept locked at all times. Staff photos were on display at the entrance to the nursery. This meant that parents were aware of all the staff working within the nursery.

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. We observed staff following good hygiene procedures when changing nappies.

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

We saw that the accommodation, children’s toys and equipment were clean.

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

One parent through the SCSWIS questionnaire made the following comment: “The nursery is kept very clean and hygienic, the children are encouraged to wash their hands and brush their teeth.”
Areas for improvement

Although staff told us they cleaned the toys on a regular basis there were no written records kept. No checklists were in place to show staff checked the garden areas prior to the children using it. We discussed this with the management team who told us this was done through management supervision and monitoring on a daily basis and that all areas were checked. Any concerns raised were recorded on the management monitoring sheets which had been implemented recently. This will be reviewed at the next inspection.

The nursery provided sudacreme for nappy rash and whilst disposable gloves were worn for each child’s change it is required that each child have their own tub of creme or parents supply their own. This would avoid risk of cross contamination. We have made a requirement about this. See requirement 1.

During the inspection the provider informed us that they were awaiting a replacement tank therefore the central heating system was not working properly. Temporary heaters had been put in place which were moved around the playrooms depending on which rooms were being used. We asked the service to keep records of the temperatures in each playroom to ensure they were warm enough for the children. The service emailed us week following the inspection to inform us that the heating was now in working order.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. It is required that the service ensure individual nappy creams are used for each child to prevent the spread of infection. This is in order to comply the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI 210 Regulation 4 (1) (d) Welfare of Service Users a provider must where necessary, have appropriate procedures for the prevention and control of infection. Timescale: This was required at the time of the inspection.
Statement 5
The accommodation and resources are suitable for the needs of the service users.

Service strengths
The building had been refurbished when the nursery took over the lease of the building.

The nursery on the ground floor comprised of two playrooms for the use of the under two age group. Both rooms had lino flooring for feeding and messy play and rugs were provided for a range of age appropriate toys and equipment such as musical toys, books, puzzles. This room also had an entrance leading into a conservatory which the service has called a 'Potting Shed' for children to grow vegetables and plants.

A separate sleep room was available for when younger children required a sleep. This held a number of cots. This room was monitored and records were kept of sleeping children to ensure safety.

Other space on the ground floor comprised of a staff room, large well equipped kitchen, one changing room with one toilet, staff toilet, laundry room and four store rooms.

The upper floor has four rooms for children aged two to five years. They were all attractively laid out to include a story corner, home corner, construction, puzzles, sorting games and range of messy play including water, sand, dough and paint. The upper floor also has a large children’s bathroom with four toilets and four hand sinks.

The rooms were all well ventilated with a lot of natural light.

The nursery is situated with gardens to both sides of the property and at the rear there was parking for 20 plus cars. The manager told us the garden area was in the process of being developed to ensure the security and safety of the children using it.

Staff told us children would be taken out everyday and parents were encouraged to provide suitable clothing to support this. As the nursery was situated on farmland staff told us of the wide range of wildlife that held the children’s interest. The provider discussed with us the view that staff were expected to use the outdoor areas daily for all age groups.

Areas for improvement
As the nursery had only been open for seven months pre school children were not making full use of the playrooms available to them as numbers were still low. We observed children were having to be taken to the toilet by staff which we felt did not promote Independence.

We have made a recommendation about this. See recommendation 1.
There was no comfortable chair in the baby room for staff to sit on whilst feeding babies their milk. We have made a recommendation about this. See recommendation 2.

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

**Number of requirements:**  0

**Number of recommendations:**  2

**Recommendations**

1. It is recommended that the service should consider opening up the playrooms not in use in the upstairs area to enable children to move freely around their nursery environment and allow them independence when going to the toilet.
   National Care Standards Early Education and Childcare up to the age of 16 Standard: 2 A safe environment.

2. It is recommended that the service should provide a comfortable chair in the baby room to allow a more comfortable experience when feeding babies their milk.
   National Care Standards Early Education and Childcare up to the age of 16 Standard: 2 A safe environment.
Quality Theme 3: Quality of Staffing

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 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 Chapter One at Shawfair had very good 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. In the entrance to the nursery, staff photos were displayed to show which staff members worked in the nursery. Children were seen to readily pass on their thoughts and wishes to staff. In discussion with staff it was clear that they took account of these when forward planning such as extending children’s interests in the themes and activities provided in the playrooms.

Areas for improvement
It was discussed during feedback that the service should consider displaying photos of staff outside each room to show parents who worked in each room. The provider told us she was in the process of implementing this.

The service did not have any formal systems in place to gain the views of parents and carers on assessing and improving the quality of staffing within the service. We have made a recommendation about this under Quality of Care and Support statement 1.

In their self assessment document the service identified the following areas for improvement:
“Consultation opportunities for parents and children to share their views on a regular basis- already have effective systems to use”
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 that Chapter One at Shawfair had very good systems in place to ensure staff had been recruited, and inducted, in a safe and robust manner. We viewed three staff files which held the appropriate information for recruitment. These included:

- two references, one from a previous employer
- a medical declaration to show staff were physically and mentally fit to work with children
- written records of staff induction
- a contract of employment
- job description
- enhanced Disclosure checks for long term staff
- current Protecting Vulnerable Groups (PVG) checks for new staff
- registration of staff with Scottish Social Services Council
- induction process for new staff

The service had appropriate policies and procedures to support the recruitment process. Staff told us they were aware of these.

Areas for improvement

There was no written procedure in place for re checking staff under the new Protecting Vulnerable Groups (PVG) Scheme. We have made a recommendation about this. See recommendation 1.

In their self assessment document the service identified the following areas for improvement:
“Use Continuous Professional Development (CPD) to further support staff training needs.”

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 1

Recommendations

1. It is recommended that the provider should put a system in place to re check the PVG of all staff.
National Care Standards Early Education and Childcare up to the age of 16
Standard: 12 Confidence in staff
Standard: 14 Well managed service.
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
The service had the appropriate policies in place, including staff recruitment, whistle blowing and equality and diversity.
We saw that staff and managers had access to training as part of their continued professional development, as well as in relation to the work that they were doing.
We found from speaking with staff that they demonstrated a commitment to taking up training to support them in their work. They were very motivated and enthusiastic about their work.
We examined three staff files which showed an induction process was in place to ensure new staff were aware of the policies. The manager told us supervision sessions took place regularly and appraisals would take place every six months.
Records viewed showed training staff had undertaken. The service had an appropriate management structure to support this process.
We observed that the 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 documents, relevant legislation and good practice.

All staff held a relevant childcare qualification and they were registered or in the process of registering with the Scottish Social Services Council.
Staff told us monthly meetings were held which gave them the opportunity to plan activities and discuss nursery issues. They told us they enjoyed working at the nursery, and felt supported both informally and formally by each other, and senior staff in the service.
Out of the seven parents and carers who completed the SCSWIS questionnaires five parent/carers strongly agreed and two 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."

One parent, through the SCSWIS questionnaire, made the following comments: "The staff at the nursery are fantastic, they are extremely good with my daughter."

Areas for improvement
Although the nursery carried out In-house training on child protection we suggested that staff should attend updated child protection training every three years through a professional body. We have made a recommendation about this. See recommendation 1.

In their self assessment document the the service identified the following areas for improvement:
"Continue to support staff in identifying relevant changes in need of updating."
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the service ensure all staff complete up to date Child Protection training every three years through a professional body.

   National Care Standards Early Education and Childcare up to the age of 16 Standard: 12 Confidence in staff
Quality Theme 4: Quality of Management and Leadership

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 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 Chapter One at Shawfair had very good 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 observed the manager and staff opening the door to parents and welcoming them in when collecting their child. Parents and carers we spoke with confirmed that they knew who the provider and manager were and felt they were very approachable to discuss any issues they might have.
The service complaints policy and procedure were included in the policy information. The complaints policy was also displayed informing parents and carers of the procedure to follow.
An informative website was available and a facebook page had been set up to keep parents involved in the life of the nursery.
Out of the seven parents and carers who completed the SCSWIS questionnaires, four parent/carers strongly agreed and three 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 did not have any formal systems in place to gain the views of parents and carers on assessing and improving the quality of management and leadership within the service.
We have made a recommendation about this under Quality of Care and Support statement 1.
In their self assessment document the service identified the following areas for improvement:
"Introducing systems we already have in use-self evaluation forms, parents evenings, coffee morning."
Grade awarded for this statement: 5 - Very Good

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
The manager involved the whole staff group in the development of the service. We saw recent policies had been reviewed to support fire safety and drinking water which staff confirmed they were fully involved in. Staff told us they were fully involved in any new developments within the nursery and were given the opportunity to suggest what they would like to see in the nursery garden project.

Staff meetings and daily discussions took place regularly to ensure staff were able to provide feedback and suggest ideas for improvement. This enabled them to contribute to the overall direction and future objectives of the service. Staff reviews also provided opportunities for sharing ideas with management. Each staff member was given a leadership and responsibility role. This allowed them to develop their skills in different areas of the nursery. For example, if a staff member wished to lead a storytelling session or develop an area in the garden they would carry this out with the support of the manager to enable them to enhance their skills within the nursery.

As Chapter one has a number of nurseries in the Edinburgh area, staff told us management often held ‘Shared Practice’ sessions. These allowed staff to experience what is happening in other nurseries to give them ideas to bring to their daily practice. A recent session meant staff visited a local nursery to experience the outdoor learning they had introduced. We viewed photographs of this.

Areas for improvement
Staff told us they did not have any knowledge of being involved in the completion of the self assessment process for SCSWIS. We have made a recommendation about this. See recommendation 1.

The manager told us as the numbers of children increased, the service would be applying for Partnership with Midlothian Council. This would allow pre school children to have their pre school years provided by the nursery.

In their self assessment document the service identified the following areas for improvement:
“Continue building a strong team allowing staff to take further ownership and leadership within different areas of the nursery.”

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 1
Recommendations

1. The provider should ensure that staff fully understand the self assessment process for SCWIS.
   National Care Standards Early Education and childcare up to age 16 Standard: 14
   Well-managed service.
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 used the Care Inspectorate self assessment framework to identify areas for improvement. The manager told us she had a clear focus on monitoring staff and records were kept of these.
A participation strategy was in place and was included in the service policies. This informed parents of how they could get involved in the life of the nursery.

As previously stated the service had a written complaints policy which service users were aware of. This created a useful opportunity to raise concerns about the service and encouraged parents and carers to approach staff to report any concerns or complaints. Parents we spoke with during the inspection were very clear that they knew who to go to and felt that if they had any issues, the manager would deal with them appropriately.
We found that the manager was in the process of developing an improvement plan in the nursery and that the provider and staff team routinely involved service users in this.
Staff confirmed they were given time to plan the weekly and monthly planning using the Pre-Birth to Three Document and the Curriculum for Excellence Document. This allowed staff to ensure they were meeting the children’s needs through the activities they offered.

Areas for improvement
We discussed with the management team that the development of an improvement plan would benefit the future of the service.

In their self assessment document the service identified the following areas for improvement:
"Ensure staff are fully aware and have clear understanding of Pre Birth to three, Getting It Right For Every Child(GIRFEC) and Curriculum for excellence and in time, this be embedded and evident throughout the nursery."

Grade awarded for this statement: 5 - Very Good

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

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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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tbody>
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<td>Statement 1</td>
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<th>Quality of Environment - 4 - Good</th>
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<tr>
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<tr>
<th>Quality of Staffing - 5 - Very Good</th>
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<td>Statement 1</td>
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## 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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