Happy Days – Dalkeith
Day Care of Children
127 High Street
Dalkeith
EH22 1BE

Inspected by:  Niki Cooney
Type of inspection:  Unannounced
Inspection completed on:  20 August 2013
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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

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<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tr>
<td>Quality of Care and Support</td>
<td>6</td>
<td>Excellent</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>
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<td>Excellent</td>
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<tr>
<td>Quality of Management and Leadership</td>
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<td>Excellent</td>
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What the service does well

We found that Happy Days Nursery at Dalkeith provided children with the excellent indoor and outdoor play opportunities.

The excellent leadership and strong effective teamwork from the hard working staff team work well together to offer support to children and their families to ensure the best outcomes for children.

What the service could do better

We recognised that the provider, the management and the staff team were committed to continuous improvement of the service. As part of the nursery Improvement plan a number of areas were identified and the service were in the process of addressing these.

They should ensure the toilet area used by the pre school children is addressed to allow the children to use the toilet with privacy.

What the service has done since the last inspection

We saw that the quality of evaluating the nursery involving parents and children had been maintained to a very high standard.
A recycling greenhouse, made out of bottles, had been built in the outdoor garden to allow children to grow more fruit and vegetables.

A parent committee had been established and were due to meet this month to discuss nursery issues.

**Conclusion**

The experienced manager and staff team work very well together. Staff take great pride in the quality of service they provide and involve children and their families in the development and assessment of the service.

**Who did this inspection**

Niki Cooney
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about 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 could 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 but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement, which sets out what is required to comply with the Public services Reform (Scotland) Act 2010 and Regulations or Orders under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

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 three years.

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

On the day of the inspection there were 73 children and 16 staff present.

The aims and objectives of the service when summarised stated the following:

*To ensure the highest standard of care for your young child is provided via a safe, nurturing and stimulating environment.*

*To ensure a varied and balanced curriculum where each child specific needs are met and their learning and development is our key focus.*

*To ensure that our standards and those if the National Care Standards are maintained and developed.*
Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 6 - Excellent
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.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 we carried out an unannounced inspection on 20 August 2013. We issued 25 questionnaires to the service to give to parents and carers of children who used the service. 13 completed questionnaires were returned.

In this inspection we gathered evidence from various sources, including relevant policies and procedures, records and other documents, including:

- Self assessment document
- Registration Certificate
- Insurance Certificate
- Aims and objectives of the service
- Parents' handbook
- Children's folders
- Photographs
- Talking and thinking floor books
- Eco information
- Parent notice boards
- Newsletters
- Parent and children questionnaires
- Planning and observation sheets
- Cleaning records
- Medication records
- Accidents records
- Risk Assessments
- Improvement Plan
- Nursery web site.

We chatted with the following people:

- manager
- the area manager
We observed the interaction between staff and the children. We observed staff practice within the all the nursery playrooms and examined at the toys, resources and activities available for children. In addition we examined the environment and equipment.

**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
What the service has done to meet any recommendations we made at our last inspection

Three recommendations were made at the previous inspection as follows:

1. It is recommended that the provider ensure that all staff should wear gloves and aprons when carrying out toothbrushing with children. We discussed with the provider that this no longer stands as the new toothbrushing guidance through Child Smile states that staff no longer have to use gloves and aprons. The manager told us the nursery would continue with this as staff were happy to wear them.

2. 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. All checklists are now in place for checking the outdoor area.

3. 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. From observation we could see that all cleaning lists were up to date.

All of the above recommendations have been met.

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. 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 them in a warm and caring manner.

**Taking carers' views into account**

25 Care Inspectorate questionnaires were issued to the nursery to give to parents and carers using the service. We received 13 completed questionnaires back. 12 parent/carers strongly agreed and one 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:

"I cannot speak highly enough of Happy Days. The facilities and garden are fantastic and only surpassed by the wonderful staff. The staff also do fantastic work keeping their folders packed full of lovely photos and artwork.

"Happy days is a pleasant and friendly nursery. My children have developed many skills, confidence and communication. It is an enjoyable experience for them and they love it."

"Happy days is an excellent care facility. I feel both my children are given very positive experiences."
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: 6 - Excellent

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

Happy Days Nursery had an excellent approach to involving children and families in assessing and influencing the quality of care and support provided, the environment in which their children were cared for, the staff that looked after their children and the overall management and leadership of the service.

The staff team demonstrated their level of commitment to working in partnership with parents to continually evaluate and improve the quality of experiences for the children using a variety of methods. Parents were kept up to date through a range of verbal, displayed and written correspondence, which included:

- Evaluation questionnaires, which are distributed every month on different areas of the nursery. We viewed a sample of these which included: children’s folders, the environment, food provision and settling new children in. These gave children and their families the opportunity to provide feedback about the service. The outcomes of these were fed back to the parents in a letter and included on the Improvement Plan.
- Monthly newsletters, which were considered to be informative and wide ranging: they included stories about the environment, staffing, parents evenings and encouraged families to express their views.
- Parental workshops. These gave parents the opportunity to see what their children were learning in nursery and discuss their child’s progress with their key worker.
Written daily reports were used to feedback to parents in the under threes room’s reporting on each child’s wellbeing and activities they had undertaken.

- Children’s’ folders, these were available to parents to read when they wish. These showed the children’s artwork and photographs of them taking part in various activities.
- Well presented informative notice boards displayed around the nursery. These gave parents further information on the nursery and what was happening in the local community.
- An informative website which included useful information to parents about the nursery.

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. 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.

Talking and Thinking floorbooks were used to give children opportunities to share their ideas and thoughts. The outcomes of using these provided a focus point for children to share their observations, ideas and interests with staff. Floorbooks increased opportunities for children to influence their learning and how they spent their time in nursery.

A wide range of photographic displays showed how the children were involved in a variety of activities and how their care and support needs were being met. This resulted in parents seeing the activities their children took part in at nursery.

We observed staff to interact exceptionally well with the children. We could see that staff respected and valued each child and supported their individual care needs. For example, a mind mapping activity was carried out for when a child had to experience a hospital visit.

A parent, through our questionnaire confirmed this:
"The staff in the pre school room have worked hard with my child to overcome fears that she had about hospital visits. They made mindmaps and discussed her visits with other children in a really supportive and non threatening manner."

Out of the 13 parent/carers who returned the SCSWIS questionnaires nine 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.’

**Areas for improvement**

The nursery 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.
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.”
The service were hosting an open session for the over three’s parents on the day of our inspection and had a date booked for the parents of the under three children.

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
Staff worked well together to ensure they provided a variety of opportunities for the children promoting their health, development and wellbeing needs. Children were offered a settling in period and parent’s were encouraged to come for a series of visits so that their child could become gradually used to their new surroundings and the staff who would care for them. This supported children’s emotional needs at a time of change and enabled staff to have further discussions with parents about their child’s care and support needs. These approaches promoted the development of a positive relationship with parents and their child.

Two parent in our questionnaires made the following comments:
“Throughout my child’s time at Happy Days we have seen our child become a very sociable and confident child. We saw this in other children when we went for a visit prior to choosing happy days and are delighted that these attributes have been developed with our child.”

“The staff welcomed us and helped my children to settle. They are both growing in confidence and the staff are great, supportive and fun with the kids. I want my children to play while they learn.”

A keyworker system had been put in place to support children to help them feel secure in knowing a familiar person who looked after them. We observed how the staff and children interacted with each other and saw that staff provided a caring and nurturing environment where children were comfortable in approaching staff for comfort, reassurance and help with their activities. This contributed to a settled and happy playroom and promoted children’s overall wellbeing at nursery.
A parent in our questionnaire commented:
“The staff clearly care and enjoy looking after the children, they are very friendly and all the staff know all the children not just the children they are responsible for.”
The children’s folders we sampled showed us how staff took observations of each child and how these were used to identify relevant information about children’s needs and interests. This information helped them to identify how best to support the individual child. When we spoke to staff and asked them to describe the needs and interests of specific children we found they were confident in doing this. They were able to tell how they used their observation skills and understanding of child development to provide activities which children enjoyed and which provided sufficient challenge to promote their continuous development.

Arrangements were in place to support children when they moved to a new room in the nursery. This included meetings between new and existing keyworkers and parents. Children were given the opportunity to make a number of visits to their new room with the support of a staff member to help them become familiar with the children they would be playing with. This resulted in children feeling happy and secure when the time came to move to a different room.

All About Me folders contained samples of children’s art work and photographs of them taking part in indoor and outdoor activities. These were easily assessable so children could reach them when they wished to look at them. On the day of the inspection children were proud to show us their folders and we could see that parents had made comments on these.

We examined the children’s registration form’s and found the information they contained met the expectations of the Public Services Reform (Scotland) Act 2010. This included information about individual’s health, development needs and interests. This information was reviewed formally with families at least once every six months and more often if this was required to ensure that children’s needs were being met.

The promotion of healthy meals was an important part of the work carried out in the nursery. We observed that the children were provided with a varied and nutritionally balanced diet of lunch and two healthy snacks. Children were well nourished as they enjoy snacks and meals which incorporate a good range of fruit and a variety of vegetables grown by the children from the nursery garden. Healthy eating was covered as a theme every year as part of encouraging children to learn about keeping healthy.

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.

There was sufficient space indoors to accommodate outside agencies to visit the nursery. The children were given the opportunity to take part in weekly fitness sessions such as mini kickers, dance sessions, swimming and enjoy a ball. These
activities resulted in children being given the opportunity to take part in more active physical play.

The outdoor area provided for high quality active play in the fresh air and staff took children outdoors daily. On the day of our visit all the children in each room had time outdoors. This meant that children could gain fresh air and exercise on a daily basis. We saw photographic evidence of children’s experiences in these.

We saw tooth brushing was undertaken appropriately with all the children and staff used the time to remind the children of the importance of good dental hygiene. A dental hygienist visited the centre on a regular basis and staff told us how much children enjoyed their visits. Child Smile guidance was followed.

Infection control policies were in place and we saw that staff followed appropriate practice when working with the children. Children were encouraged to learn personal hygiene routines and we saw them washing their hands before eating.

The nursery were in partnership with the Midlothian Council to deliver the Curriculum for Excellence for 3 to 5 year olds. The nursery were hosting a parent workshop on the evening of our inspection. This meant that parents could see how the staff were delivering the Curriculum to their children and gave them the opportunity to talk to staff.

Our questionnaires included positive comments such as:

"I feel my child’s development has come on leaps and bounds since starting. The staff are friendly and caring and provide a variety of experiences for my little one. The food happy days provide is prepared fresh each day and my child’s nutritional needs are more than covered. I particularly like that my child gets lots of fresh air through walks and garden play. I’m also happy that he gets to interact with other children through rhythm time at the library."

"We are very happy with the quality of care at Happy Days. The team in the under 2’s have an excellent relationship with my child and she is always busy painting, playing, out on walks or in the garden. My other child is supported well in the pre school room and the staff are excellent with him. He is well stimulated within the room, reading, practising writing, enjoying the football club and outdoor play."

Out of the 13 parent/carers who returned the SCSWIS questionnaires eight parent/carers strongly agreed, one ticked the not applicable box and four agreed with the statement: 'Staff regularly assess my child’s learning and development and use this to plan their next steps.' 13 parent/carers strongly agreed with the statement: 'My child regularly gets fresh air and energetic physical play.'
Areas for improvement

We had a discussion with the management team about the menus on display. We told them that they should now provide a break down of ingredients to show what goes into the nursery meals and include quantities of food on offer to each child.

Whilst we acknowledged that children who did not eat their lunch were given an alternative no plans were in place to reflect this. The nursery should now put plans in place for offering children an alternative at lunchtime.

Whilst we acknowledged parents in the under three age group were provided with a daily note of what their child had eaten these were not always clear if the children had eaten all the food that was given to them. We discussed this with the management team at the feedback session who told us they would ensure this was done.

All of the above will be followed up at the next inspection.

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

“Plans for a Physical programme to include 'Physical Play Bags'
Planning in place for further development of our garden.”

Grade awarded for this statement: 6 - Excellent

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 the 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.

Regular evaluations of the outdoor environment showed how the nursery were involving children and their parents in assessing and improving the garden. We viewed a number questionnaires for this including parents being asked to take part in the development of a greenhouse made out of plastic bottles which the children were involved in making.

Children were observed to be involved in caring for their environment by recycling, planting flowers, caring for the birds, watering plants, helping to tidy up and taking part in celebrating religious festivals and harvests. This resulted in children learning about the environment around them.

Large areas of the garden were dedicated to give children the experience of planting and growing fruits and vegetables. These included runner beans, marrows, tomatoes, potatoes and herbs. We saw photographs of children harvesting and cooking their produce. Whilst we were given a tour of the garden by the children in the pre school room, they described how they used the food for cooking and how it was included in the nursery lunches. In addition they told us how they were able to collect the eggs from the nursery 'chicken' on a daily basis.

The nursery held a Bronze Status as part of the Eco Schools project. (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 nursery and members of the local community in developing an understanding of the environment and embedding this in nursery life).

The manager told us about the initiatives that staff and children recognised. For example a staff member wished to build an ‘Eco Greenhouse’ out of bottles which was now complete in the garden. In addition the nursery continue to fundraise for children in Uganda. This provided the children with a sense of achievement in helping save the environment and other children in different countries.

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 them caring for their environment outside in the nursery garden.

Our questionnaires included positive comments such as:
"Great garden for a very wide range of outdoor activities, children are happy."

"The facilities are very good offering varied foods, activities and the outdoor facility is excellent."

The large entrance area was welcoming with informative notice boards and displays throughout the nursery. This meant that parents/carers and visitors were told about what was happening in the nursery, events in the local community and services available to families.

Out of the 13 parent/carers who returned the SCSWIS questionnaires 12 parents/carers strongly agreed and one agreed with the statement: 'The service has a suitable range of equipment, toys and materials for the children' and 12 parent/carers strongly agreed and one agreed with the statement ‘There is enough space for the children to play and get involved in a range of activities.'

**Areas for improvement**
The nursery 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

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."
Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
We found that the 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. Playrooms were suitably ventilated, bright and attractive. We saw that it was important to staff that playrooms were attractive, organised and well planned, providing children with stimulating and exciting playrooms.

The layout allowed children to move freely around the activities. Toys and equipment were laid out to allow children to access them easily. This helped develop children’s independence. 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 equipment, furnishings and resources were appropriate for the age and stage of the children attending the nursery. Staff planned appropriately to ensure a variety of challenging resources were on offer for the children.

Children’s work was displayed attractively around the nursery, in playrooms and corridors. These were linked to themes, children’s interests and current projects. This led to children having a true sense of belonging in the nursery.

Staff knew that they needed to make sure that the nursery was safe and that children were protected from harm. Regular written checks (risk assessments) of the nursery and equipment helped ensure children’s safety while at nursery.

The nursery door was kept locked at all times. Visitors were required to sign the visitor’s book before gaining access to 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.

Out of the 13 parents and carers who completed the SCSWIS questionnaires 11 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
The toilets that the children in the pre school room have access to were very open which resulted in the children having no privacy whilst using this area. We have made a recommendation about this. See recommendation 1.

In their self assessment document the service identified the following areas for improvement:
“To apply for Silver Eco Award.”

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

**Number of requirements:** 0

**Number of recommendations:** 1

Recommendations
1. It is recommended that the service should provide children in the pre school room with more privacy for when they use the toilet.

   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: 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.

Nursery newsletters and daily one to one feedback kept parents and carers informed of changes to staffing.

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. Photographs and the structure of the management and staff were on display. This made sure everyone knew about staff roles and responsibilities.

We observed staff providing feedback to parents reporting on how the children had been throughout their day at nursery. This ensured that parents were able to get a run down of each child’s day.

The manager told us that the new parent committee which had been established would give parents the opportunity to be involved in any future recruitment of any new staff.

Our questionnaires included positive comments such as:

“Low staff turnover offers stability for my child.”

Areas for improvement
The nursery 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.

In their self assessment the service identified the following area for improvement: “To continue to involve the carers in staff recruitment strategies.”
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
All staff held appropriate qualifications or were working towards one. The Manager told us she was about to begin the BA in Childhood Studies qualification. In addition staff were either registered with the Scottish Social Services Council, the professional registration body for childcare Practitioners, or in the process of registering. They were aware of the codes of practice and the training they were expected to do to meet the codes.

Staff had attended first aid training and this meant that parents could be reassured that staff should know what to do in the case of an emergency. All staff had received child protection training and knew the process to follow should they have concerns about a child’s welfare.

They told us that they had attended a variety of training events relevant to childcare. This demonstrated a strong commitment to ongoing professional development. Courses had been accessed through Midlothian and East Lothian Council’s continual professional development. This enabled staff to keep up to date with their practice and informed the process of continual review to ensure high quality outcomes were maintained.

A comprehensive and thorough induction and appraisal programme was in place for all staff. We sampled a number of staff records which showed us that the manager supported staff with this. These included information relating to the Scottish Social Services Council (SSSC), the Care Standards, pre birth to 3 document, curriculum for excellence and the service policies. This meant that all staff were aware of these and the standards expected of them.

We saw a recent evaluation that staff had completed to allow them to grade themselves and the resources within the playrooms. Staff told us they were expected to do this once a year which allowed them to review their playroom to ensure they were aware of meeting the children’s needs within the nursery.

Staff told us they were well supported by Management and happy in their work. They felt they worked well together in a team and that their views and ideas were listened to. Regular team meetings provided opportunities to share views and plan
experiences for children. This promoted effective teamwork and helped to create a
friendly, happy place for staff to work and children to be cared for.

Staff told us they took part in an annual appraisal of their work and in 1-1 support and
supervision once every six weeks. We looked at a sample of staff records which
confirmed this. We saw that staff were expected to come to their supervision session
with an agenda for discussion. Records showed that areas discussed in supervision
included training needs, room developments, attendance on a nature nurture
course and supporting children’s needs. This meant that staff were being observed
and supported to carry out their role as childcare practitioners.

Staff told us they supported each other in their roles and regular in house training
was delivered. This meant that they were further developing their knowledge and
expertise connected with child care.

Parents told us in our questionnaires that they thought very highly of staff. Comments
included:
“Happy days is an excellent nursery, staff are approachable and friendly.”
“My experience with Happy Days has been wonderful. I find the staff really friendly
and very experienced. One thing that really impressed me was the fact that from day
one everyone knew my child’s name.”
“All the staff are friendly and helpful at all times and have become very close to the
children.”
“Happy days is a genuine family environment, all staff know all the children by name.
My child loves the nursery and staff and really enjoys his time there.”

Staff were happy to answer our questions and talk about the service they provided.
They knew where to find relevant documentation we asked them for and were
knowledgeable about policies and procedures.

We sampled the ‘Profile Monitoring Form’ which was used to ensure staff are given
the time to complete the children’s observations and profiles. The manager and staff
team understood the importance of continually reviewing and developing their
practice. These helped staff ensure they were knowledgable on each child’s wellbeing
and development and could meet their needs appropriately.

Out of the 13 parent/carers who returned the SCSWIS questionnaires 10 parent/
carers strongly agreed and three 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.’

Areas for improvement
The nursery should continue to monitor and maintain the very high standards of
quality.
In their self assessment the service identified the following area for improvement:
"To continue to involve the carers in staff recruitment strategies."

**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.
The nursery continued to operate an ‘open door’ policy which encouraged parents to approach staff if they wished to share information about their child or discuss their needs. The positive relationships staff had developed with parents encouraged this approach.

Parents through our questionnaires made positive comments such as:
“I can speak to management easily face to face or via email about any questions which is really handy. My family and friends love to see all the pictures and updates on Facebook, some great pics of the kids.”

“The management is also great, very approachable and kind. In my opinion the fact that this is a family business makes this place very special.”

The service had a written complaints policy which was included in the information given to parent/carers and was displayed at the entrance to the nursery. 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.

Out of the 13 parents and carers who completed the SCSWIS questionnaires, 10 parent/carers strongly agreed, one disagreed and two 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 nursery 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.
In their self assessment document the service identified the following areas for improvement:
“Expand on parent/ carer questionnaires in relation to management.”

**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**

We found that the service provided excellent evidence of how they met this Quality Statement.

The service used the Care Inspectorate self assessment framework and our reports to identify areas for improvement. Priorities and targets were set for the Standard and Quality Improvement Plan (SQIP). This allowed staff to evaluate their work within the nursery.

The nursery completed quality assurance processes as a condition of their partnership with the Local Authority to deliver pre-school education to children aged 3 - 5 years. They had drawn up a Standards and Quality improvement Plan (SQIP) and identified action points. As a result of the SQIP report this provided parents were kept informed of the nursery achievements and of the areas they identified for further improvement. We saw that the plan set out appropriate achievable targets which included staff training, outdoor play, children’s profiles and resources. This should improve the nursery to the benefit of the children and their families.

A participation strategy was in place and included in the service policies. There was written evidence of the ongoing evaluations that parents and carers had completed. For example a parent had requested that a space be provided for when parents wanted to leave their buggy at nursery. This was addressed and a shed is now in place. In addition another parent requested that more soft play equipment be available in each room. We observed soft play equipment was now in every room for the under three age group.

Staff confirmed they take part in the self evaluation of the nursery. Plans and monitoring procedures were in place to evaluate different areas of the nursery, for example the use of the questionnaires, the self assessment process for the Care Inspectorate, planning for the nursery and developing policies. These resulted in staff ensuring they were fully involved in the life of the nursery and allowed them to meet the needs of the children.

We viewed the ‘Evaluation Timetable’ that was displayed. This showed a list of areas...
in the nursery that would be evaluated in order of priority. These included children’s care plans being updated regularly, the review of the menus, the quality of the environment, parents open nights, staff meetings and updating policies. These meant that the nursery were constantly striving to improve the outcomes for children.

The manager and providers regularly spent time in the play rooms in order to assess staff practice. We saw the evaluations that were carried out in each play room to ensure that a range of aspects were covered on a regular basis. These included staff interactions with children and each other, what activities they provided and the updating of the children’s profiles. We viewed the staff supervision files which showed these. This enabled them to offer guidance to make things better.

Regular staff and senior meetings took place. We viewed minutes of these meetings which took place every month. This meant that there was continual evaluation and discussion of what was happening in the service.

The provider’s had a clear vision of how they wished the nursery to develop and their ‘hands on’ approach enabled them to have a very good overview of practice in the nursery. The provider’s were very supportive of the manager and worked with her to maintain standards and develop practice.

Staff told us they felt fully included in evaluating the work that went on in the nursery. There was a clear vision and common goal in the staff team to work together to do their best for children. This resulted in a commitment from staff to continually think about improvements that could be made with positive outcomes for children.

Areas for improvement

The nursery should continue to monitor and maintain the very high standards of quality.

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

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5 Summary of grades

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

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>15 Nov 2011</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very Good</td>
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<td></td>
<td>Staffing 6 - Excellent</td>
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<td></td>
<td>Management and Leadership 6 - Excellent</td>
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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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