Little Hawthorn Bonnyrigg
Day Care of Children
46 Moorfoot View
Bonnyrigg
EH19 3EP

Type of inspection: Unannounced
Inspection completed on: 22 July 2014
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Service provided by:
Natalie Hollerin

Service provider number:
SP2005007217

Care service number:
CS2012312985

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at enquiries@careinspectorate.com
**Summary**

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

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

**We gave the service these grades**

- Quality of Care and Support: 4 Good
- Quality of Environment: 4 Good
- Quality of Staffing: 4 Good
- Quality of Management and Leadership: 4 Good

**What the service does well**

This is the first inspection of the service since it was registered on 2 August 2013. Through observation and discussion we found that the service provides a welcoming and well maintained environment. Systems are in place to allow families to express their views on the service and they continue to be developed.

**What the service could do better**

The manager and the provider should consider the action they will take to meet the improvements identified in the body of the report.

**What the service has done since the last inspection**

This is the first inspection of the service since it was registered on 2 August 2013.

**Conclusion**

Little Hawthorn Bonnyrigg provides children with a good standard of care. The manager and staff were enthusiastic and committed to the continuous development of the service.
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.

The service registered with the Care Inspectorate on 2 August 2013.

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 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 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.

The service is registered to provided a service to a maximum of 19 children at any one time aged six months to not yet attending primary school. The upstairs of the premises will be for the use of children aged 18 months and over only. A maximum of five children aged 6 months to two years may be cared for downstairs.

On the first day of the inspection seven children attended the service. On the second day of the inspection eight children attended.

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

Quality of Care and Support - Grade 4 - Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - Good

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

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

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

What we did during the inspection
We wrote this report following an unannounced inspection which took place on Thursday 17 July 2014 between the hours of 8.45am and 4.30pm. The inspection continued on Tuesday 22 July 2014 between 8:00am and 11:00 am. We gave feedback to the service on Tuesday 22 July 2014.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us. We sent 15 care standards questionnaires to the service to give to parents to complete. We received six completed questionnaires before the inspection took place.

During the inspection we gathered evidence from various sources including the following:
We spoke with:

- the manager
- staff members
- some of the children who attended the service
- parents.

We looked at areas including:

- staff interaction with children
- the services participation strategy on how they involved families
- the six care standards questionnaires returned to us
- the environment, toys and equipment
- children files and records
- policies and procedures
- training records
- staff supervision records
- certificate of public liability insurance
- information in the services self assessment document
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.

The Care Inspectorate received a fully complete self assessment document from the provider before the inspection took place. We were satisfied with the way the provider completed this and with the relevant information included for each of the headings we grade services under.

The provider identified what they thought the service did well. They also identified some areas for further development.

Taking the views of people using the care service into account

During the course of the inspection we observed all of the children using the service. We found that the children were comfortable and confident in the care of staff. Some of the children were too young to talk to us. Some of the older children chatted about activities they enjoyed including playing in the garden, helping to make snack and playing with friends.

Taking carers’ views into account

Six parents returned completed care standards questionnaires. All of those parents told us they strongly agreed with the statement "Overall, I am happy with the quality of care my child receives in this service." Feedback from questionnaires is included throughout the report. Comments included:

"My child has attended Little Hawthorns since it opened. I have seen the nursery grow and feel that my child has the same care and attention they had when only a few children attended. Staff are wonderful and it’s a happy, friendly nursery. I’ve recommended it to many other parents."
"My child loves nursery. They ask the night before if they are going to nursery the following day and are always happy to hear if they are. My child is really active and likes to be kept busy. Little Hawthorns make sure they are."
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: 4 - 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 the performance of the service was good in relation to the areas we looked at for this Quality Statement.

We looked at information notice boards, saw samples of e-mails to families, spoke to staff and observed how staff communicated with children and parents.

We found that families were kept informed and able to give their views in the following ways:

- information notice boards in the nursery entrance and in playrooms
- suggestions book in the nursery entrance where parents could record comments
- daily information sheets for the parents of younger children
- parents evenings
- questionnaires
- daily information sharing opportunities when children were dropped off and picked up
- information about planning
- menus.

During the inspection we saw staff consult with children by asking them about activities they might like to take part in and by offering suggestions. This helped to make sure that children views were taken account of.
Families were given information about the services aims and objectives as part of the information pack received before they took up a place. This helped them to understand what they could expect from the service.

Four of the families who returned our questionnaires told us they strongly agreed with the statement "I am kept informed about what’s happening in the service." The remaining two agreed.

Four families told they strongly agreed with the statement “The service has involved me and my child in developing the service for example by asking for ideas and feedback”. The remaining two agreed.

**Areas for improvement**

The service had issued questionnaires to families asking for their views on the service. We saw that these evidenced a high level of overall satisfaction. We suggested that the information from the questionnaires should be collated and fed back to families. The manager told us she planned to do this. We agreed that this would support effective communication. When we returned to the service to give feedback to the manager we could see that she had made a good start on this.

We spoke to the manager about how staff could evidence that they sought children’s views and supported their opportunities to make choices. For example simple questionnaires for older children and visual prompts for songs and stories for younger children.

We made a recommendation about this.
See recommendation 1

We talked to the manager about increasing the ways of getting information to parents, of keeping them informed and of giving them choices. The manager told us they had considered the use of newsletters and felt that parents would prefer electronic communication. She described the provider’s plans to develop the nursery web site and her own progress in developing a secure face book page. We agreed that these methods would be useful additions to the current systems in place to share information and to seek the views of families.

We made a recommendation about this.
See recommendation 2

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2
Recommendations

1. It is recommended that staff consider how they can evidence the opportunities children have to make choices and to express their views about the service they receive.
   National Care Standards Early Education and Childcare up to the age of 16 (NCS) Standard 4 Engaging with children

2. It is recommended that the manager takes forward plans to increase the ways of sharing information with families and of gaining their views on the overall quality of the service provided.
   NCS Standard 14 Well Managed Service

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

Service strengths
We found that the performance of the service was good in relation to the areas we looked at for this Quality Statement.

We looked at information including:

- care plans
- medication records
- accident and incident reports
- policies and procedures
- observed meal times.

The nursery provided meals and snacks for children. We could see that clear information about children’s allergies was held in the kitchen and in the playrooms where it could be seen by staff.

The service did not employ a cook. On the day of the inspection the manager was responsible for cooking the children’s lunch. She told us that this was usually done by the provider who was a trained Nutritionist. All staff involved in food preparation had been trained in Food Hygiene. The service had a copy of the Scottish Governments Nutritional Guidance Document and the recently published guidance 'Setting the Table'.

We found that the kitchen was clean and well maintained and that check lists and records were up to date.

The nursery had a dining room and all of the children came together at lunch time. Staff sat with the children to support them while they ate and to support conversation and social skills.
We spoke to the manager about the systems in place for accessing support for children with additional support needs. The manager was confident in her understanding of how the process worked.

We found that effective hand washing procedures were in place for adults and for children.

There was a designated sleep room. The system for managing sleeping children was well managed. Children had their own individual bedding which was changed regularly. Sleeping children were checked by staff once every ten minutes and we could see that this was recorded.

Risk assessments were in place and were updated on a regular basis. This helped to ensure that all reasonable steps were taken to support children’s safety.

All of the children had All About Me folders and the service had developed a system which would ensure they were reviewed at least once every six months.

Areas for improvement

Children took part in the National Toothbrushing programme. Although there was a good supply of new toothbrushes some of the brushes in use had become worn and splayed had not been replaced. We pointed this out to the manager and made a recommendation about this.

See recommendation 1

We looked at samples of the folders, We found that most were up to date however in some cases the links between staff observations and the planned next steps were not sufficiently clear and meaningful. We spoke to the manager about this. She was aware of the issue and explained her plans to manage this through training and closer monitoring of the folders. We made a recommendation about this.

See recommendation 2

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. It is recommended that staff responsible for children’s toothbrushing ensure toothbrushes are replaced as soon as they show signs of wear.

   NCS Standard 3 Health and Wellbeing

2. It is recommended that the manager goes ahead with her plans to implement staff training and closer monitoring of children’s folders. This is in order to ensure links
between staff observations and next steps in children’s learning are clear and focused on the experience of the individual child
NCS Standard 6 Quality of Experience
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

Service strengths
The strengths identified in Quality Theme one, Statement one also apply to this Quality Statement.

In addition during the inspection we saw two prospective new families were being shown around the service. We spoke to one of the families who told us the manager had given them clear information including future plans for the development of the outdoor play area.

Areas for improvement
The areas for improvement identified in Quality Theme one, statement one, also apply to this Quality Statement.

Grade awarded for this statement: 4 - 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 performance of the service was good in relation to the areas we looked at for this Quality Statement.

The provider had created a calm and welcoming environment for children. The premises were in good condition and well maintained.

A system for recording and monitoring any repairs was in place. We found this worked well. For example on the first day of our visit a faulty door had been reported. When we returned to conclude our inspection this had been dealt with.
The secure entry system helped to ensure that no one could enter the building without staff knowledge. We were asked to sign the visitors book. This process helped to ensure that staff knew who was in the building and the reason for their visit.

We looked at the system in place for ensuring that risk assessments were carried out for the premises, the outdoor play area and for outings. This was overseen by the manager which helped ensure that risks were dealt with appropriately.

We found that all areas of the nursery were clean and well maintained. Toys and equipment were in good condition. Staff were able to describe their role in maintaining the environment.

The playrooms were well managed. Most of the toys and equipment were laid out where children could see and reach them. This supported them in making choices. A parent told us "I love this nursery. It ticks all the boxes, it’s safe, homely, educational, fun and loving.'

The service had just registered with Eco Schools and were working towards their bronze award.

Good, well organised storage facilities for toys and equipment helped ensure that staff knew what was in the building and made it easier for them to respond to children’s interests.

The manager had a copy of the new guidance on Management of Medication in Day Care and Childminding services.

All of the families who returned our questionnaires told us they were confident that staff would protect their children from harm, abuse, bullying and neglect. They also told us they found the service provided their children with a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

**Areas for improvement**

Children’s art and craft work had been well used to decorate the playrooms, We spoke to the manager about the importance of ensuring that this was kept up to date and relevant to current activities. We also spoke about the importance of supporting children’s learning by ensuring that where print was used it was done in a uniform style. The manager started to deal with this at the time it was pointed out.

Children had access to an arts and crafts room. However at the time of the inspection the area was not fully set up for use. This meant that some aspects of core play including sand, water and crafts were not available to the children. Staff told us this was because children were spending large parts of the day outdoors.

We made a recommendation about this. See recommendation 1
The nursery has a large outdoor play area and children had positive opportunities to play outdoors. However during the inspection we found that the range of toys and resources available to the children playing outdoors were limited. We made a recommendation about this.
See recommendation 2

The manager accepted our findings we found that when we returned for our second visit she had started to take steps to deal with this recommendation.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. In order to support children’s development and give them opportunities to experiment and express creativity the manager should ensure that core play experiences are always available to children.
   
   NCS
   Standard 5 Quality of Experience

2. In order to make sure that the different needs and interests of children are met the manager should ensure that children have access to a wider range of toys and resources in the outdoor play area.
   
   NCS
   Standard 5 Quality of Experience
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 strengths identified in Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement
The areas for improvement identified in Quality Theme one, statement one, also apply to this Quality Statement. In addition we spoke to the manager about some of the ways families could be more involved in this area.

Grade awarded for this statement: 4 - 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 performance of the service was good in relation to the areas we looked at for this Quality Statement. We looked areas including:

- staff qualifications
- training plans
- induction
- support and supervision
- registration with Scottish Social Services Council

All of the staff were registered with the Scottish Social Services Council (SSSC). The SSSC are the body who regulate care staff and decide on the level of qualifications for each post. The manager and a member of staff had a condition on their registration
that they would gain an appropriate qualification for their role by a specified date. The manager was confident that this would be achieved within the time scales.

Most staff had taken part in additional training in Child Protection, First Aid and Food Hygiene. Plans were in place to ensure that staff who had not yet taken part in this training would do so.

Support and supervision sessions had been established and we saw samples of these. This helped to support good communication, accountability and identification of training needs. A training matrix was in place which helped to ensure that staff training was kept up to date.

Staff met in their teams to plan for children's experiences. In addition full staff meetings were held approximately once every three months. We saw the minutes from these meetings which helped to confirm that effective communication was in place and that issues arising were dealt with appropriately.

All of the families who returned our questionnaires told us they were confident that staff had the skills and experience to care for their children and support their learning and development. A parent told us ‘I can’t praise the staff enough, they are always smiling, happy and encouraging. My child loves going to nursery and I’ve recommended it to many other parents.’

**Areas for improvement**

We spoke to the manager about setting up an information board with staff photographs of staff and their qualifications. The manager told us she had started to look at putting this in place.

We could see that a system had been established to make sure that staff had support and supervision and appraisal. We saw written accounts of these sessions however no dates were set for the next session. We made a recommendation about this See recommendation 1

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that in order to ensure that staff support and supervision and annual appraisals continue to take place on a regular basis a date for the next meeting should be identified included in the written notes. This would help to ensure this area was given priority

NCS Standard 14 Well Managed Service
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

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

Service strengths
The strengths identified in Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement
The areas for improvement identified in Quality Theme one, statement one, also apply to this Quality Statement. In addition we spoke to the manager about some of the ways they might consider in order to increase service users and carers participation in assessing and improving the quality of management and leadership in the service.

Grade awarded for this statement: 4 - 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 good evidence of how they met the areas we looked at in relation to this Quality Statement

We concluded this after we:

- spoke to the manager and staff
- looked at policies and procedures

The registration certificate and the certificate of insurance were displayed in the entrance to the service where they could be seen by visitors to the service
The manager was supernumerary this meant she was not included in the adult to child ratios. She told us that she occasionally provided cover for staff however this was unusual. This left her free to focus on the management of the service.

The Standards. Quality and Improvement (SQIP) plan for the nursery identified key targets for the future development of the service. An adviser from the local authority assessed the plan. Staff were aware of the SQIP which had been discussed at staff meetings.

The manager was able to give some examples of how she had made changes to the way the service operated in response to feedback from families. The manager told us that she spent time in the playrooms on a regular basis in order to audit staff practice. This was confirmed by staff. We saw written records of some of those observations. We also saw written accounts by staff of their understanding of specific policies and procedures and how they impacted on their day to day practice. These had been signed by the manager.

The manager received regular support from the provider and a written record of these meetings was kept.

The nursery had been open for less than one year at the time the inspection took place. The manager had not been required to make notification to the Care Inspectorate. However she was able to give a clear account of how and when she should use the notification system.

**Areas for improvement**

We spoke to the manager about making sure they kept up to date with current best practice. We directed them to ‘The Hub’. This is an addition our website available to providers, services users and members of the public which highlights new developments in practice across all of the service we inspect.

We could see that the manager spent time in playrooms observing and auditing staff practice. However current systems had not been effective in identifying practice issues identified in Quality Statements 1.3, 2.2 and 3.3 of this report. We made a recommendation about this.

See recommendation 1

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that the provider and the manager should review the systems in place to assess and monitor practice in the service. Where areas for action are
found they should be systematically recorded, fed back to staff and included in action plans in order to improve outcomes for children.
NCS Standard 13 Improving the 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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## 6 Inspection and grading history

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