Burnbrae Primary School Nursery
Day Care of Children
144 Burnbrae Road
Bonnyrigg
EH19 3GB
Telephone: 0131 660 3238

Inspected by: Isobel Reilly
Type of inspection: Unannounced
Inspection completed on: 5 December 2013
## Contents

<table>
<thead>
<tr>
<th>Summary</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 About the service we inspected</td>
<td>3</td>
</tr>
<tr>
<td>2 How we inspected this service</td>
<td>4</td>
</tr>
<tr>
<td>3 The inspection</td>
<td>6</td>
</tr>
<tr>
<td>4 Other information</td>
<td>10</td>
</tr>
<tr>
<td>5 Summary of grades</td>
<td>21</td>
</tr>
<tr>
<td>6 Inspection and grading history</td>
<td>22</td>
</tr>
</tbody>
</table>

**Service provided by:**

Midlothian Council

**Service provider number:**

SP2003002602

**Care service number:**

CS2003016398

**Contact details for the inspector who inspected this service:**

Isobel Reilly  
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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

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
</tr>
</tbody>
</table>

What the service does well

The experienced staff group worked well together to provide a welcoming environment for children and their families. A range of communication methods helped to ensure that parents were kept well informed of events in the nursery.

What the service could do better

The Headteacher and staff should continue to look for ways to develop the existing very good quality of the service.

What the service has done since the last inspection

Since the last inspection several staff changes have taken place. During this time staff have remained committed to the development of the service and to ensuring that children continue to receive a very good quality of experience.

Conclusion

The service is committed to continual improvement through training and consultation with stakeholders. Staff work in partnership with families to meet children’s needs.

Who did this inspection

Isobel Reilly
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 could do more to improve its service, we may make a recommendation or requirement.

*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 and Regulations or Orders made under the Act, or a condition of registration. Where there are breeches of the Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

*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 result directly in enforcement.

Burnbrae Primary School Nursery Class is part of Burnbrae Primary school and is situated in the town on Bonnyrigg. The service is registered to provide a care service to a maximum of 60 children aged between the ages of three years and entry into primary school.

The Aims of the service include the following:

“At Burnbrae we provide a safe and nurturing place where everyone is accepted. We support and encourage all children to become confident, happy lifelong learners who will contribute effectively to society.”

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 5 - Very Good
Quality of Management and Leadership - Grade 5 - Very Good
This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We carried out an unannounced inspection of the service on Thursday 5 December 2013 by Care Inspectorate Inspector Isobel Reilly.

We sent ten questionnaires to the service for distribution to families who use the nursery.

As requested by us the service sent us a completed Annual Return and Self Assessment document before the inspection took place.

During the inspection we gathered information for the report from a number of sources including the following:
* certificate of registration
* walk around all the parts of the service used by children
* welcome information given to families
* news letters
* policies and procedures relevant to the inspection
* children’s folders and registration information
* staff planning
* staff training information
* discussion with the Head Teacher and staff
* observation of the interaction between staff and children
* conversation with some parents
* took account of information in the self evaluation and the annual return.

All of the above was taken account of and reported in the body of the report.

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 were satisfied with the information we received in the self assessment document. The service identified areas of strength and areas for future improvement.

Taking the views of people using the care service into account

On the day of the inspection we observed the interaction between staff and children. We chatted to some of the children as they played and took part in activities. We found that the children appeared happy and settled in the care of staff. They were able to move around freely making their own choices from the toys and activities available.

Taking carers' views into account

Before the inspection took place we sent ten Care Standards Questionnaires to the nursery for distribution to families using the service. Eight of them were returned to us before the inspection took place. Six families strongly agreed and two agreed with the statement “Overall I am happy with the quality of care my child receives in this service.”

The following representative comments were made:

“Our child has only been at nursery for a few weeks but we have been very impressed so far with the staff and facilities here. Our child has settled quickly and seems happy. My child was unsettled returning from summer holidays. There were three new faces amongst staff this was very unsettling. There was no proper introduction to parents returning for the new term.

My child loves going to nursery. They particularly enjoy outdoor play so I’m pleased there is a good outdoor area with a variety of activities and toys.”
My children took a while to settle. The staff were great, very patient and supportive. When staff are approached regarding concerns they make time to speak on a 1-1 basis and deal with issues promptly. My child is extremely happy at Burnbrae and grows in confidence daily. The staff and facilities are wonderful. I’m very happy with the support I receive from the nursery. I feel my child is happy. It did take time but I’m sure this will put them on a positive place to start school.”
3 The inspection

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

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
We found that Burnbrae Primary School Nursery provided very good evidence of how they met the areas covered by this Quality Statement.

The nursery handbook and the school website gave families information about the service. This included information about policies and procedures supporting the nursery and some of the ways they could get involved in the service.

The nursery was committed to working in partnership with parents. Families were invited to visit the nursery before their child took up a place. This helped families to decide whether the service would suit their child’s needs.

Parents were encouraged to get involved in the nursery by volunteering in areas including helping with outings and other activities.

Parents had daily opportunities to meet with staff for informal discussions about their child’s progress when they picked up and dropped off their children. More formal opportunities for discussion were available during the twice yearly reviews of children’s placements. Staff confirmed that one to one meetings were available throughout the year by appointment as they were required.

We looked at samples of the monthly nursery newsletter. They kept families informed of events within the nursery including, activities children were taking part in, specific achievements and events, any changes to routine, staffing and staff training. The newsletter was well presented and informative.
Up to date notice boards were an additional way of keeping families informed of events in the nursery, in the wider school community and of relevant local information. Parents were also able to see the services Improvement Plan and copy of the most recent Care Inspectorate report.

All parents were invited to become involved in the life of the school through the Parent Council. Minutes of the Parent Council meetings were published and available to families and other stakeholders.

Regular questionnaires gave parents the opportunity to express their views on the overall quality of the service provided. Questionnaire results were collated and used to influence the school's Improvement Plan.

We could see that children were consulted formally and informally throughout the day. For example, children came together for daily circle time. This was a chance to share news, discuss events and exchange ideas about activities in the nursery. We saw that staff talked to children and asked for their opinions as they played with the resources available to them. On the day of the inspection, children were given the opportunity to choose their roles for the nativity play. Topic webs gave examples of how staff and children had worked together to decide on projects they would work on and what they wanted to find out about them.

The nursery did not routinely use home/nursery note books as a way of communicating with parents however they did provide home link books in specific cases, for example when parents were not able to pick up their own children on a regular basis.

In the eight Care Standards Questionnaires returned to us, five parents strongly agreed and three agreed with the statement “I am kept informed about what is happening in the service, for example through the use of newsletters and information boards.”

Three parents strongly agreed and five agreed with the statement “The service has involved me and my child in developing their service, for example asking for ideas and feedback.”

**Areas for improvement**

In order to maintain and improve their current very good grade the service should continue to look for ways to involve families in assessing and improving the quality of care and support provided.

In their self-evaluation document the nursery identified areas for improvement including “Find ways of getting the views of parents who don’t fill in our questionnaires and ensure all parent/carer views are taken into account.”
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
We found very good evidence of how the service met the areas covered by this Quality Statement.

A statement of Aims and Objectives was in place and had been shared with families using the service.

We walked around all of the parts of the service used by children attending the nursery and found they were clean and well maintained.

When we spoke to staff we found they understood their responsibilities for ensuring that the environment was maintained in a clean and safe condition for children using the service. Staff had been trained in infection control and carried out regular risk assessments of toys, furnishing and the indoor and outdoor play areas.

Staff had been trained in Food Hygiene and we saw that they followed correct procedures when preparing the daily snack which was based on the Scottish Governments Nutritional Guidance Document. Children were involved in healthy eating project work and were encouraged to get involved in choosing their daily snack. Snack was a social occasion where staff sat with children to encourage and support conversation and develop self help skills.

Children had access to a large outdoor play area which was used throughout the year. The area was well equipped and gave children very good opportunities for fresh air and exercise. The nursery also had regular timetabled access to the school gym hall which allowed the children to take part in activities including dance, expressive movement and general exercise.

Before children the took up a place in nursery staff started to gather information about them including their needs interests and general development. This information was added to throughout their time in nursery and was reviewed formally twice a year. Parents were reminded of their responsibility to keep the nursery informed of any relevant changes in circumstances that might affect staffs care of children.

Children had individual 'All About me' folders. The folders were stored so that children and parents could access them. Parents were encouraged to take the folders home and add to them if they wished. This helped to support links between nursery and
home. During the inspection we looked at a sample of children's folders. We found they were well maintained, and contained up to date observations of children's development and progress. Photographs were used well to illustrate children's achievements.

We found that staff were confident in describing the needs and interests of individual children and of how they supported their development. Staff understood the system in place for referring children to support agencies if this was necessary and we saw very good evidence of how this had been used.

All of the above helped to confirm that the nursery were very good at ensuring the children's needs were met.

**Areas for improvement**

The nursery was preparing to introduce daily toothbrushing with the children. Staff had been trained and equipment was in place. Although not all permission slips had been returned we felt the recognised benefits of the National Toothbrushing programme were such that it would be appropriate for those children whose parents had returned their permission slips to start following the programme. We discussed this with the Head Teacher who agreed with this.

The sand and water trays currently available for the children were small. This limited the play and experimentation opportunities they could offer children. We made a recommendation about this. See recommendation 1.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that the service considers how the sand and water play opportunities currently available to children could be extended and improved. This would provide the children with a better quality of experience and more opportunities to experiment with the qualities of sand and water.

   *National Care Standards Early Education and Childcare up to the age of 16 (NCS)*

   Standard 5 Quality of Experience
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 information contained in Quality Statement 1.1 applies to this Quality Statement.

In addition we found that families were given the opportunity to visit the service before their children started to attend. Questionnaires gave families formal opportunities to comment on the quality of the environment.

Areas for improvement
In order to maintain and improve their current grades in relation to this Quality Statement the service should continue to look for ways to involve families assessing and improving in the quality of the environment.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

Service strengths
We found that the service provided very good evidence of how they met the areas covered by this Quality Statement.

We found that the nursery was maintained in very good condition. The local authority had developed clear systems for staff to follow when dealing with broken or damaged equipment and when reporting repairs. The Head Teacher and the janitor met once a month to discuss maintenance issues and ensure they were followed through.

A secure entry system was in place which helped to ensure that no one could enter the school without staff's knowledge. A signing in book helped to ensure that staff knew who was in the building and the purpose of their visit.
Staff were aware of the importance of risk assessments and of checking all areas of the nursery and the outdoor play area on a regular basis to ensure that they were safe for the use of children. Staff carried out safety evacuations of the building with children on a regular basis.

Staff were given clear guidance to follow when carrying out personal care tasks. They confirmed that supplies of protective clothing including gloves and aprons were always in place.

We found that the children’s toilets were clean and well stocked with soap, paper towels and tissues. This helped to ensure that children were able to follow good hygiene practices. We saw that staff supported and encouraged children to wash their hands before eating and after using the toilet. This helped them to develop good habits for life.

We found that the playroom was well laid out so that children were able to move around freely making their own choices from the activities available to them. They were confident in approaching staff for help when this was needed. Children’s art work and photographs of them taking part in a range of activities had been used to help create welcoming and attractive environment for the children. A wide range of well organised equipment and topic boxes meant that staff could respond quickly to children’s interests.

Topic tables relevant to current themes and interests were in place. Throughout the day we saw several children playing in these areas and talking to their friends about them.

Children were given age appropriate responsibility for helping with tasks around the nursery. They included tidying up and helping with snack. Children were competent in doing this and it was apparent that they enjoyed the responsibility and sense of achievement they gained from this.

At the time of the inspection no students were on placement however the safety induction and general monitoring systems in place were explained to us. We spoke to the most recently recruited member of staff. They confirmed that they had a thorough induction to working in the nursery which included what to do in the event of concerns over children’s welfare and what to do in the event of emergency requiring evacuation.

Six of the families who returned our Care Standards questionnaires told us they strongly agreed and two agreed with the statement “The service is a safe, hygienic, smoke free, pleasant and stimulating environment.”
Areas for improvement
During the inspection staff told us they were concerned that the push button operated exit from the nursery into the rest of the school could be reached by some children. We agreed that this was a concern and made a recommendation about it. See recommendation 1

Grade awarded for this statement:  5 - Very Good

Number of requirements:  0
Number of recommendations:  1

Recommendations
1. It is recommended that the Local Authority consider what action they can take to ensure that children cannot reach the push operated exit button into the main school.
   NCS Standard 2 A Safe Environment
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

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

Service strengths
The information contained in Quality Statement 1.1 applies to this Quality Statement.

In addition families were given were kept informed of changes in staffing through the nursery news letter. Certificates from training courses staff had taken part in were displayed within the nursery where they could be seen by families and other visitors to the service.

Opportunities to volunteer in the nursery meant that parents were able to observe staff working with children and supporting their learning. This meant they were more informed to comment on the quality of practice and interaction with children.

Areas for improvement
The area for improvement identified in Quality Statement 1.1 applies to this Quality Statement.

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

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

Service strengths
We found that the service provided very good evidence of how they met the areas covered by this Quality Statement.

All of the staff working in the nursery were registered with the Scottish Social Services Council or with the General Teaching Council. These are the bodies that are responsible for the training and registration of care and teaching staff.
Recent staff changes meant that the experienced team were relatively new to working together. We found they had worked hard to establish good communication and were aware of one another’s strengths. They met regularly together to plan and to share their observations of children’s interests. This helped to ensure that children’s needs were met.

We spoke to staff who told us they had access to Midlothian Councils continuous professional development training courses and were encouraged to use this system to pursue professional interests. The Head Teacher ensured that staff took part in a rolling programme of training in Child Protection, First Aid and Food Hygiene. In addition staff had taken part in training in Literacy, Numeracy, Outdoor Play and Working with Children with Additional Support needs. Staff had also visited other Local Authority Nursery Schools to share ideas and best practice.

We found that staff were familiar with the key documents supporting their practice including the Curriculum for Excellence and the National Care Standards. They were enthusiastic practitioners who worked toward the common goal of providing a service which supported each child to achieve their potential within the nursery. They were very good at talking and listening to children and of encouraging them to think things through and problem solve. This helped to develop skills for life long learning.

Of the eight families who returned our questionnaires five told us they 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
In order to maintain and improve their current very good grades the service should continue to look for ways to ensure that staff training and development takes place across a range of curricular areas.

Grade awarded for this statement: 5 - Very Good
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 information contained in Quality Statement 1.1 applies to this Quality Statement.

Areas for improvement
The area for improvement identified in Quality Statement 1.1 applies to this Quality Statement

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0

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

Service strengths
We found that the service provided very good evidence of how they met the areas covered by this Quality Statement.

We could see that information gathered from parents, children and other stakeholders had been used to inform some of the priorities identified in the services Standards Quality Improvement report (SQIP). These targets were reviewed regularly by the Head Teacher and a designated Quality Improvement Officer from the Local Authority to ensure they remained on target to be met. The SQIP was available for parents to view.

Policies and procedures were reviewed as often as required in order to keep up to date with current best practice.

A Complaints Procedure told families how to take forward any concerns they had about the service.
The Head Teacher visited the nursery at least once a week. These visits were usually unannounced. The Head Teacher told us this allowed her to see different aspects of staff practice and to observe activities taking place with different groups of children. The Head Teacher also attended some staff planning meetings. This ensured she was familiar with current issues in the nursery.

All staff took part in an annual appraisal of their work with the Head Teacher. The information gathered during formal and informal visits to the nursery helped to inform these sessions.

The Head Teacher’s involvement in reviewing children folders helped to ensure the quality of staff’s work and supported improvement in the service.

**Areas for improvement**

The Complaint Procedure did not include information on how to contact the Care Inspectorate. We made a recommendation about this.

See recommendation 1

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The service’s Complaints Procedure should include information on how to contact the Care Inspectorate.

   NCS Standard 14 Well Managed Service
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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<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<td>Statement 1</td>
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6  Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
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