The Orchard Nursery
Day Care of Children
29 Inverleith Row
Edinburgh
EH3 5QH
Telephone: 0131 552 5000

Inspected by: Sonia Priest
Shelagh McDougall
Type of inspection: Unannounced
Inspection completed on: 6 November 2012
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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Staffing</td>
<td>6</td>
<td>Excellent</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
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What the service does well
The Orchard Nursery provides a caring and flexible service for children and their families. This was confirmed through observation, discussion and information gathered as part of the inspection process. Systems are in place for families to have the opportunity to give their views about the nursery and for the service to gather relevant information about the children and their needs from their parents.

What the service could do better
The Orchard Nursery should continue to promote their participation opportunities for parents and children for them to be able to give feedback to be involved in the development of the service. Action should be taken to address the areas for improvement in this report.

What the service has done since the last inspection
Since the last inspection, the service has had to move premises when their lease for the building in the grounds of the Royal Victoria Hospital came to an end. The service moved to new premises in Inverleith Row. Before moving into the building the Provider carried out significant refurbishment of the building. This included new flooring, painting of premises and relocating the kitchen on the lower ground floor. The nursery had continued to improve upon their communication with parents to help inform them of the planned move and to support a positive transition for them and
their children to the new building. The nursery had also achieved their Silver Eco Schools award for their work with the children to care for the environment.

Conclusion
The service provides children with a high quality standard of care with a professional and welcoming approach. Information for parents is displayed throughout the premises. The Manager and Director of the Company were enthusiastic and committed to maintain the quality of the service with the staff team. They had also identified areas they would like to improve on which included the garden areas which would further enhance the outdoor experiences and opportunities for the children.

Who did this inspection
Sonia Priest
Shelagh McDougall
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 (“the Act”) and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service provider of the nursery is The Orchard Nursery Ltd.

The nursery is registered to provide a care service to a maximum of 63 children aged from birth to not yet attending primary school with a maximum of 18 children aged from birth to under two years.

The nursery operates from a semi-detached property located on Inverleith Row near to the City Centre. The nursery accommodation was provided on the lower ground floor, ground floor and first floor. The second floor was used for office space and a staff room. The kitchen was located on the lower ground floor. There was a fully enclosed garden area to the rear of the property.

At the time of the inspection, the playroom and toilet facilities for children aged three to five years were on the first floor. Children under two years were cared for over two playrooms located on the ground floor. Children aged two to three years were cared for on the lower ground floor.

The service works in partnership with the City of Edinburgh Children and Families Department to provide pre-school education for children between the ages of three and school entry.

The stated aim of the nursery is:-
‘To provide good quality childcare and education with the emphasis on each child being treated as an individual. We strive to provide the children with a varying curriculum to enhance and develop their emotional, social, physical and intellectual skills. We pride ourselves on offering this in a safe stimulating, happy and caring environment rich in opportunities for all the age groups’.

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 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 the report following an unannounced inspection that took place between 10:00 am and 5.10 pm on Wednesday 31 October 2012. Informal feedback about our findings was given that day to the Company Director.

The inspection was carried out by Care Inspectorate Inspectors, Sonia Priest and Shelagh McDougall.

Formal feedback was given to the Manager and the Director by Sonia Priest on Tuesday 6 November 2012.

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

We issued 21 care standards questionnaires to the service to give to parents. Fourteen of these questionnaires were returned to us before the inspection.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents:-
* children’s records
* planning documentation
* medication system
* accident records
* staff files for staff who had been employed since the last inspection.
* maintenance records
* risk assessments
* questionnaires that the nursery had given to parents, staff and children, the results and the action taken
* questionnaires for parents that had been requested by us to be filled in and returned to the Care Inspectorate.
* the service’s most recent self assessment
* observing how staff work
* examining equipment, resources and the environment
* discussions with various people, including:
  - the Manager
- the Company Director
- staff
- children using the service
- some parents during the inspection.

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:** Yes - Electronic

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.

We received a completed self assessment document from the service. The service identified what they thought they did well and some areas that they planned to continue to develop.

Taking the views of people using the care service into account

During their play, the children were observed to be confident and happy. Children were engaged with the activities available to them. The children were supported by staff. Some of the older children were happy to tell us about their play activities and what they liked to do at the service.

Taking carers' views into account

We sent out 21 questionnaires and 14 were completed and returned to us before the inspection. All parents indicated that ‘Overall, I am happy with the quality of care my child receives in this service’. Information from the questionnaires has been included in the report as appropriate. Feedback from the questionnaires was discussed with the service whilst protecting the identity of the parents. The Manager agreed to address any issues identified. Comments from the questionnaires we received included:

’As a family we have been using this service for (number given) years. Both of my children have loved their time at the Orchard Nursery, youngest leaves this summer and we will be sad to leave. The nursery had a big move this year, that was handled very well, parents and children being kept well informed about the move. Staff always friendly and professional’. 
'We have been very happy with the care our child has received at the Orchard Nursery from the beginning. The staff are great with the kids generally and our child thoroughly enjoys being at the nursery. In addition to the excellent facilities the nursery provides the staff are always looking for ways to get the best out of individual children and will incorporate specific activities into a particular child’s day/programme. We also recommend the nursery to friends'.

'My child started at the nursery in (Date given). Understandably there was a lot of focus in the spring on planning for and undertaking the move. We were happy enough with the initial level of service, but now that everyone has settled into the new nursery premises we can see an improvement, for example in the amount of feedback in the blue folders'.

'It has been a very pleasurable experience in dealing with all staff at The Orchard Nursery - A very different experience to the previous nursery my child had been at. I love the fact that staff have been there for many years and clearly enjoy their jobs - and it shows! A very professional organisation filled with fun, education and laughter. I wouldn’t hesitate at recommending this nursery to friends and have done so'.

'The staff appear knowledgeable in child development. e.g. the observational comments that are written clearly show some knowledge of child psychology. We have had two children in this nursery over the last five years and we are very happy with the care and development they have both received'.

'We are very happy with the service that is provided by the nursery for our child. This year has been a little tricky due to the moving of the nursery to a new location but the transitions to the new nursery for the children has been seamless. We are extremely happy with the dedication of all the staff'.

'A very friendly atmosphere in the nursery. All staff members are extremely pleasant. My son loves the nursery and I am very happy with his development'.

'Made an excellent transition in premises - very well handled by staff - inclusive of the children and parents'.

'The staff at the nursery are genuinely caring with my children and they look forward to and are excited about going to nursery and seeing the staff. A lovely, friendly and energetic team who you can tell have all worked together for a long time'.

'Orchard nursery provides a very good environment for my son. He is extremely fond of a number of staff members and he is well supported'.

'We are delighted with the quality of our child receives at The Orchard Nursery. Our expectations are not only met but have been exceeded'.
‘... really enjoys going to nursery and he will miss all his friends and teachers when he leaves to start at primary school’.

‘I would like my child to be involved in more outdoor activities. I feel there should be a more structured attitude to sleep. Maybe a sleep room? I would like far more feedback and discussion about my child’s development’. We contacted this parent to discuss and clarify these comments. The parent told us that they were happier now with the feedback given and information is received through their child’s keyworker. We also discussed the different practice of children sleeping in playrooms or in separate sleep rooms depending on accommodation availability in nursery buildings.
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

There was an excellent range of methods to ensure that children and their families were able to participate in assessing and improving the nursery. These included:

- a participation policy to promote working in partnership with families and involving them in the life of the nursery
- regular newsletters which included information about staff, training and development and maintenance of the building
- informal daily exchange of information at the beginning and the end of the day with parents
- wipeboards in the rooms recording what activities children had taken part in and photographs from that day as examples
- annual questionnaires for parents, children and staff with feedback results communicated through the newsletter
- action plans in the foyer to demonstrate how and when ideas and suggestions including those from the questionnaires would be carried out
- a suggestions box in the foyer
- parent evenings to discuss the children’s time at the nursery
- an information booklet about the nursery
- a parent’s committee who had recently developed new questionnaires for parents
- a parents’ committee noticeboard to outline who was on the committee, the minutes and information about the role and responsibilities of the committee.
- a folder of the nursery’s polices were in the foyer and available to view
• an eco-schools notice board to demonstrate how the nursery had been caring for the environment and how families could be involved
• there was a pre-school Quality Improvement plan which was completed as part of the nursery’s partnership with the council to deliver pre-school education. This plan was shared with parents
• website for parents to view
• email communication about the nursery to parents including the monthly newsletter.

We saw parents speaking to staff to share information about the care and support of their child. We saw that questionnaires asked about a number of topics including the environment, management team, staff, information, the committee, equipment, the website, social events and the nursery priorities and next steps.

A reception area was located in the foyer. The management team described how they felt it was important for one of them to be visible to the parents and children on their arrival. We saw how families were welcomed into the service and how this supported an exchange of information and helped build upon relationships.

In the playrooms we saw that staff asked children about what activities they would like to do. We observed children asking questions and asking for help with resources from staff which was then responded to. We also saw a member of staff respond after hearing children talking to each other about what they could and could not see from the window. The member of staff gave the children a pair of binoculars to improve upon their experience.

In the 14 care standards questionnaires returned to us all parents indicated ‘Strongly agree’ or ‘Agree’ to the statement ‘I am kept informed about what is happening in the service, for example through newsletters and information boards’. Thirteen parents indicated ‘Strongly agree’ or ‘Agree’ to the statement ‘The service has involved me and my child in developing the service, for example asking for ideas and feedback’.

Areas for improvement

In their self assessment, the service told us that all current measures for obtaining views would be maintained and a top priority.

In the care standards questionnaires, one parent indicated ‘Disagree’ to the statement ‘The service has involved me and my child in developing the service, for example asking for ideas and feedback’. We contacted this parent to discuss this. They were complimentary about the service and confirmed that although they were aware of the communication systems and opportunities for parents, they had not specifically been asked or involved in giving feedback and ideas to the service. We discussed this with the Manager and Director whilst protecting the parent’s identity. The Director told us that she would consider additional methods about how
to facilitate asking individual parents for feedback alongside the methods in place.

The service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

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

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 3**

We ensure that service users' health and wellbeing needs are met.

**Service strengths**

There was very good evidence that children’s health and wellbeing needs were being met by the nursery. Policies and procedures were in place to support this statement and helped to inform the staff’s work practice.

Systems supported the gathering of information about children’s needs and included:

- Enrolment forms that were completed when children started the nursery. These included a record of children’s name, date of birth, G.P details and emergency contacts. Allergy and dietary information was also sought along with parental consent for outings, photographs and suncream to be administered when needed.
- Care plans were in place for children with specific needs with review dates recorded.
- The medication system included seeking written parental permission and instructions before giving medication.

We saw that children in the 3-5 years old playroom were very confident in the routine and play opportunities available. They chose what they wanted to do and were keen to help be involved in tidying up and helping to set the tables for lunch. Staff supported them to be independent in their care routines and reminded them what to do. For example when brushing their teeth and washing their hands.

We saw that staff monitored different play areas within the rooms to record what children had been using the resources and any comments that children had made. At the time of the inspection, the construction area was being reviewed.

Each child had their own folder and this went home each month. The content of
children’s folders varied depending on the age and stage of development of the child and how long they had attended the nursery. Information we saw included:

- permission forms from parents to enable their child to go on outings including to the Botanic gardens
- photographs of the child at the nursery
- Six monthly summative assessment sheets outlining children’s progress and development and the next steps to meet their needs and learning.
- successful learners sheet outlining children’s achievements
- observation information with learning links to ‘Curriculum for Excellence or ‘Pre-Birth to Three’ guidance
- transition information from when children had moved rooms
- parents comments and information about their expectations that they would like met by the nursery
- All about me’ information recording children’s likes, dislikes and family information.

From this we could see that systems were in place for staff to be able to assess children’s progress and use and record children’s achievements.

We saw that staff were very caring in supporting children with their needs. We found that staff knew the children in their care well and knew their likes and personality. Staff described the action they took to support children’s needs. Records were kept about how the nursery supported children with additional support needs. Information included health care plans, training for staff and staff support arranged for children with English as an additional language. Staff comforted children if they were upset and used positive behaviour strategies to further support them.

Staff talked us through their planning processes. We saw that information was displayed about the Curriculum for Excellence and Pre-Birth to three. A weekly planning sheet was displayed and outlined what opportunities and experiences were planned for the week and why. This was then evaluated and the next steps recorded to show what would happen next to support or extend experiences.

Staff demonstrated they were aware of the need for infection control and we observed them reminding and encouraging children to wash their hands before snacks and meals and after toileting. Staff wore the appropriate protective apron and gloves when changing nappies. There were written procedures displayed to inform staff of the practice to follow.

We were told that the Dental Hygienist has visited the nursery and that tooth brushing procedures were carried out in line with the Child Smile Guidance ‘National Standards for Nursery and School Toothbrushing Programme’.
The lunch and snack menu’s were displayed for parents to be able to assess the food provided. Children’s dietary requirements were catered for. Children has their own water bottles and could access drinks throughout the day.

In the care standards questionnaires:-

Nine parents indicated ‘Strongly agree’ or ‘Agree’ to the statement ‘The service makes good use of resources in the community for example library and parks’. Thirteen parents indicated ‘Strongly agree’ or ‘Agree’ to the statements

‘My child regularly gets fresh air and energetic physical play’
‘My child can experience and choose from a balanced range of activities’
‘Staff share information about my child’s learning and development with me and, where appropriate, my child’.
‘Staff have worked with me and my child to develop an individual education and support programme for my child’.

All parents indicated ‘Strongly agree’ or ‘Agree’ to the statements:-

‘The service has a clear code of behaviour for children, and works with the children to make sure they understand it’.

‘The service provides a healthy and well-balanced diet which meets my child’s dietary and cultural needs’.

Areas for improvement

In their self assessment, the service told us that:-

- all their policies and procedures were reviewed annually or more frequently if changes required
- although the move of premises has not impacted on the Eco-schools plans, they also intended to utilise the Botanical gardens for further projects.

In the care standards questionnaires:-

One parent indicated ‘Disagree’, one indicated ‘Strongly disagree’, one indicated ‘Not applicable’ and two indicated ‘Don’t know’ to the statement ‘The service makes good use of resources in the community for example library and parks’.

One parent indicated ‘Disagree’ to the statement ‘My child regularly gets fresh air and energetic physical play’.

One of these parents told us that they thought that their child had not been on an outing since the nursery had moved to the new premises. They were also unsure about how often their child accessed the garden. The Manager and Director told us
that outings did take place and that a record of these were held. The garden was
generally used daily but they did acknowledge that the weather had been very wet
over the summer and this had not always been possible. Also they acknowledged that
if a child was sleeping it may be that they had not been part of a group going out or
going in the garden. The Director told us that she would remind staff to ensure
feedback was given to parents about any walks, outings or garden use when they
collected their child. The Manager also thought about keeping a record of when the
rooms used the garden to help with any audit purposes and answer any parents
questions about how often their child took part in such activities.

We found that some of the children’s folders did not have the ‘All about me’
information completed by parents or photographs from home. We spoke to staff
about this. They said that they would normally speak to parents about this and see if
any support was needed to help gather this information. We do acknowledge that
the folders do go home each month.

We observed some minor instances where staff could have been aware of and
then responded more quickly to support children’s individual needs for
children. However when these were pointed out to staff they did take immediate
action to address these. For example wiping children’s runny noses. The
Director agreed to further discuss our observations and monitor this with staff.

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
The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement
In their self assessment form, the service told us that they would continue with all assessment approaches and review these with service users and parents’ committee.

The information under Quality Theme one, Statement one also applies to this Quality Statement.

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 very good evidence to demonstrate how the service ensured that the environment was safe and service users were protected. There were various policies and procedures in place to support this statement such as infection control, heating food and the administration of medication.

Considerable refurbishment had been carried out in the building. Any maintenance issues were reported to the Manager or Director who had responsibility to arrange for these to be addressed. This showed a commitment to the upkeep of the building and resources. A record was kept about any maintenance issues identified and when they were carried out.

There was a secure entry system in place on the main door and parents and visitors
had to be given access to the building by staff. There was a visitors book to be signed on entering and leaving the building. This helped ensure that children were kept safe.

The playrooms allowed children to be involved in a variety of activities either on their own or in small groups. They were set out to make best use of the available space and were well used by the children who were able to move about freely. Staff encouraged children to take care of the resources. There was sufficient storage for the resources.

Risk assessments had been carried out to assess the environment and included information about the precautions taken about any risks identified by staff. Checklists had been introduced into the nursery to demonstrate the action taken by staff to maintain cleanliness and to remind them of the procedures to be carried out throughout the day. For example there was a bathroom checklist. Magnetic locking stair gates had been installed on each level of the staircase. These were opened by pressing a button on the wall and we were told these were linked to the fire alarm for evacuation purposes.

The nursery’s accident and incident recording systems demonstrated that parents were informed when something happened to their child and the actions taken by staff.

Public Liability Insurance was in place. This information was displayed for parental information along with the nursery’s Certificate of Registration with the CI. Emergency Evacuation procedures were displayed. This demonstrated that the service was committed to ensure that staff and children were aware of what to do in the event of an emergency.

The fully enclosed garden provided children with a variety of play opportunities including a summer house, tyres, swing, wooden slide and sand tray. There were areas for children to be involved in planting and growing.

In the care standards questionnaires:-

Seven parents indicated ‘Strongly agree’ or ‘Agree’ to the statement ‘The staff ask for my child’s views and about the activities and outings, and use them to plan future activities’. Seven parents indicated ‘Not applicable’ or ‘Don’t know’.

All parents indicated ‘Strongly agree’ or ‘Agree’ to the following statements:-

‘The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment’.
‘There is enough space for the children to play and get involved in a range of activities’.
‘The service has a suitable range of equipment, toys and materials for the children’. 
Areas for improvement

In their self assessment form, the service told us that they planned to continue to monitor the environment to ensure the safety of our customers.

Now that the refurbishment of the building had been completed, the Director described the plans in place to further enhance the garden area for children.

Whilst risk assessments were in place, the management team agreed to ensure that there were individual recorded risk assessments for each of the playrooms and areas accessible to the children. This should include the action they take to maintain infection control in the water trays and procedures for the use of the blue overshoes in the nursery.

Whilst we saw that the gate leading into the nursery was always closed by parents and visitors, the safety loop was not always used. The Director told us that this had been previously communicated with parents and a sign was up. The Director agreed to further communicate the importance of this additional safety feature being used with parents as the nursery was on a main road.

**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
The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement
In their self assessment form, the service did not identify any area for improvement for this statement.

The information under Quality Theme one, Statement one also applies to this Quality Statement.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

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

Service strengths
The nursery had a range of policies and procedures which supported the professional approach taken by staff. These included policies such whistle blowing, recruitment, confidentiality.

We found that staff were professional, caring and committed to providing quality care to the children. Staff worked well together as a team and gave support and direction to new staff or staff who were covering staff absences.

An induction programme was in place for new staff which ensured they were aware of the service’s policies and procedures, their role within the nursery and the nursery’s routines. Evidence of this was found in the sample of staff files we looked at during the inspection process.
Training attended by staff had been recorded and there was also a record of future training booked or planned for. This information included the name of the course, staff member and the date. Such training helped inform and support their work. A monthly training and observation overview for staff was used to help inform their annual appraisal and development needs. The Manager and Director carried out the observations of staff practice and how they carried out procedures in line with company policy and best practice. For example nappy changing. Staff mandatory training such as First Aid and Child Protection was delivered in house each year.

Staff either held childcare qualifications or were working towards qualifications which were suitable for the positions they held. This made sure that all staff had the correct skills and experience to meet the needs of the children in their care. The majority of staff were registered with the Scottish Social Services Council (SSSC) with new staff currently going through this registration process. The SSSC are the body who regulate care staff and decide on the level of qualification for each post.

All staff had attended ‘Pre-birth to three’ and ‘Child at the Centre 2’ training so that they were all aware of the different ages and stages of children’s development and best practice regardless of what age range staff particularly worked with. This was also beneficial to support the transition of children moving up to the next room as the Nursery also moved a staff member into the room to help with continuity for the children and parents.

Regular staff meetings were held where aspects of the nursery were discussed and minutes were taken and shared with staff. This made sure that staff were made aware of concerns, ideas or issues regarding the nursery.

Photographs of staff and the management team were displayed in the entrance hall along with their name and qualification. This enabled parents to be aware of who was taking care of their child and who they would see working in the building. In addition to annual appraisals carried out, the company had introduced regular support and supervision sessions with staff. Individual staff agreements were put in place to determine the frequency, length of the session and the agenda in order to meet individual staff needs.

In the care standard questionnaires returned, all parents indicated either ‘Strongly agreed’ or ‘agreed’ with the following statements:

- ‘I am confident that the staff have the skills and experience to care for my child and support their learning and development’.
- ‘My child appears happy and confident with the staff’
- ‘I am confident that the staff will protect my child from harm, abuse, bullying and neglect’
- ‘the staff treat my child fairly and with respect’.
'I am confident that there are always enough staff in the service to provide a good quality of care'.

Areas for improvement
In their self assessment form, the service told us that they would continue to ensure that motivational attitude is always part of the manager’s remit along with developing are areas that require improvement.

The service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

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: 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 strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement
In their self assessment form, the service did not identify any areas for improvement for this statement.

The information under Quality Theme one, Statement one also applies to this Quality Statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
The service had very good quality assurance systems and processes in which to involve service users, carers, staff and stakeholders in assessing the quality of service they provided.

A complaints procedure was in place and displayed on the notice board. This meant that parents were informed about who to contact in the event of any concerns. The manager and Director described and demonstrated the quality assurance processes they used to support, maintain and improve upon in the service. These included:-

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• continual self evaluation of the service
• sharing playroom practice within the service, between the playrooms and the company’s other nursery.
• team meetings
• managers’ meetings throughout the company
• they used the City of Edinburgh Council’s GLOW website to keep up to date on practice and information for Birth to 3 resources and the Curriculum for Excellence
• staff appraisal process included asking for feedback about their own performance and training needs as well as colleagues and the management team
• staff survey including asking for feedback about the management team, training, general comments about the service and company.
• the management team carried out observations on the staff
• they used a variety of methods to self assess the service including 'how good is our school','Journey to Excellence' and 'Child at the Centre 2'.
• a room monitoring folder demonstrated how the management team monitored staff feedback during the transition to the new premises.
• staff also told us that they were still making changes in their new playrooms to make sure that they had the layout and resources correct to meet the needs of the children.

Areas for improvement
In their self assessment form, the service told us that they would continue to help enable the effectiveness of the new committee.
Following the feedback we received from discussions with parents through the inspection process, the Management team agreed that it would be beneficial to add additional information to the welcome booklet to remind them of the participation opportunities and methods the nursery have throughout the year.

The Management team had already recently reviewed and updated their ‘Child Protection’ policy to ensure that these included the updated contact details for Social Care Direct and that they were in line with the new Edinburgh and Lothians Child Protection Procedures. We discussed that this information would also be beneficial to add to the nursery welcome booklet.

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
Not applicable.

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 SCWIS 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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - 6 - Excellent</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 5 - Very Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 4</td>
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6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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</thead>
<tbody>
<tr>
<td>3 Nov 2010</td>
<td>Unannounced</td>
<td>Care and support 6 - Excellent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>30 Sep 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 6 - Excellent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
</tr>
</tbody>
</table>

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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